

# CustomMAP Overview

## Create Your Own Survey

CustomMAP is a tool that allows you to create your own surveys. Each survey can have up to five categories, and each category can have up to ten questions in it. You get to choose the category titles and formulate your own questions. After the survey is posted, your survey questions are presented to participants via an Internet e-mail link to your web survey.

The process for building your own survey is simple. Download the survey template (click the button shown) and plug in your own category and question information. You must provide the categories and questions in English, but optionally you may also provide them in Spanish and Korean. Then e-mail the completed template to [mapchurch@namb.net](mailto:mapchurch@namb.net). The NAMB administrator will post your survey to the **MAPCHURCH.com** website and notify you when it is ready. Then follow the process below to use your survey.

## ChurchMAP Process

The following are the step-by-step instructions for initiating and completing the **MAPCHURCH** process with the CustomMAP assessment tool. Please use the PDF Download button above to download these instructions and print them. It may be easier to follow along if you have a printed copied handy as you go through the **MAPCHURCH** process with the CustomMAP tool.

Phase I - Preparation Process  
Phase II - Registration Process  
Phase III - Approval Process  
Phase IV - First-Time Login Process  
Phase V - Define Survey Process  
Phase VI - Define Participants Process  
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Phase VIII - Survey Process  
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## Phase I - Preparation Process

Acquaint yourself with the website and the concept of using the assessment tools to discern perceptions inside your church. Helpful overview information about **MAPCHURCH.com** is provided by clicking on the "What is **MAPCHURCH**?" and "How Does It Work?" links at the bottom of the Home page. Before you do anything else, we recommend you click on those links and review that material.

After your church or group determines you want to proceed with the **MAPCHURCH** process, a "church or group administrator" or local coordinator must be selected by your church or group. Hereafter we will designate this person as your "**MAPCHURCH** Administrator". This person could be the pastor or a church staff member, or a volunteer or even a church consultant retained to help your church. This person will serve as a liaison between your church staff, leadership, member participants, and the **MAPCHURCH** administration at the North American Mission Board. If you are a group, not a church, your **MAPCHURCH** Administrator will perform these same functions for your group.

The **MAPCHURCH** Administrator should review all of the phases and instruction steps that follow below, and become familiar with the **MAPCHURCH** process before proceeding any further. If you plan to use the CustomMAP tool, you will have clicked on the CustomMAP tab on the Home page to find the specific instructions that you are now reading. We highly recommend you click on the PDF Download option at the top of this page. This will permit you to download the instructions to your computer so that you can print them. It will be helpful to have a printed copy of the step-by-step instructions nearby as you continue with the **MAPCHURCH** process.

We recommend you not proceed to Phase II until these instructions have been printed! Also remember to create your customized survey and have it posted to the website before you proceed to Phase II. (See "Create Your Own Survey" above.)

## Phase II - Registration Process

To register your church or group and begin the process, the **MAPCHURCH** Administrator must create a free account. This process results in providing the **MAPCHURCH** Administrator with a User-Id and Password for later use.

- Click on the "New Church Account" button on the Home page, under the "Get Started Today!" message. This is only for the designated **MAPCHURCH** Administrator. You cannot "log in" until after your **MAPCHURCH** Administrator has completed this registration, and your church or group only has to create one account. This one User-Id and Password are used throughout the rest of the process. If more than one person will log in for this church or group, it is okay to share this User-Id and Password with all that need it.

Note: The "User-Id" may be variously called "Login Id", "Login Name", or "User Name".

The **MAPCHURCH** Administrator enters the basic registration data as requested by the registration form shown on that screen.

- The first entry is the "Survey" selection menu. The default choice is "ChurchMAP" and the other choices are "CustomMAP" which that matches these instructions, and "MissionsMAP." If you want to select "ChurchMAP" or "MissionsMAP", stop now. Go back to the Home page and click the ChurchMAP or MissionsMAP tab and print those instructions.

Note: On the right side of the Survey selection menu, there is a blue "information" circle. If you click on it, a new window is opened and the definitions of ChurchMAP, CustomMAP and MissionsMAP are presented. This is intended to help you understand which of the three assessment tools you are using.

- Enter your first name, and then hit the tab key on your keyboard. Enter your last name, and then hit the tab key.

Note: This is the name of the **MAPCHURCH** Administrator for the church, not the pastor (unless the pastor is serving in this function).

- After you entered your last name and hit the tab key, the system suggested a Login Name for you. Notice it will be in the format Firstname.Lastname, the first name you entered, then a dot (or period), and then the last name you entered. If you prefer a different Login Name, you must change it now.

Note: This Login Name will be what the Login Screen calls "User Name" later when you need to login. Also remember it is case sensitive, so use the capital letters correctly when the time comes to login. One common mistake is to attempt logging in with your first name, space, last name—forgetting there is a dot between the two names, not a space.

- Enter your e-mail address, and hit the tab key. This will be the address where the system will send you messages, including the e-mail message that contains your password after the registration process has been completed. You must be careful to enter a correctly formatted e-mail address.

**Warning:** Adjust your spam filters and junk mail filters to allow the websites **MAPCHURCH.com** and **NAMB.net** to send you e-mail messages and to allow delivery of messages from the e-mail address **mapchurch@namb.net**. You will not receive your Login Password if your e-mail system or e-mail provider blocks delivery of **mapchurch@namb.net** communications.

- Enter your church's name, or your group's name, and hit the tab key. If you are registering as a church, try to match the name recognized by the Southern Baptist Convention if applicable, used on your Annual Church Profile if your church submits one. For example, if your church name is Anytown First Baptist Church, enter it that way instead of Anytown FBC or FBC Anytown. Note: On the right side of the name there is a blue information circle that you can click for more explanation.
- Enter your pastor's first name, and hit the tab key. Enter your pastor's last name, and hit the tab key. If you are presently without a pastor, enter the name of the interim pastor or some other appropriate contact person. If you are a group, enter your group leader's name.
- Enter the city in which your church or group is located, and hit the tab key. This will be the mailing address city, if your church is rural for example. If your group is scattered around, it might be the leader's address.
- This next entry is the "State" selection menu. Click the pull-down arrow on the right, and then click on the state in which your church (or group leader) is located. You will then need to hit the tab key or click in the Phone entry area to advance to the Phone data entry point.
- Enter the contact phone number for your church or group, and then hit the tab key. The phone number may be entered with dashes, 770-410-6000 for example.
- This next entry is the "Denomination" selection menu. The default choice is "Southern Baptist". If your church or group is not affiliated with the Southern Baptist Convention, you may use the pull-down arrow on the right to select other choices. You will then need to hit the tab key or click in the Church Paradigm area to advance to the Paradigm data entry point.
- This next entry is the "Church Paradigm" selection menu. Click the pull-down arrow on the right, and then click on the paradigm that best fits your church or group. You will then need to hit the tab key or click in the Worship Count data entry area to advance to the Worship Count entry point.

Note: On the right side of the Church Paradigm selection menu, there is a blue "information" circle. If you click on it, a new window is opened and the definitions of each paradigm are presented. This is intended to help you understand which of the paradigms makes the most sense for your church.

- Enter your church's weekend corporate worship count, and hit the tab key. This is the total number of people involved in your "regular" worship service during the weekend, including any of these that apply: Saturday night service; Sunday morning services (include all if you have multiple); children's church service, preschool, and nursery during the same time as adult worship services are taking place; and include ministers, staff and volunteer workers in the count. Do not include Sunday evening services in the count (unless that is the only services you have on Sunday). Do not include Sunday School or small groups—only include worship services. If you are a group, enter the count of the number of people in your group.
- This next entry is the "Yes" or "No" Acts 1:8 Challenge church radial buttons. If your church has registered as an Acts 1:8 Challenge church with the ActsOne8.com website, click the "Yes" button. The default is set to "No".
- This next entry is the "Yes" or "No" Thrive church radial buttons. If your church is participating with your local Association in the Thrive Church Planting program, click the "Yes" button. The default is set to "No".
- This next entry is the "Yes" or "No" People Teams church radial buttons. If your church has registered as a People Teams church, click the "Yes" button. The default is set to "No".
- This next entry is the "Yes" or "No" Group radial buttons. If you are registering as a group, not a church, click the "Yes" button. The default is set to "No", meaning we are a church.

- This next entry is the Terms of Use checkbox. Before going any further, you must click the box indicating you agree.

Note: The links for the "Terms of Use" and the "Privacy Policy" are in the heading area at the top of the web page. You may click those to read and review the terms and policy.

- If you have completed all of the above entries, click the Submit button. If any entries have been omitted or entered incorrectly, error messages will appear. You must resolve the errors and click the Submit button again. Keep repeating the process until there are no entry errors.
- After clicking the Submit button with all entries valid, an "Important Notice" is displayed. Please read it and make plans to notify everyone who will be involved that **MAPCHURCH.com** and **mapchurch@namb.net** must be able to send e-mail messages to them. They must adjust their Spam and Junk filters or notify their e-mail provider accordingly. Click the OK button to continue.
- The "Thank You" notice appears. At this point you have completed the new account set-up or registration form process. You may close your Internet browser.

Note: Your registration has been forwarded by the system to the North American Mission Board for registration approval. The approval process may take a day or two, and **MAPCHURCH.com** will e-mail you again when the approval has been completed. That message from **mapchurch@namb.net** will contain your temporary password so that you can proceed to Phase IV below.

## Phase III - Approval Process

When your **MAPCHURCH** Administrator submitted your registration form (see Phase II instructions above), your request was automatically added to a queue reviewed by the **MAPCHURCH** administration at NAMB. If you are a Southern Baptist church, NAMB will access your Annual Church Profile (ACP) data from LifeWay and add it to your church profile data for you. If you do not send in the ACP every year, the most recent year from your church will be used. If you have never sent in the ACP or are a non-SBC church or group, the ACP data area will be left blank until you fill it in.

The purpose of capturing your ACP data and storing it with your registration data is to create a snapshot of the key indicators in your church at the time your members participated in the survey process. In subsequent years, you may decide to repeat the **MAPCHURCH** process and the system will compare changes in the key indicators and automatically highlight them for you.

**Note:** The first time you log in, your **MAPCHURCH** Administrator will have an opportunity to update the ACP data. If your ACP data has changed significantly since the last time you submitted it, you will want to update it here so that comparisons will as accurate as possible later. If you are a group, not much of the ACP data area may be useful to you.

The NAMB administration will "approve" your church to complete the registration process. The system will automatically generate an e-mail message from **mapchurch@namb.net** and send it to your **MAPCHURCH** Administrator's e-mail address. The message will include the **MAPCHURCH** Administrator's login name and temporary password for use in Phase IV.

NAMB administration may not check the request queues every day. Normally approvals are completed daily, but churches should allow 2-3 days for the process to be completed. The system sends an e-mail message to your **MAPCHURCH** Administrator within a few minutes of NAMB approving the registration request and setting up your church or group account.

## Phase IV - First-Time Login Process

When the **MAPCHURCH** Administrator receives the e-mail message from **mapchurch@namb.net** with the login name and temporary password, you may go to the **MAPCHURCH.com** Home Page and click the "Sign In to **MAPCHURCH**" button on the right side of the screen near the top. Everything from this point in the process requires the **MAPCHURCH** Administrator to be logged in.

After clicking the link for "Sign In to **MAPCHURCH**", the "Please Login" screen will appear.

- Enter your login name, and then hit the tab key. Enter your temporary password. Enter these two items as shown in the e-mail message **mapchurch@namb.net** sent to you.
- Click the "Log In" button. The login screen will immediately prompt you to replace the system-generated temporary password with a password of your own choosing. The password you enter will become your permanent password. If your browser supports this option, you can use the "remember me" feature to recall the password in the future. Once you complete this task, the temporary password will no longer work.
- If the system rejects your login name or password as invalid, remember they are case-sensitive and must be keyed in exactly as shown. Try to do a copy-and-paste operation to copy the login name and temporary password from the e-mail message and paste them into the appropriate data entry boxes on the screen.

Note: If the **MAPCHURCH** Administrator cannot make the login work successfully, contact the NAMB **MAPCHURCH** administration. They can assist you, and if necessary, they can reset your password so that you can try again.

After logging in the first time, the **MAPCHURCH** Administrator will see the following tabs: Home, Create/Send Survey, and Church Account Settings. The default tab, "Church Account Settings", will be active.

- You will be looking at the “Edit Church Information” screen. The first section of this screen shows the **MAPCHURCH** Administrator contact information. The “Save” and “Cancel” buttons are underneath that area. There is nothing to update in this section.

Note: Under this section on the right side of the screen you will see an “Export to PDF” button. You may use that button at any time to create a PDF format file with your church profile data and download it to your computer. You may then print the PDF so that you will have a paper copy of your ACP key indicators that have stored in **MAPCHURCH**. This report may be useful later in presentations to staff, leaders or members, etc.

- The next section is the Church Information section. You will see a “Church Logo” blank with a “Browse” button. You may click the Browse button and enter the folder and file name for your church or group logo artwork stored on your computer. Then click the “Upload” button and the logo will be imported and used to customize your **MAPCHURCH** reports with your artwork logo. This is an optional feature and you do not have to upload your logo if you choose not to do so.
- Under the “Upload” button, you will see some control information about your church. That data should not require updating.
- Below that, you will see the Annual Church Profile Data section. Much of the data in this section is “updatable”, and we recommend you update any piece of data that appears to be outdated. Also, if any of the data is blank, this is your opportunity to fill it in. You may leave it blank, but the assessment results will be more accurate when you have supplied updated ACP-type data.
- When you are finished with updating the ACP data, click the checkbox near the very bottom of the screen. Clicking this checkbox ensures that you have reviewed the ACP data, and have provided the latest updates if any was found to be out-of-date. You cannot proceed further until the ACP data has been updated and the **MAPCHURCH** Administrator has clicked the checkbox to confirm.
- Lastly, click the “Save” button. If there are no errors to be corrected, the Create/Send Survey tab will become active.

At this point, you may continue or you may log out. If you log out, the next time you log in you will come right back to this point. Remember to do the login with the password you created, not the temporary password issued by the system.

## Phase V - Define Survey Process

Now that the ACP data has been reviewed and updated, it is time for the **MAPCHURCH** Administrator to select the appropriate CustomMAP survey and build the church’s instructional e-mail text. The system generates a standard text message, but here an opportunity is provided for the church to include its own message.

Later in the process these e-mail messages will be sent to the people the **MAPCHURCH** Administrator invites to participate in the survey campaign. No messages will be sent until the “Begin Survey” button is clicked. You want to provide recipients of this e-mail message as much information as possible. It would also be helpful to share with your congregation about the **MAPCHURCH** process a couple of weeks in advance of starting it, so that they may be fully prepared and ready to begin.

- The first section on this screen is where the **MAPCHURCH** Administrator selects which CustomMAP survey will be used. There will be a picklist of surveys to choose from, and the one you submitted earlier to have posted to the website should be in the list. Select yours. Once you select one and move to the next section, you will not be able to back up and change your CustomMAP survey selection.
- The next section on this screen affords the **MAPCHURCH** Administrator an opportunity to provide a name for this assessment campaign. Click in the Survey Name box, and enter something descriptive. For example, you might enter “CustomMAP Assessment September 2009”. This name will help to differentiate between other assessment campaigns the church or group may do in the future.
- The next section on this screen is labeled, “Personalize the Email”. You will see an open text area where you can type the customized message the church or group leaders wants to share with the participants. It is a good idea to mention who you are (their **MAPCHURCH** Administrator), what your role is, and why you’re sending the message to them. Let them know what is expected of them, and encourage them to participate because it will be so helpful to the church or group and its leadership. Remind them their opinions are anonymous, and they have just two weeks to complete the survey. Also tell them if the embedded link at the end of the message doesn’t automatically launch the survey in their browser, they should just copy the link and paste it into their browser.

Note: We have provided a few basic text formatting tools to use with your message. You can use Bold, Italics, Underline, and other functions such as bullets or numbering. You can even insert images into your message to further customize and personalize it before it gets sent to your participant list.

- After you have built your church’s customized message, you have the option of clicking on the “Preview” button. That will open a window underneath and show you what your text message will look like to the recipients. Simply click the “Close Preview” button to go back to the text message editing area.
- After you are satisfied with your customized message text, you finish your work on this page by clicking on the “Next” button at the bottom of the page.

Warning: Don’t forget to remind your target group to adjust their Spam and Junk filters and notify their e-mail providers to permit messages sent from **MAPCHURCH.com** and **NAMB.net** and **mapchurch@namb.net**. If the message sent by the system to the survey campaign participants cannot be delivered, it will reduce the number of responses you receive and limit the effectiveness of the assessment.

## Phase VI - Define Participants Process

After the e-mail message text has been created (see instructions in Phase V above), it is time for the **MAPCHURCH** Administrator to “invite” people to participate. This is accomplished on the “Define Participants” screen.

This assessment tool may be used for a single group of participants, or two groups. The primary group is referred to as “Members”. If you want to have a secondary group participate in the assessment but track their responses separately, that group is called “Staff”. They could be church staff, a leadership team, the deacons, or any target group to be tracked separately from the main group.

Prior to inputting the participant e-mail addresses, use the Member or Staff radial buttons to indicate which group you are building. “Members” will be the default. If you want to build a “Staff” list, click the Staff button. If you are switching back and forth, be sure the correct radial button is selected.

The **MAPCHURCH** Administrator invites church members, group members, or staff to participate by using the Participant Email section. You will see an “Email Addresses” text entry area on the screen. E-mail addresses can be added one at a time or in groups using the correct format as shown on the screen. You may also import your church e-mail address distribution list from an Excel file if you have one.

- Click in the e-mail address text entry area. Type one correctly formatted e-mail address per line. After entering the first address, you may use the “enter” key to go to the next line where you can type the next address. Input as many addresses as you desire.

Note: A minimum of 15 people must complete the survey to be significant and helpful. When building your “member list”, invite at least 15 people. If you invite more than 100, at least 15% must complete the survey to be significant and helpful. You may invite your entire membership, or a random sample—you decide how many you want to participate. When building a “staff list”, there is no minimum number required. The “Staff” feature is just for comparison purposes and their responses are not considered to be statistically valid. It is only the member list that counts.

- When you have finished creating your member list (or staff list), click the “Add Participants” button. This builds the e-mail list and displays the list at the bottom of the screen.

Note: You may go back into the e-mail addresses text area and input more e-mail addresses at any time. Each time after you finish, click the “Add Participants” button to add the new addresses to the previous list. You may also use the “Delete Selected” button below the list to remove e-mail addresses if you have changed your mind and need to drop participants.

- If you have members who do not have an e-mail address, you have two options for including them in the survey campaign. First, you can invite them to come to your church or other location and use any computer connected to high-speed Internet to do a “generic” survey. Generic surveys will be described in more detail later. Second, after the “Begin Survey” button has been clicked, you will be given the option of printing the survey so that people can do a paper version and then the **MAPCHURCH** Administrator can use the generic survey to input the results.

Remember, the Participant Type radial button defaults to “Member”. However, your church or group can do a separate survey for “Staff” or leadership control group if desired. Just be sure the correct radial button is selected before you click the “Add Participants” button.

The **MAPCHURCH** Administrator may continue this process for as long as it takes to invite your church’s participants. They are not notified yet, and the survey doesn’t actually start yet. You can log off, login, etc., as many times as you want and continue until you finish this process of building the participant lists.

Again, you may “invite” a random sample of church members—or invite as many as you desire up to and including the full membership. If you use a random sample, the results will be more accurate if you select a random group of people involving both men and women (and perhaps youth), leaders and non-leaders, new members and long-time members, active and uninvolved, etc. At least 15 members must complete the survey, so you should probably invite more than the minimum in case any do not finish it. There is no minimum, however, on staff surveys—they can be a few as two or three.

When you are finished inviting participants by entering their e-mail addresses, click on the “Next” button at the bottom of the screen. This will take you to the “Define Delivery” screen. (See the Phase VII instructions below.)

Note: The e-mail addresses are kept confidential. NAMB does not see them or obtain them. Only the church’s **MAPCHURCH** Administrator knows what e-mail addresses were entered, and they are maintained exclusively for the use of the **MAPCHURCH** system. The system does not have the capability of reporting on which individuals were invited, which actually participated, or which did not respond. The system was designed to keep the list confidential and the responses anonymous.

## Phase VII - Define Delivery Process

After you have invited a random sample of your membership, or all the members you want to participate, it is time to launch the survey campaign. This is accomplished on the Define Delivery screen. This screen shows a “dashboard” that will be available for the remainder of the **MAPCHURCH** process. The **MAPCHURCH** Administrator uses the dashboard to keep an eye on the progress and status of the survey participants.

The "Define Delivery" screen is also where **MAPCHURCH** Administrator is introduced to the Generic Survey Login and Generic Login Password. These are used by participants that do not have their own e-mail address and cannot be invited to participate in that way. Instead, they can use a computer and go to the Internet website for **MAPCHURCH.com** and enter the generic login name and generic password. They will immediately be presented with a survey, the same as those who had their own copy delivered to their e-mail address. As many people as necessary may use the generic login to do their survey. It can be used repeatedly, but it is unique to your specific church or group. Every church or group gets a different generic survey login so only your members should be given yours to use.

The generic login and generic password are found on the last line of the dashboard.

Below the Survey Overview or "dashboard" area, on the right, there are two buttons.

- If you want to go back to the Define Survey screen, click the "Edit Survey" button. It will take you back and give you the opportunity to revisit the activities associated with the Phase V instructions above. Reminder: You cannot change the CustomMAP survey you selected from the list.
- If you want to go back to the Define Participants screen, click the "Edit Participants" button. It will take you back and give you the opportunity to revisit the activities associated with the Phase VI instructions above, including add more participants.

If the **MAPCHURCH** Administrator is ready to start the survey, click on the "Begin Survey" button. If less than 15 participants have been invited, a warning message will appear to remind the **MAPCHURCH** Administrator to add more participants.

## Phase VIII - Survey Process

When the **MAPCHURCH** Administrator clicks the "Begin Survey" button, the survey is actually initiated. A number of activities are set into motion.

- The Survey Status & Results Summary screen appears. This screen is used by the **MAPCHURCH** Administrator during the remainder of the process.
- The church's e-mail message is sent to all the participants invited by the **MAPCHURCH** Administrator.
- The two-week survey clock begins ticking. The survey campaign participants have just two weeks to complete their surveys. They can start and stop and start again, until they work their way through all the questions. It should take them about 45 minutes or less.

Note: A good Internet connection is necessary. When the member opens the e-mail sent by **MAPCHURCH.com**, it will contain the standard message and your customized e-mail message. It will also include an embedded link to the actual survey. The link has the login and password built in, so that members do not have to know that information. They just click on the link, and the survey will be presented to them. If they close their browser before completing the survey, they just need to click the link in the e-mail again and they can resume where they left off.

- Warning: Occasionally the survey will not launch when the embedded link is clicked. This can happen due to the various e-mail systems, computers, browsers, and software configurations. Some of them "strip off" control information that may cause the link not to work any longer. All the participant has to do is copy the link from the message and paste it into their browser. This copy-and-paste approach is only necessary if the embedded link will not launch when you click on it.
- The familiar "dashboard" appears near the top of the screen. It reveals how many participants were invited, and how many have completed the process. It shows the end date. It also shows the generic login and generic password for the **MAPCHURCH** Administrator to share with those who do not have an e-mail address.
- Under the dashboard, the survey print options are displayed. The **MAPCHURCH** Administrator may download any or all of the language choices—English, Spanish, or Korean. The downloaded PDF can be printed to produce paper versions of the survey for those who do not want to use a computer. The **MAPCHURCH** Administrator can enter the returned paper copies by using the generic login and password survey. Note: There is no "automated scan" option for paper surveys. They still have to be entered into the system—using the generic survey feature—one at a time to be recorded.
- Under the print download options, the Add Survey Participants section reappears. During the two-week survey period, more participants may be invited by inputting their e-mail addresses. They receive their e-mail message immediately when the **MAPCHURCH** Administrator clicks the "Add Participants" button. However, they do not get a fresh two weeks for their survey response. They are given only whatever time is remaining on the church's survey clock. Everyone finishes by the same date.
- At the bottom of the screen is an "End Survey" button. If all participants have completed the survey before the two weeks has expired, the **MAPCHURCH** Administrator may click the "End Survey" button to manually close out the survey early. Reports are not available until the survey is completed, but if everyone is finished, this button will trigger creating the reports rather than waiting until the two weeks have expired. However, as a precaution, when this button is clicked a warning message is displayed. This gives the **MAPCHURCH** Administrator an opportunity to "cancel" this action and ensures the **MAPCHURCH** Administrator cannot accidentally end the survey prematurely.
- Note: It is not necessary to use the "End Survey" button. The system will automatically close the survey campaign after the two weeks has expired. The reports are processed that night, and the reports are fully available the next day. Also, the system sends out a reminder e-mail to participants who haven't finished. The reminder goes out three days before closing the survey to give participants every opportunity to finish before the survey is terminated.

While the two weeks of survey time is in progress, the **MAPCHURCH** Administrator may monitor the progress as often as desired. Just login to **MAPCHURCH.com** and go to the Survey Status & Results Summary screen (dashboard).

Remember, the “generic survey” can be a powerful tool. This is for members you want to participate, but they do not have their own e-mail address. Instead, the **MAPCHURCH** Administrator asks them to use a computer at church (or another location) and gives them the generic login and password for logging on to **MAPCHURCH.com**. When they log in with the generic option, they will be presented with a survey just as if they were at home and had received an e-mail invitation. The only difference is that they cannot start and stop—once they start they must answer all the questions and complete the survey. If they close the browser in the middle, their answers will be lost and they must start all over. You can give the generic login and password to any number of people, and this is helpful if you have several members who do not have e-mail addresses—they can still participate!

As a final helpful reminder, notice that while the survey is in process the **MAPCHURCH** Administrator can still add more participants using their e-mail addresses. These invitation messages are sent immediately upon clicking the “Add Participants” button. However, they do not get two weeks to complete their work—they only get the remaining number of days until your survey is scheduled to finish.

## Phase IX - Reporting Process

Two weeks after launching your church survey campaign, the system will automatically “complete” it. Anyone who has not finished their survey by that time will be locked out. They will receive a warning message three days prior, reminding them to finish—but once the two weeks has expired, they will not be able to do the survey.

Once the survey is completed, a “View Reports” button will appear underneath the right side of the dashboard. The **MAPCHURCH** Administrator may now review all the reports. With CustomMAP surveys, there are reports for category level and specific question level. All reports can also be downloaded via PDF file so that you may print them and use them in presentations to leadership or to the members.

When you click the “View Reports” button, the Reports & Graphs screen will appear. The member graphs are displayed on the left, and the staff graphs on the right if applicable. The **MAPCHURCH** Administrator can click on a member graph bar and it will open another window and display the questions related to that graph bar. It will also show the aggregate scores for each question, including how many answered with “I don’t know.”

Just above the Reports & Graphs header, there is a “Question Summary” link. Clicking on Question Summary will allow you to review all questions and their aggregate scores, as well as create a report PDF for download and printing.

## Missional Definition

We at the North American Mission Board (NAMB) want the **MAPCHURCH** process to be easy to understand and **MAPCHURCH.com** to be very easy to use. Your feedback will be greatly appreciated.

We have written the above instructions to assist you. These may be downloaded via a PDF file, allowing you to print the instructions and keep them handy as you use **MAPCHURCH.com**.

If you find that you need further clarification during the process or want to provide feedback to make **MAPCHURCH** more user friendly, please contact us toll-free at 1-888-730-5226 or use the **MAPCHURCH.com** “contact us” form.

**NAMB defines a missional church as follows: “A missional church is a biblically faithful and culturally appropriate reproducing community of disciples sent on mission by God to advance His Kingdom among all peoples.”**

**We affirm and work with diverse kinds of churches that may fit the church paradigm descriptions found herein, and we support the Baptist Faith & Message 2000 and the NAMB Ecclesiological Guidelines.**