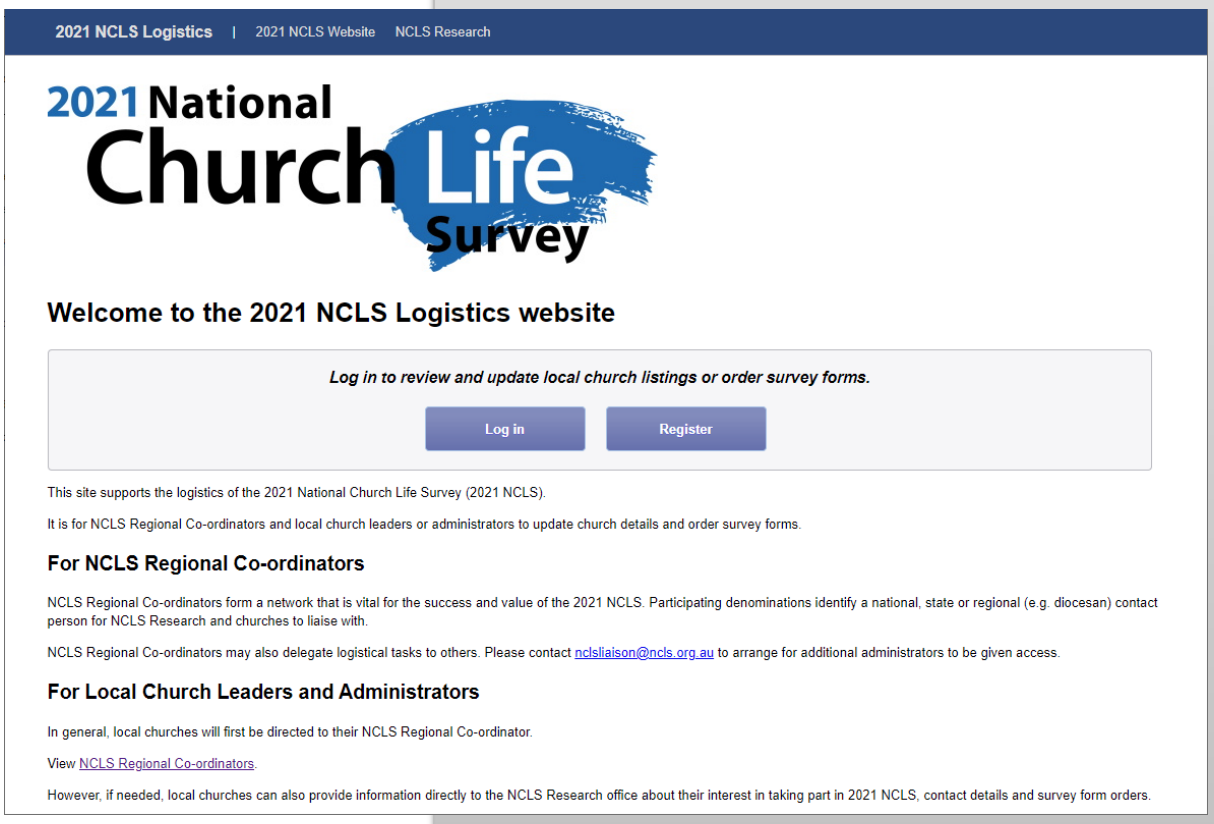
2021 NCLS Logistics Website

https://logistics.2021ncls.org.au

User Guide



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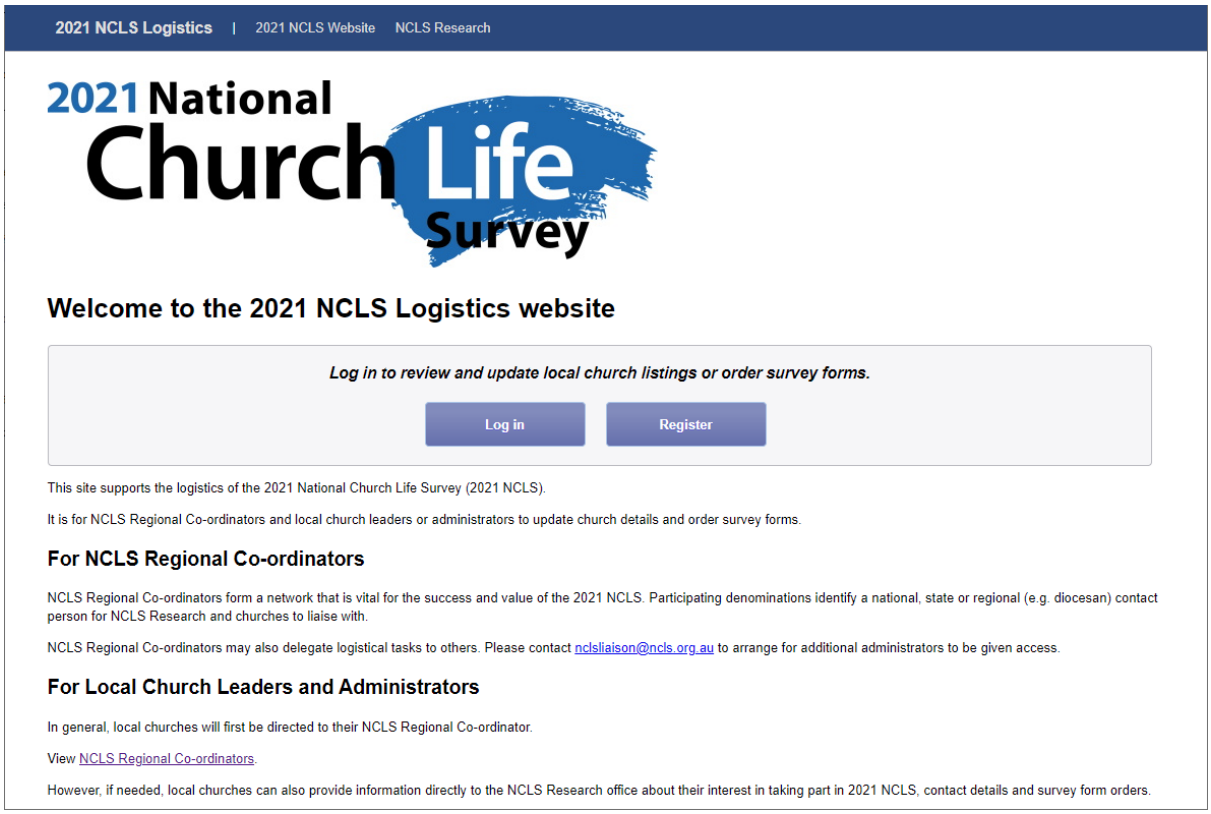
Overview



The 2021 NCLS Logistics Website is organised into the following main sections:

- Log In and Registration
- Landing Page
- Edit Church Listings
- Order Survey Forms and Other Resources

This guide outlines how to use these sections of the website to update your church lists and order survey forms, packs, and profiles for your churches so they can take part in the 2021 National Church Life Survey.

This user guide is intended for NCLS Coordinators and other church staff with oversite over multiple churches at a regional or state level.

If you need further assistance with using the website, please contact us on **(02) 9139 2525** or email surveys@ncls.org.au with your question.

NOTE: This website is not designed to work on mobile phones but does support tablet (e.g. iPad) and larger screen sizes.

Terminology

The logistics website customises itself to the language your denomination uses to describe your church structure. For example, the generic term “Multi-site Church” may be shown as “Parish” or “Cluster”. Likewise, a “Local Church” may be called a “Mass Centre”, a “Congregation” or a “Location” depending on your terminology.

This user guide uses the generic terms of “Multi-site Church” and “Local Church”, however the website will display friendlier terms where appropriate.

Common Elements

Before we get into the details of how to use the various pages on the website, there are some common page elements that are used throughout the site which you should be familiar with in order to use the site effectively.

Title Bar

At any time, you can navigate to the main 2021 Nation Church Life Survey Information Website via the **2021 NCLS Website** link or visit our main website by clicking the **NCLS Research** link.

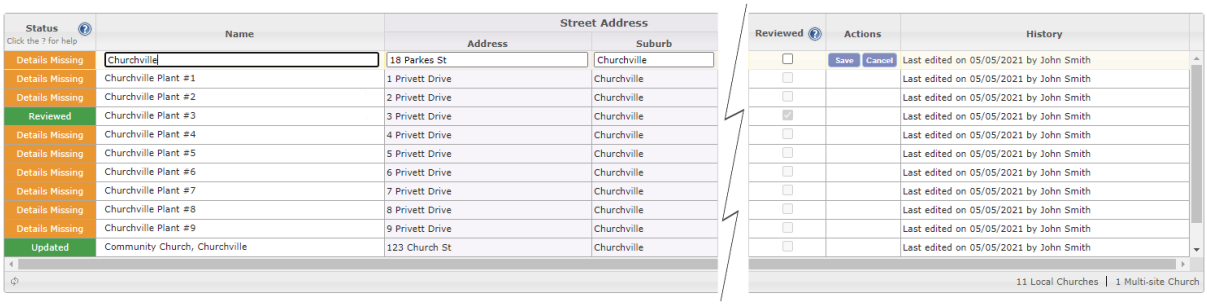
Clicking on the **2021 NCLS Logistics** link will take you back to the Home or **Landing Page.**

To log out of the site at any time, click the **Logout** link at the far right of this bar.

Breadcrumb Bar

The Breadcrumb Bar shows where you are currently located in the site. You can click on a part of the breadcrumb to quickly navigate back to a previous section.

Grid Panel



The grid is designed to work in a similar way to most spreadsheet programs.

Simply click on a row you wish to update, and the display of that row changes from view mode to edit mode, allowing you to edit the details.

To save your changes to the current row do one of the following:

- Click the **Save** button in the **Actions** column
- OR click on a different row
- OR press the **Enter** key

To cancel your changes to the current row (e.g. If you make a mistake or don’t want to apply your changes) do one of the following:

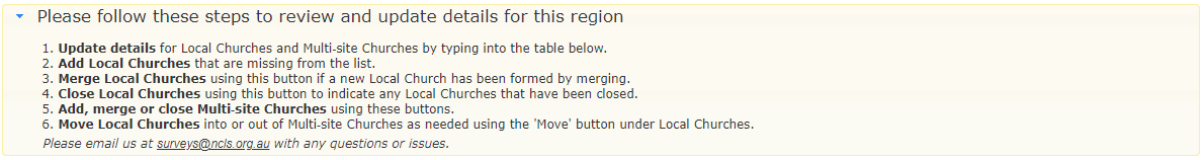
- Click the **Cancel** button in the **Actions** column
- OR press the **Esc**ape key

If your region supports Multi-site Churches the grid will display in hierarchical/tree mode. A Multi-site Church can be collapsed or expanded by clicking the or icons next to its name to hide or show its Local Churches.

To search for a church press **Ctrl + F** (or ⌘ **+ f**) to use the search feature of your browser. Enter all or a part of the name of the church or a part of its address, and then press **Enter** to highlight it in the grid.

***TIP**: In order to change the value of a tick box (e.g. in the Reviewed or Pack columns) you first have to click on the row and not on the tick box to enable edit mode. You can then tick or untick the value.*

Help Panel

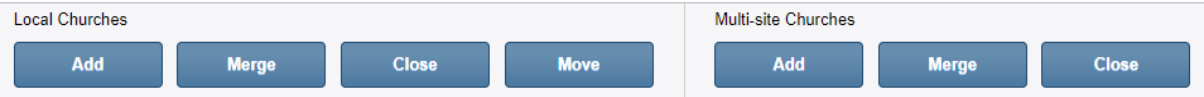


Pages that show the Grid Panel will also show a Help Panel above the grid. This panel gives a list of steps that you should consider when using the page. You can collapse this panel to increase the height of the grid, by clicking the icon at the left of the top line of text, or expand it (if it is already collapsed) using the icon. The site will remember your setting for future visits.

"More Info" Buttons

On some pages you will see icons next to various elements. Clicking on this icon will display more information about that element.

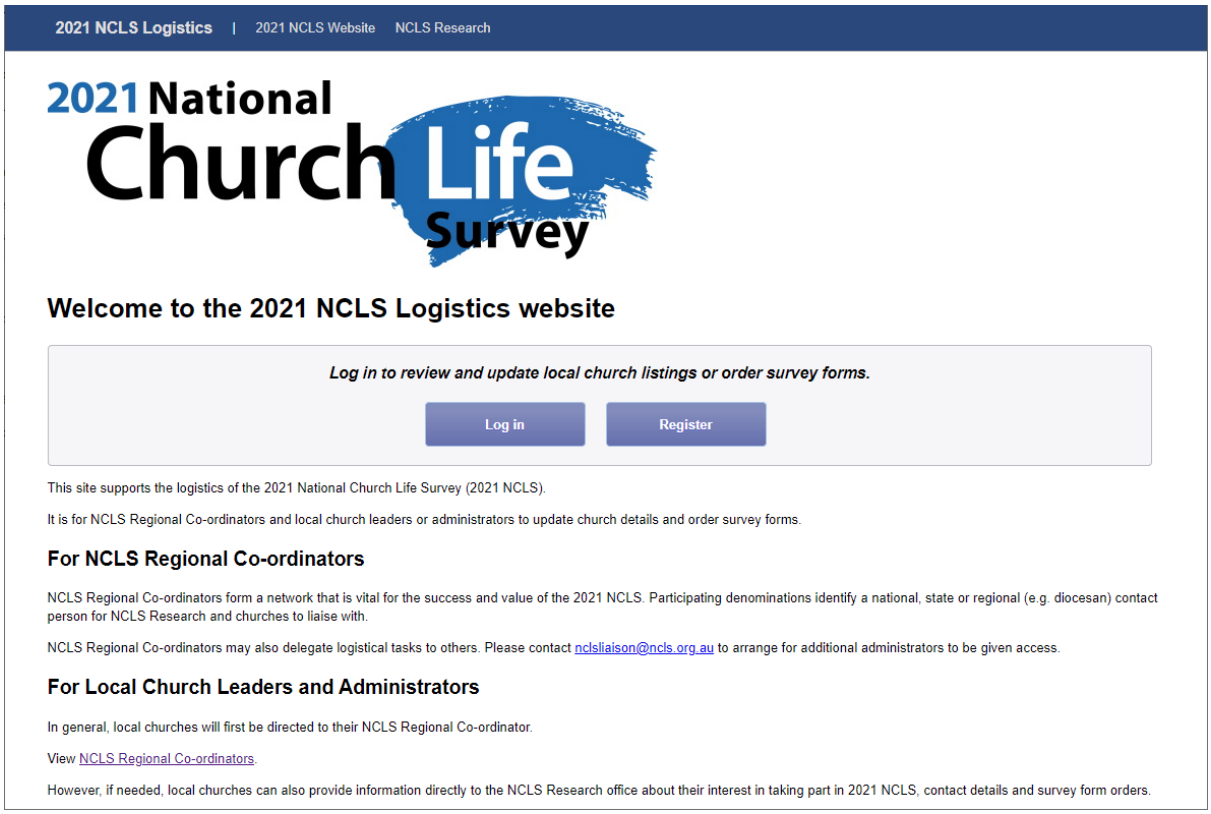
Actions Toolbar



Some pages will show a strip of buttons at the bottom of the screen called the Actions Toolbar which allows you to access additional functions related to the page.

Log In and Registration

When you first access the website you will be presented with the following home page:

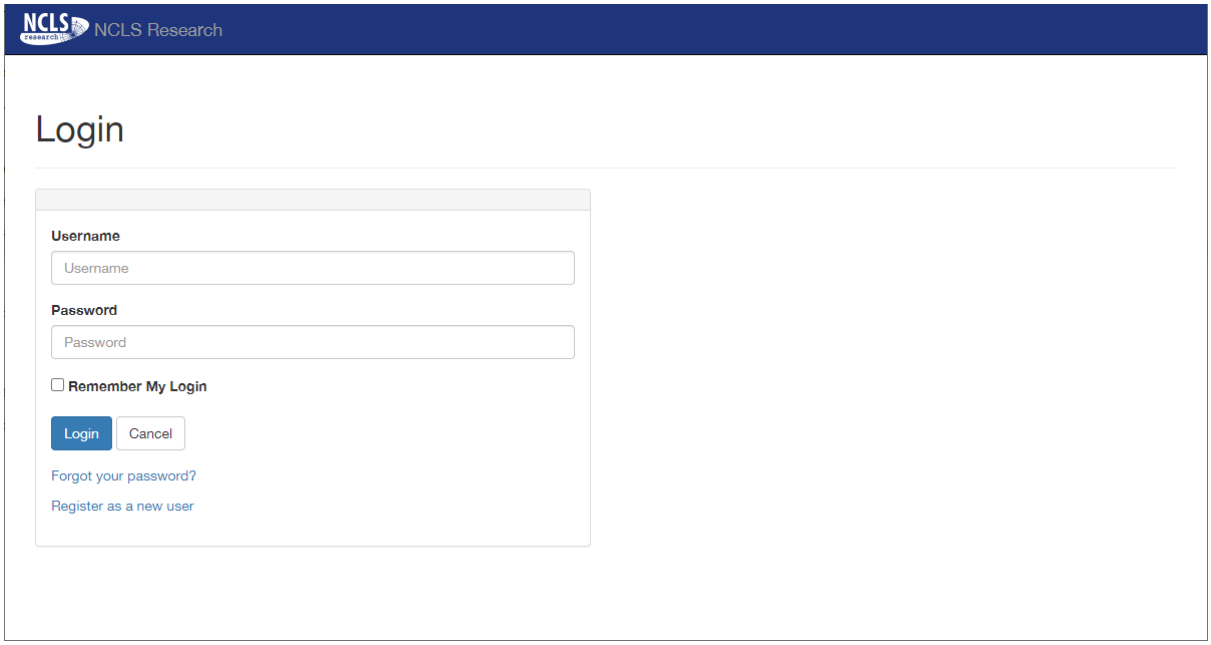


Log In

To start using the site, click the **Log in** button if you already have a NCLS login. Otherwise, click the **Register** button to register as a new user.

Clicking the Log in button will take you to a separate login page. This time around you will need to reset your password via the **Forgot your password** link (see below), as we have moved to a new login system. This will upgrade your login.

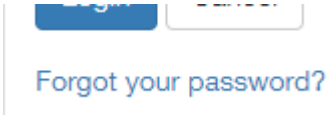
Once you have upgraded your login, enter your email address as the username and enter the password that you used previously and click Login:



NOTE: In order to use the logistics site, additional permissions need to be granted to your login. If you login and are unable to access any regions or churches please email surveys@ncls.org.au with your username and the details of the church you work with (e.g. the Denomination, state or region) to request access to the 2021 NCLS Logistics Website. A NCLS Research staff member will then contact you to confirm your request.

I Have Forgotten My Password

If you know your email address but have forgotten your password, you can reset it via the **Forgot your password?** link near the bottom of the login box:



Clicking on this link will take you to the **Forgot your Password** page:

Enter the email address you registered with in the **Email** box and click the **Submit** button to have a reset link emailed to you. Once you receive this email, click on the link and you will be taken to a page allowing you to enter your new password.

Please check your Junk email folder if you don't receive the email within a few minutes. If you mistype your email address or your email doesn't exist in our database, you will not receive the reset link email.

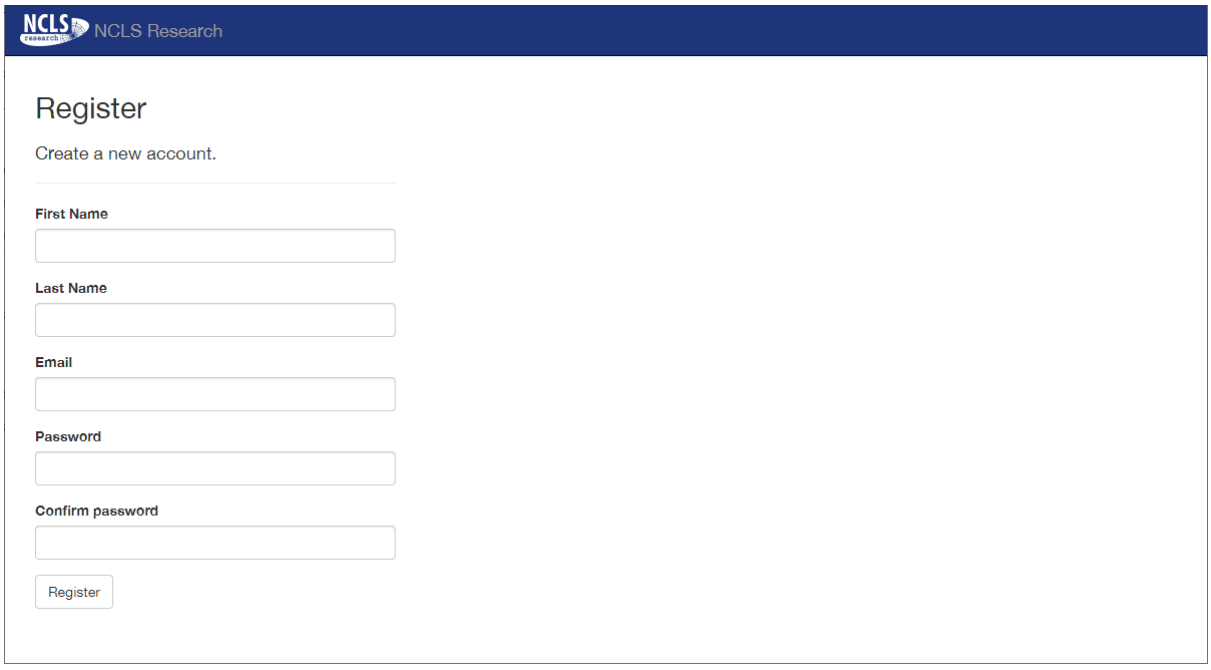
I Have Forgotten the Email Address I Registered With

If you have forgotten the email address you registered with or your email address has changed, simply register as a new user via the **Register as a new user** link on the Login page. See the Register section below for more information.

Register as a New User

If you are new to NCLS or don't have a login, you can register via the **Register** button next to the **Login** button on the logistics site home page, or use the **Register as a new user** link on the login page:

Clicking the Register button or the link will take you to the Register page:

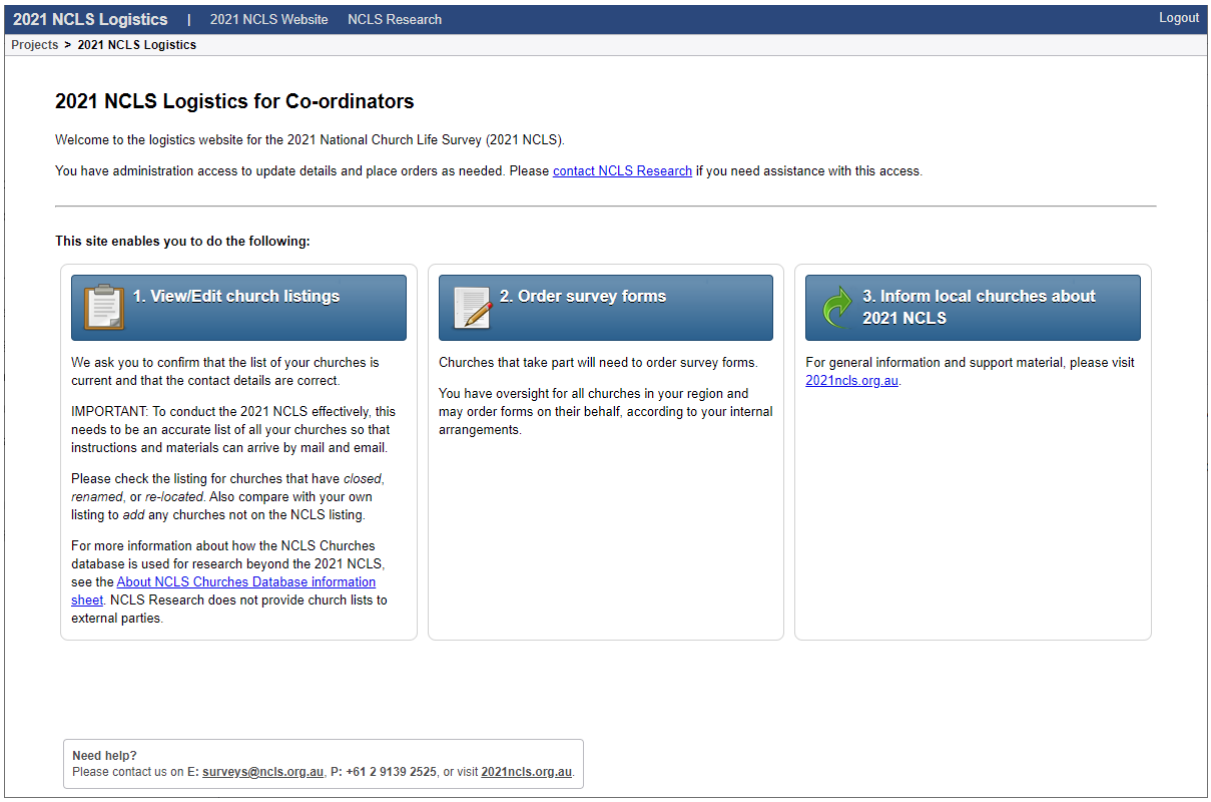


Enter your first name, last name, email address, and choose a password to create a new login. Your password will need to be at least 8 characters long and contain upper and lower case letters, digits and symbols or other characters.

NOTE: In order to use the logistics site, additional permissions need to be granted to your login. If you login and are unable to access any regions or churches please email surveys@ncls.org.au with your username and the details of the church you work with (e.g. the Denomination, state or region) to request access to the 2021 NCLS Logistics Website. A NCLS Research staff member will then contact you to confirm your request.

Landing Page

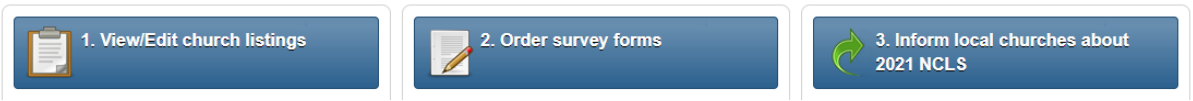
Once you have logged in you will be presented with the following page:



To log out, click the **Logout** link at the top right of the page.

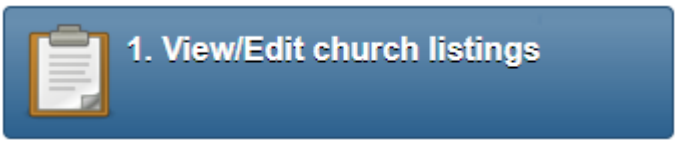
This page provides links to jump to the various sections of the website, or to go to the main 2021 NCLS website (https://www.2021ncls.org.au).

In the centre of the page, you will see a series of buttons showing the main sections of the site:



Click on a button to be taken to the relevant section or website.

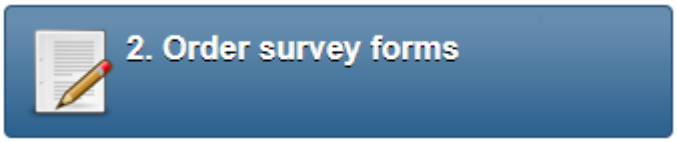
View/Edit Church Listings



If you administer only a single region you will be taken directly to the **Edit Church Listings** page.

Alternatively, if you have access to multiple regions you will first be shown the **Select Region** page to select which region to view.

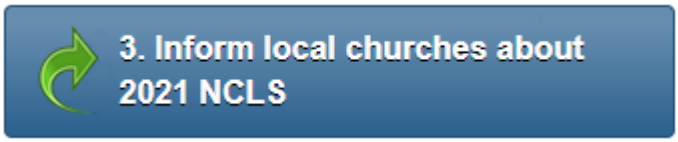
Order Survey Forms



If you administer only a single region you will be taken directly to the **Order Survey Forms** page.

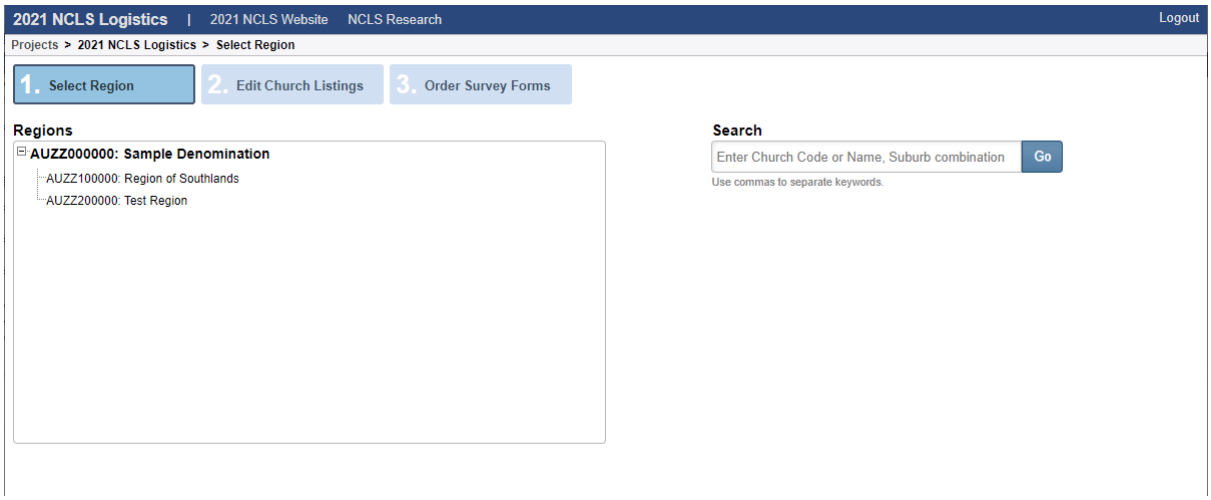
Alternatively, if you have access to multiple regions you will first be shown the **Select Region** page to select which region to view.

View additional information about the 2021 Survey



This button takes you to our website for the 2021 National Church Life Survey. This site contains more information about the survey, including when and how it is run, and also provides resources for promoting it to your churches.

Select Region



This page is only shown if you have access to administer more than one region.

Regions List

The **Regions** list shows you a hierarchical view of the regions or states you have permission to access.

Click on the region name in the **Regions** list to be taken to the **Edit Church Listings** or **Order Survey Forms** page for that region, depending on your workflow.

To search for a region in the list, press **Ctrl + F** (or ⌘ + **f**) to use the search feature of your browser and enter all or a part of the name of the region, then press **Enter** to highlight it in the tree view.

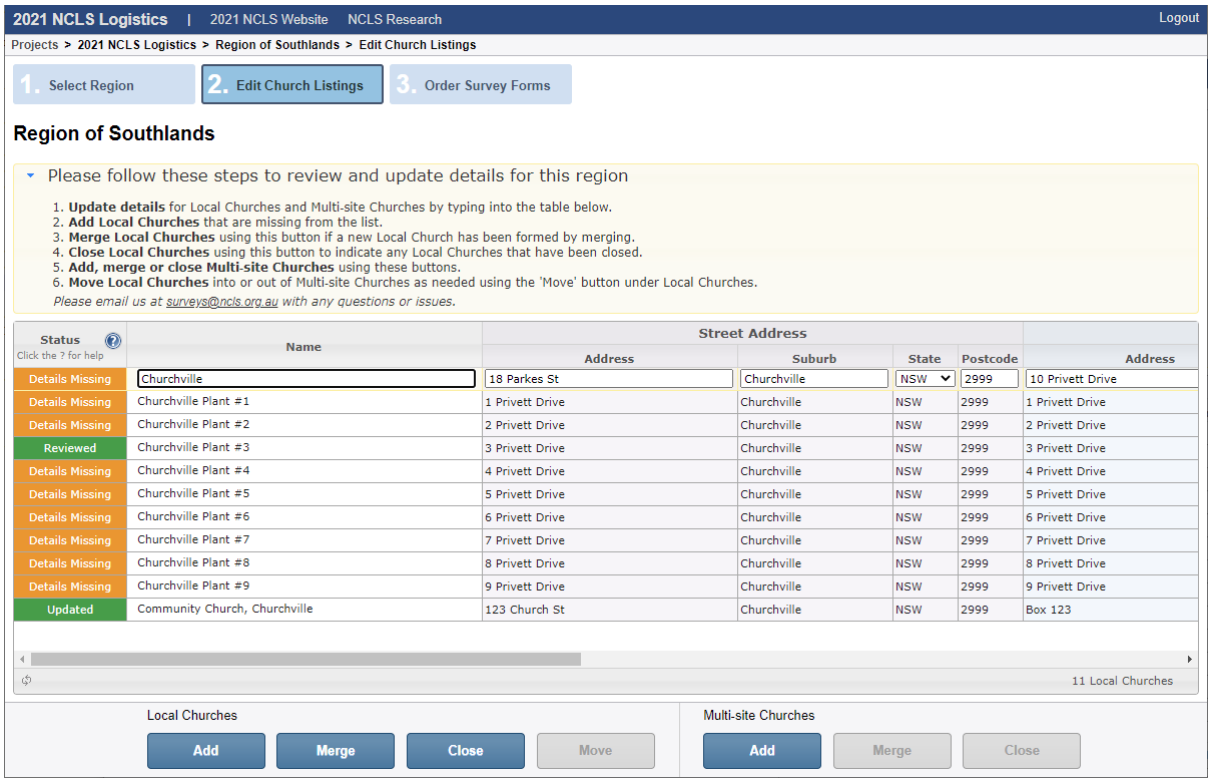
You can collapse a level in the list by clicking the **[-]** icon next to the name of the region. To expand a region, click the **[+]** icon next to its name.

Search for a local church

You can also search for a local or multi-site church directly using the Search box on the right. This helps you find a church when you are unsure of which region it is in. Enter the NCLS Church Code, or the church name followed by a comma and its suburb to locate the church (e.g. **Community Church, Churchville**).

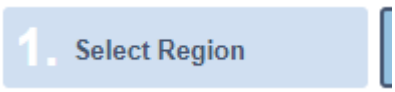
A maximum of 10 search results will appear below the search box. Click on the entry you are looking for and it will take you directly to that church in the Edit Church Listings or Order Survey Forms pages, depending on your workflow.

Edit Church Listings

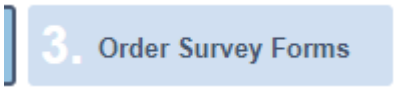


The **Edit Church Listings** page provides you with an online editable spreadsheet. Please review each field for each church in the grid and update the details where they are missing or incorrect.

If you administer more than one region, you can change to another region by clicking the **Select Region** tab near the top left of the screen:



To view or edit orders for this region, click on the **Order Survey Forms** tab near the top left of the screen:



Please ensure all your church details are up to date before moving on to the **Order Survey Forms** section as these details are used when ordering.

The following are the recommended steps to do when updating your church list:

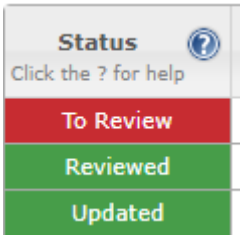
1. If you have Multi-site Churches, update their details first.
2. Update Local Church details
3. If a new Multi-site Church has been formed by merging, please use the **Merge Multi-site Churches** button.
4. If a new Local Church has been formed by merging, please use the **Merge Local Churches** button.
5. Add any Local Churches that are missing from the list using the **Add Local Church** button.
6. Use the **Close Local Churches** button to indicate any Local Churches that have been closed.
7. Use the **Add Multi-site Church** button to identify churches spread across more than one location or site (e.g. a parish, cluster or multi-campus church).
8. Use the **Move Local Churches** button to move Local Churches under a Multi-site Church entry.

Using the grid

The grid is designed to work in a similar way to most spreadsheet programs.

Clicking on a row enables editing the details in that row. See the Grid Panel section under Common Elements for more information about using the grid's editing features.

Status



The **Status** column indicates the last action or current status of the rows in the grid. The following is the complete list of status values:

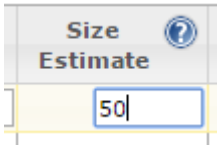
Status	Description
To Review	This Multi-site Church or Local Church has not yet been reviewed or updated. **ACTION: Please review all details and either update them or tick the Reviewed box to confirm the details are correct.**
Details Missing	There are missing details for this Multi-site Church or Local Church (e.g. Postal Address). **ACTION: Please add the missing details or tick the Reviewed box to confirm the details are correct.**
Added	This Multi-site Church or Local Church was added.

Updated	The details for this Multi-site Church or Local Church have been updated.
Reviewed	The details for this Local Church have been reviewed and no changes were needed (some details may be left blank if appropriate).
Closed (Re-open)	This Multi-site Church or Local Church has been closed. To re-open the church, click the **(Re-open)** link to the right of the status value. You will then be prompted to confirm that you want to reopen the church entry.
Merged	This Multi-site Church or Local Church has been merged with another. Hover your mouse over the status value to see the churches that were merged into this entry.
Moved	This Local Church has been moved into another Multi-site Church or directly under the region.

The above information is also available on the website by clicking the icon next to the **Status** column heading.

Any red or orange coloured statuses indicate that one or more actions are needed to complete the row. Green coloured statuses indicate the row is complete.

Size Estimate

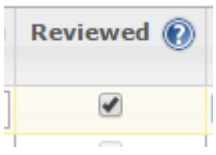


The **Size Estimate** column gives NCLS Research an indication of the size of the church. Please enter this information if you have these numbers, or can easily calculate them, as this helps with our research in identifying and comparing similar sized churches.

When calculating the Size Estimate, please consider how many different people, adults and children, attend church services (services of worship) at this Local Church during an average week? People attending more than once per week should be counted once only.

The above information is also available on the website by clicking the icon next to the **Size Estimate** column heading.

Reviewed



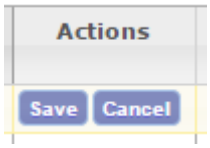
Tick these boxes to indicate that the details for the Local Church are correct.

It is possible that no changes are needed, and not all details may apply to each Local Church. This, however, confirms that the information has been checked.

The above information is also available on the website by clicking the icon next to the **Reviewed** column heading.

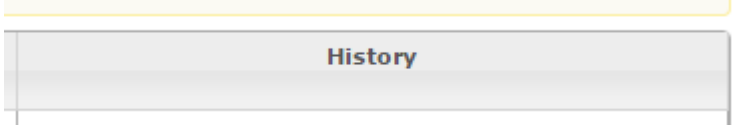
You don't have to tick the **Reviewed** box if you have updated the row or its **Status** value is coloured green (as it's implied that you have reviewed the row by editing it).

Actions



When a row is being edited, the **Actions** column will show the **Save** and **Cancel** buttons for that row. See the Grid Panel section under Common Elements for more information on using the grid's editing features.

History



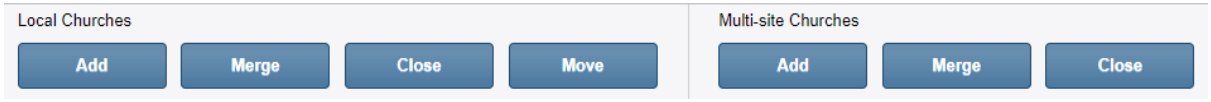
The **History** column shows when the entry was last modified and by whom, e.g.:

Last edited on 05/05/2021 by John Smith

If the cell is blank, then the entry has not been modified.

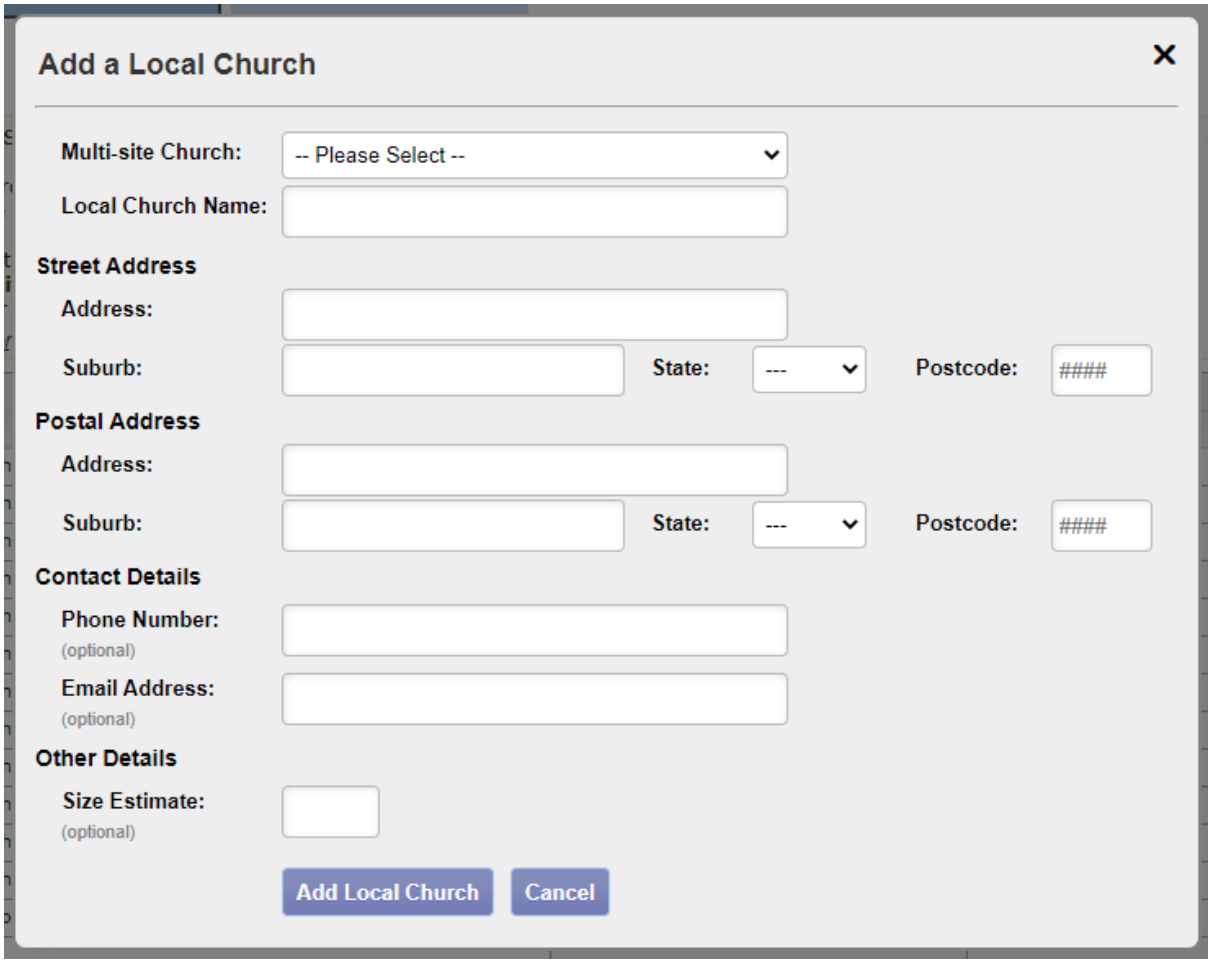
Additional Actions

The following additional actions are provided in the toolbar at the bottom of the page:



Individual Local Churches (e.g. Mass Centres, Congregations, Locations)

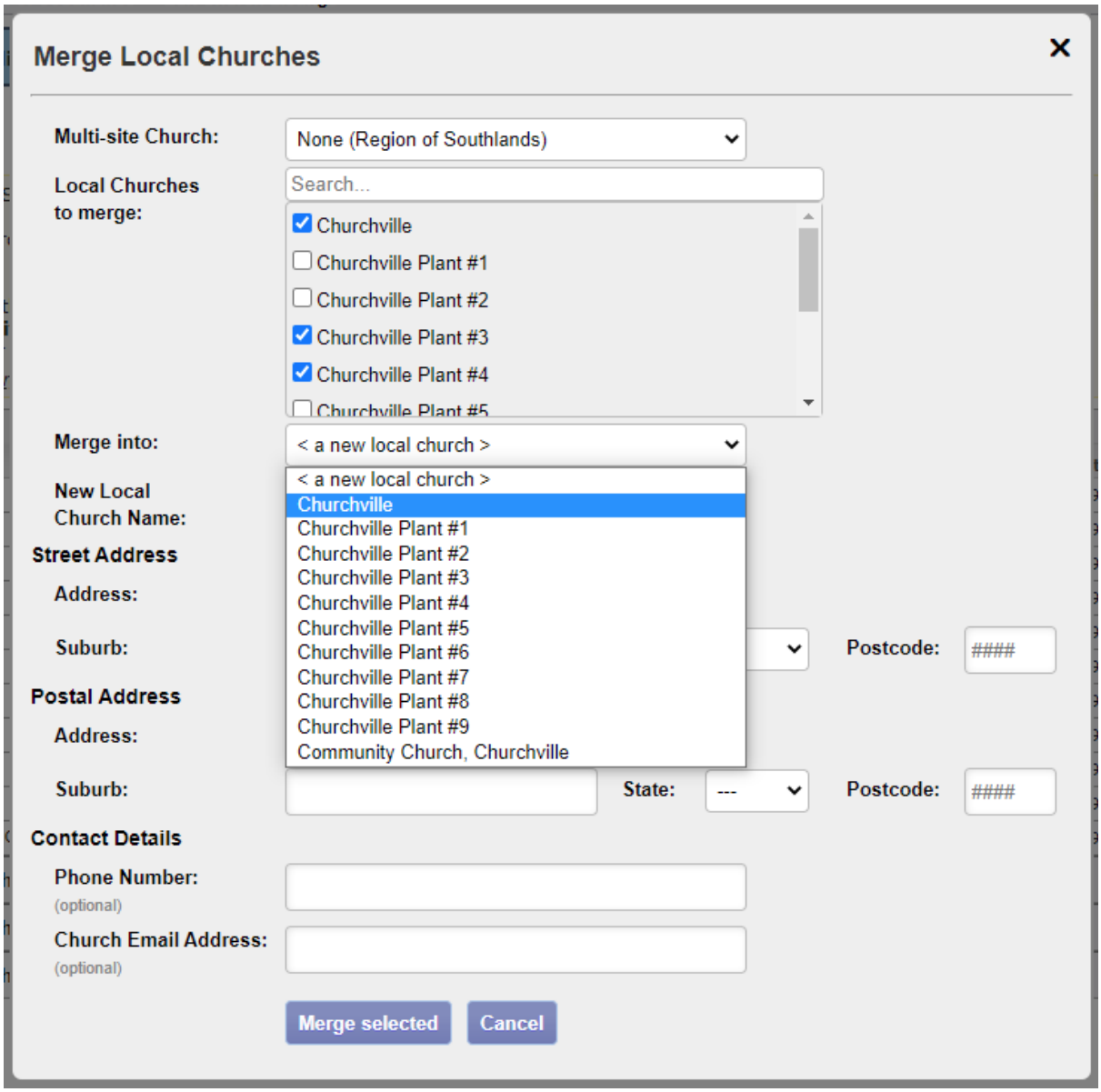
Add Local Church



Creates a new Local Church entry.

A Local Church entry is for a single site or the physical street location where a church meets. If the church has multiple services at that same location, they are considered as the same Local Church. Please don't create additional entries for each service as these are handled separately in our database.

Merge Local Churches



The **Merge Local Churches** feature allows you to indicate that two or more churches have merged together to form a new Local Church.

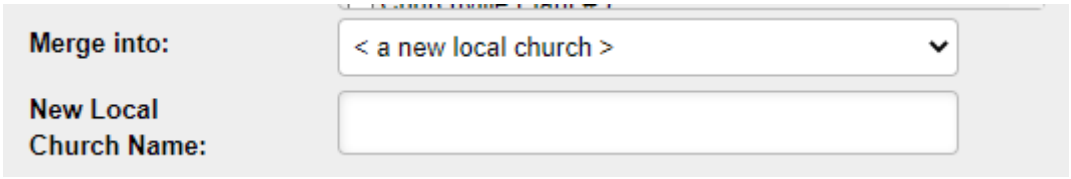
Use this feature instead of the **Close** action if you want to retain links to any historical data we have for that church. This allows you to view longer term trends in the church's profile.

You can merge into an existing Local Church entry or have the Merge feature create a new Local Church entry and merge the selected churches into it, all in one step.

Once the merge is completed the **Edit Church Listings** page grid will only show the continuing/merged church, with the **Status** value of **Merged**. The other churches are Closed and hidden.

Merge into a New Local Church

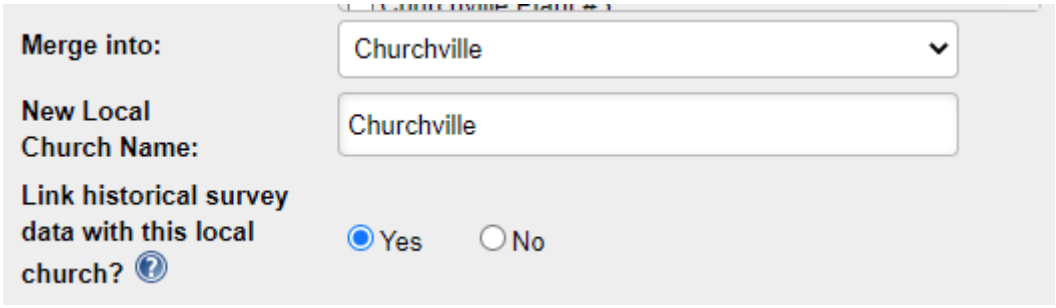
If you are merging entries into a new Multi-site Church, you don't need to create the new Local Church entry first. The Merge feature can automatically create the new church entry for you. To do this simply select the **< a new Local Church >** option from the **Merge Into** dropdown list:



Then enter the **New Local Church Name**, **Address** and **Contact** details for the new Local Church.

Merge into an Existing Local Church

If you are merging into an existing church entry, the following options are available to tell us how you would like the churches to be merged:



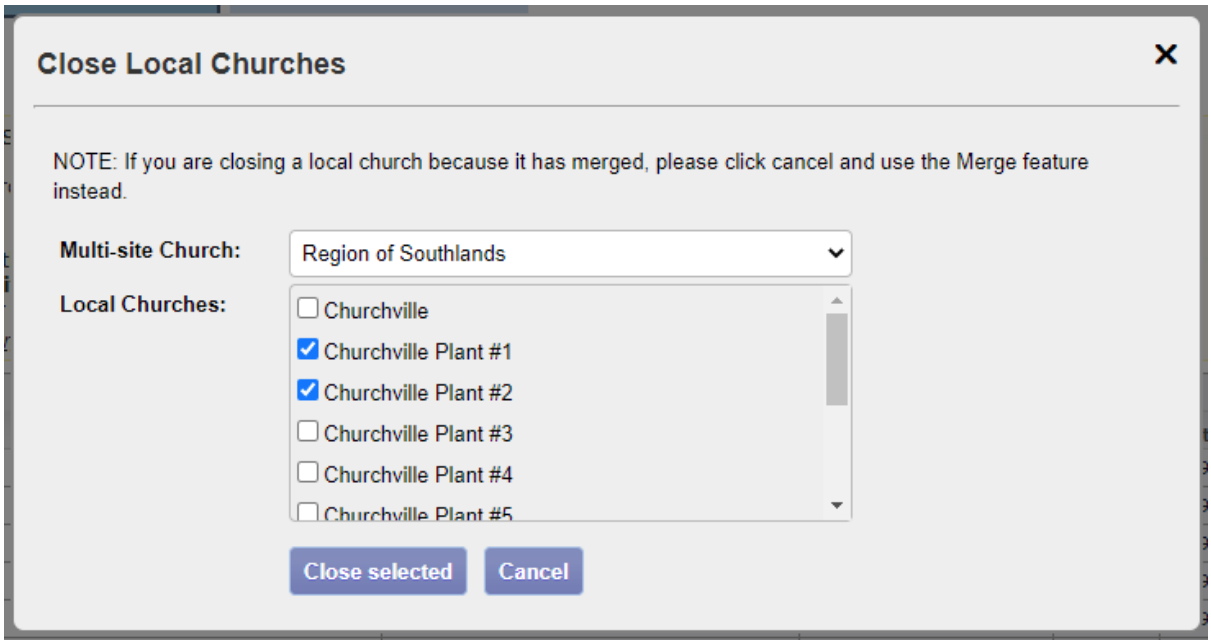
If a Local Church has done the survey more than once, we link their historical data to show changes over time. If the continuing/merged Local Church is similar to what it was for previous surveys (e.g. 2016 NCLS), select **Yes**.

For some mergers, there will be a substantial change in identity, which means that the link to previous survey data should be broken. If this is the case, select **No**.

The above information is also available on the website by clicking the icon next to the **Link historical survey data with this Local Church?** field label.

If the Local Church has changed its name, you can enter a new name in the **New Local Church Name** field. You can also change any of the other Address and Contact details for that church via this page.

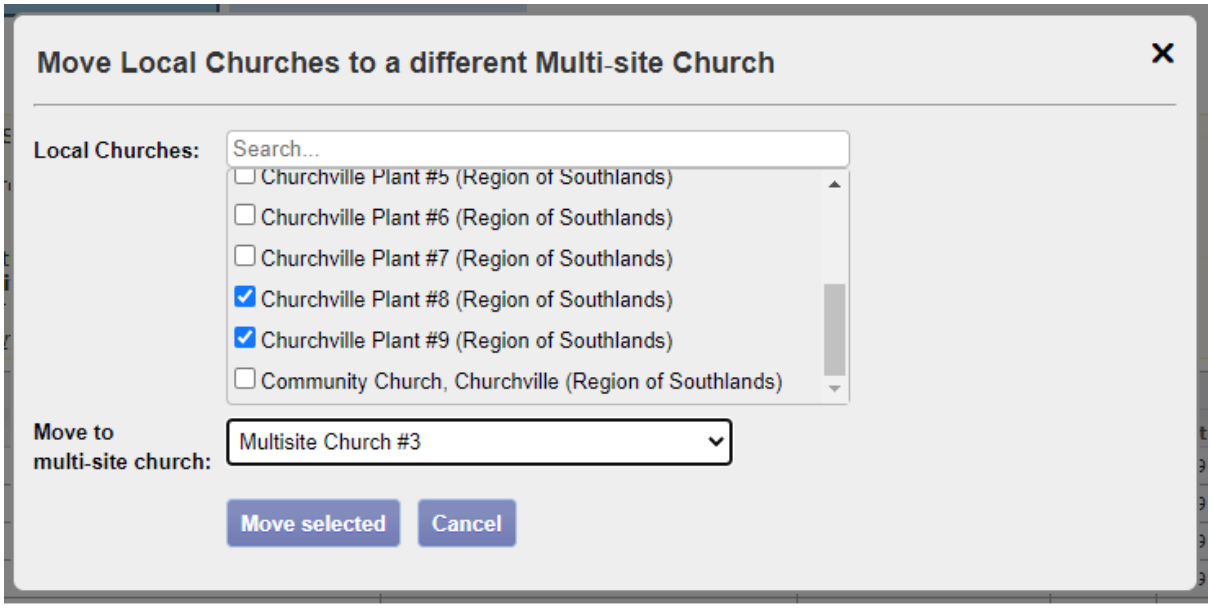
Close Local Churches



The **Close Local Churches** feature marks a Local Church entry as closed.

You can **Re-open** a closed Local Church by clicking the **(Re-open)** link to the right of the **Closed** status value in the **Edit Church Listings** page grid.

Move Local Churches

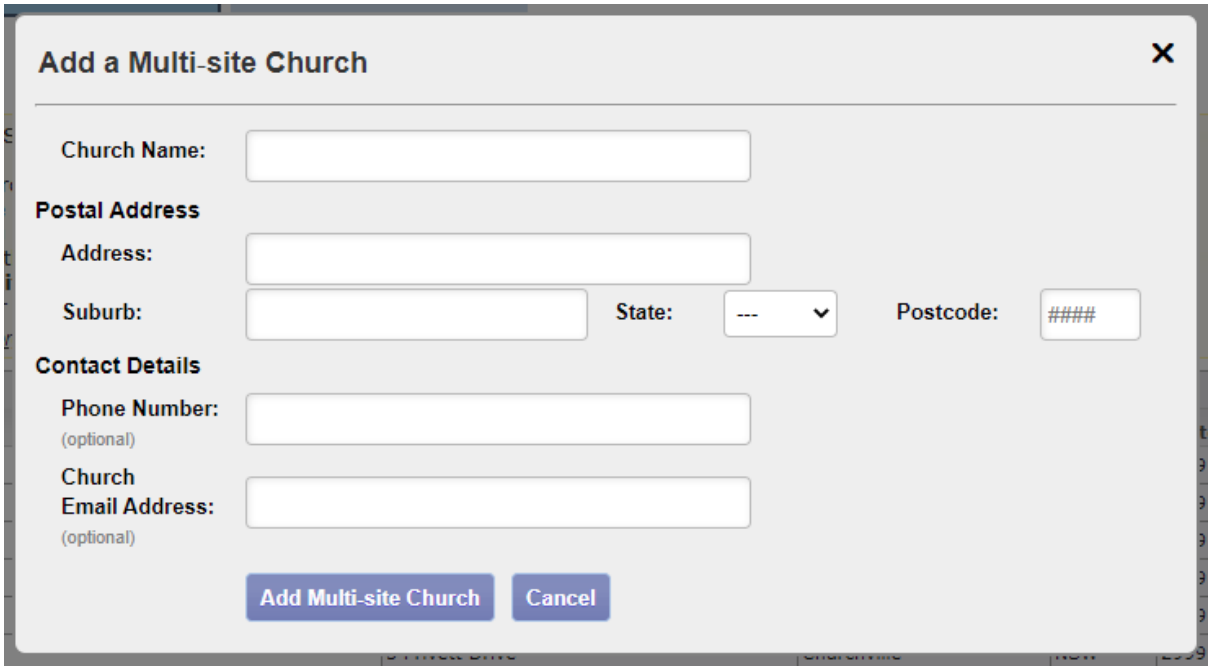


The **Move Local Churches** feature supports the following scenarios:

- Moving existing Local Church entries into another Multi-site Church.
- Removing existing Local Church entries from a Multi-site Church (i.e. these entries are moved directly under the region and are not contained in a Multi-site Church.

Multi-site Churches (e.g. Parishes, Clusters)

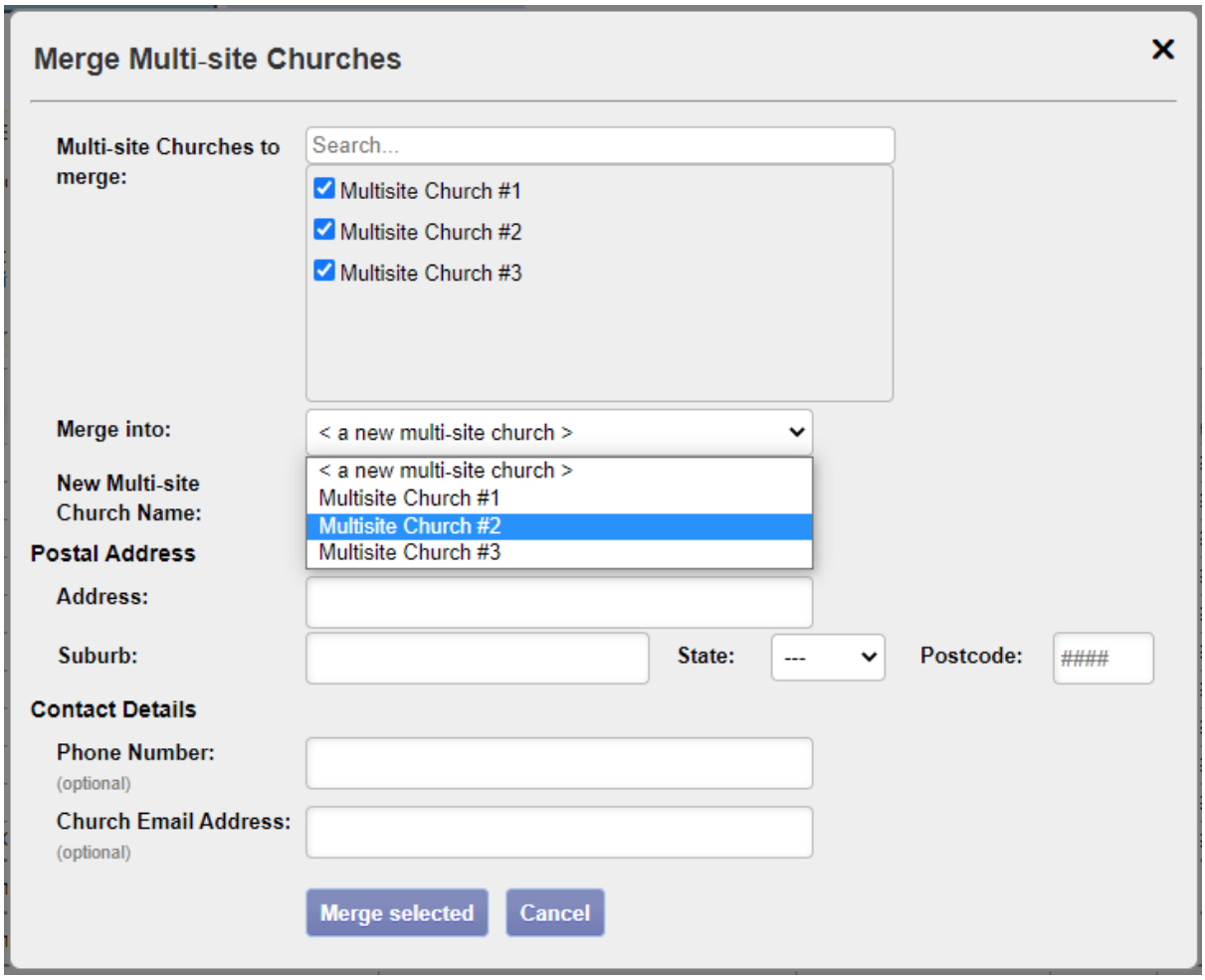
Add Multi-site Church



Creates a new Multi-site Church entry.

You can then either add new Local Churches via the **Add Local Church** button on the **Edit Church Listings** page or move existing Local Churches under this Multi-site Church using the **Move Local Churches** button.

Merge Multi-site Churches



The **Merge Multi-site Churches** feature allows you to indicate that two or more churches have been merged together to form a new Multi-site Church.

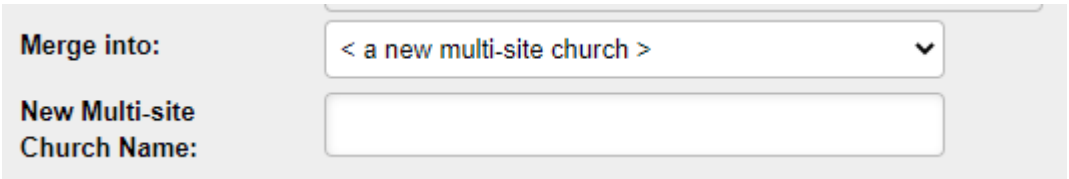
Use this feature instead of the **Close** action if you want to retain links to any historical data we have for that church. This allows you to view longer term trends in the church's profile.

You can merge into an existing Multi-site Church entry or have the Merge feature create a new Multi-site Church entry and merge the selected churches into it, all in one step.

Once the merge is completed the **Edit Church Listings** page grid will only show the continuing/merged church, with the **Status** value of **Merged,** and all Local Churches from the merged Multi-site Churches moved under the continuing/merged church. The other merged Multi-site Churches are then Closed and hidden.

Merge into a New Multi-site Church

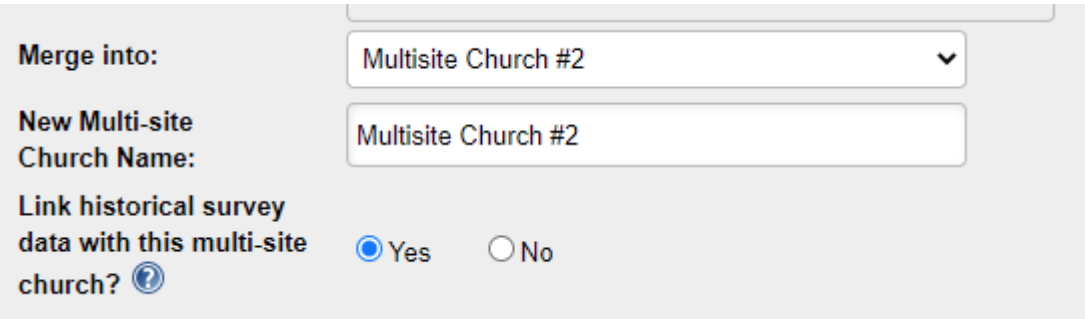
If you are merging entries into a new Multi-site Church, you don't need to create the new Multi-Site Church entry first. The Merge feature can automatically create the new church entry for you. To do this simply select the **< a new multi-site church >** option from the **Merge Into** dropdown list:



Then enter the Name, Address and Contact details for the new Multi-site Church.

Merge into an Existing Multi-site Church

If you are merging into an existing church entry, the following options are available to tell us how you would like the churches to be merged:



If a Multi-site Church has done the survey more than once, we link their historical data to show changes over time. If the continuing/merged Multi-site Church is similar to what it was for previous surveys (e.g. 2016 NCLS), select **Yes**.

For some mergers, there will be a substantial change in identity, which means that the link to previous survey data should be broken. If this is the case, select **No**.

The above information is also available on the website by clicking the icon next to the **Link historical survey data with this multi-site church?** field's label.

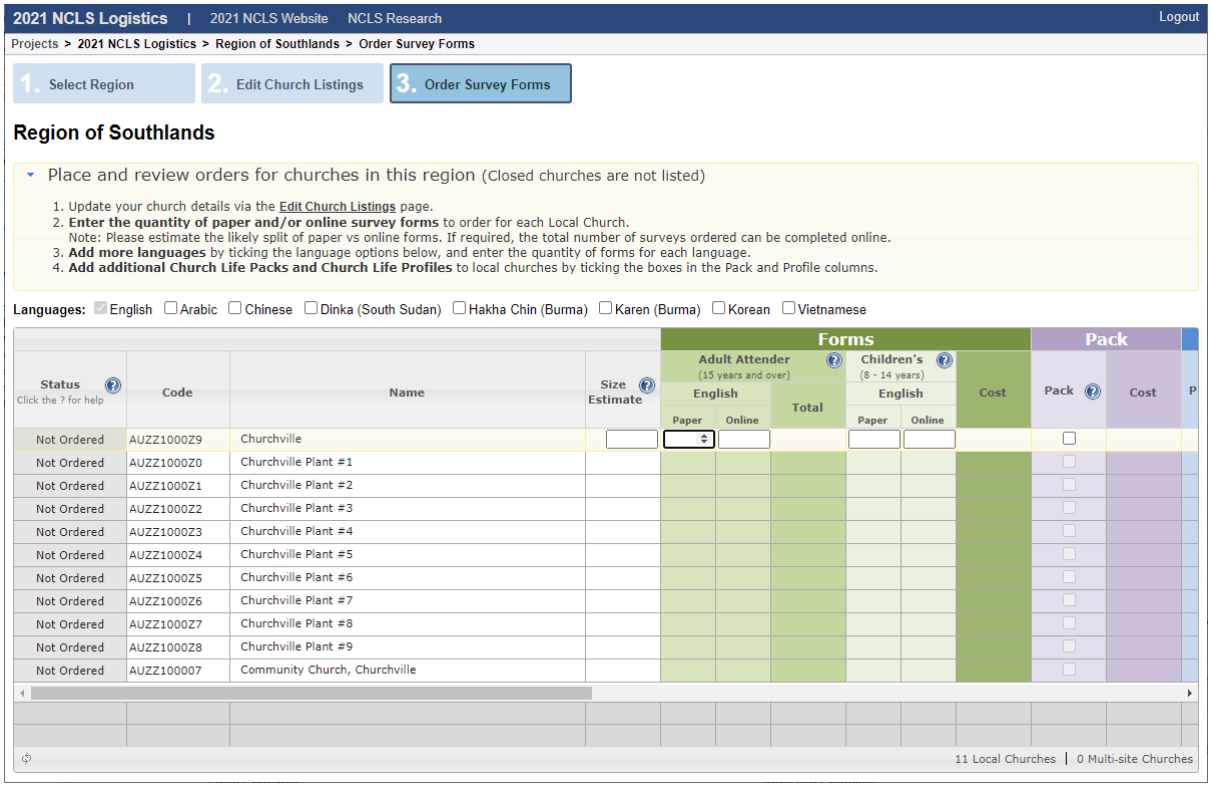
If the Multi-site Church has changed its name, you can enter a new name in the **New Multi-site Church Name** field. You can also change any of the other Address and Contact details for that church via this page.

Close Multi-site Churches

The **Close Multi-site Churches** feature marks a Multi-site Church entry and all Local Church rows under it as closed.

You can **Re-open** a closed Multi-site Church by clicking the **(Re-open)** link at the right of the **Closed** status value in the **Edit Church Listings** page grid.

Order Survey Forms and Other Resources



The **Order Survey Forms** section of the website makes it easy for you to order NCLS resources for your churches. Churches marked **Closed** in the **Edit Church Listings** section are not shown as it is assumed you will not be ordering for closed churches.

The following NCLS resources can be ordered for churches:

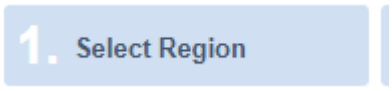
- Adult Attender Survey Forms
- Children's Survey Forms
- Church Life Packs
- Church Life Profiles

All of the above resources are available in English.

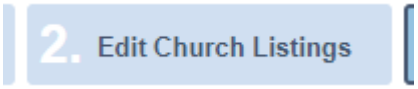
The Adult Attender Survey forms are also available in the following languages:

- Arabic
- Chinese
- Dinka (South Sudan)
- Hakha Chin (Burma)
- Karen (Burma)
- Korean
- Vietnamese

If you administer more than one region, you can change to another region by clicking the **Select Region** tab near the top left of the screen:



To view or edit the church list for this region click on the **Edit Church Listings** tab near the top left of the screen:

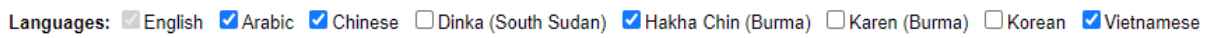


Please update your church details in the **Edit Church Listings** section first, to ensure your order is sent to correct addresses.

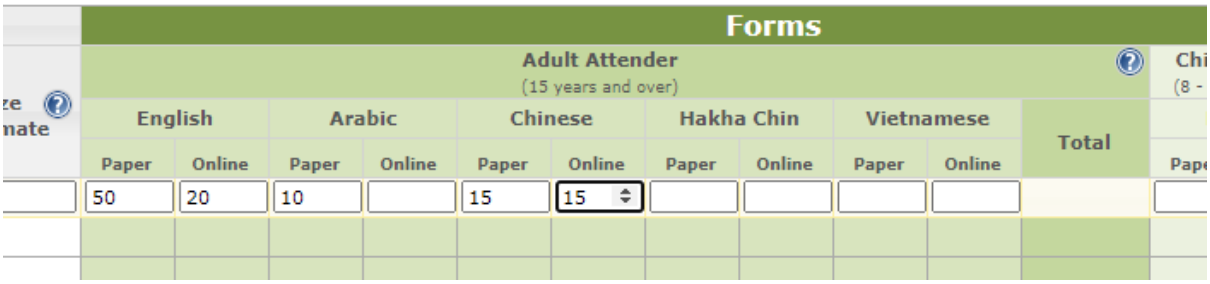
Placing your Order

When placing your order please consider the following:

- Make sure you have updated the church details via the **Edit Church Listings** page first, so that the correct list of churches is displayed.
- Enter the quantity of survey forms to order for each Local Church.
- Add more Adult Attender Form languages to the grid by ticking the language options above the grid:

  Then enter the quantity of forms you want for each language via the paper and online fields. Please estimate the likely split of paper vs online forms. If required, the total number of forms ordered can be completed online upon request.

- Add additional Church Life Packs and Church Life Profiles to Local Churches by ticking the boxes in the Pack and Profile columns next to each church.
- The Leader and Operations surveys are included in the order at no extra cost.

Be aware that there are some complexities around ordering additional Packs and Profiles when you have Multi-site Churches. For example, a Pack must be ordered for either the Local Church or its Multi-site Church if they are taking part in the survey.

The **Status** column indicates if there is a problem with your order by displaying **Order Incomplete**.

If you need further assistance with ordering, please contact us on **(02) 9139 2525** or email surveys@ncls.org.au with your question.

Using the grid

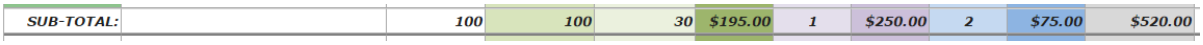
The grid is designed to work in a similar way to most spreadsheet programs.

Clicking on a row enables editing of the details. See the Grid Panel section under Common Elements for more information on using the grid's editing features.

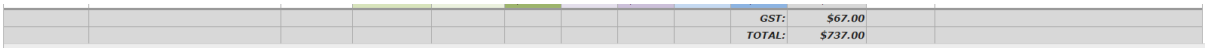
The grid is divided up into different sections to simplify the ordering process:

Section	Description
General	Includes the Status, Name and Size Estimate, Action and History columns. Only the Size Estimate column is editable.
Forms	Includes the Adult Attender English, additional language columns and the Total column, as well as the Children's English form and Cost columns. The Cost column contains the total cost of all the forms ordered for that Local Church. Forms cost $2 each.
Pack	Includes the Pack tick box column and the Cost column. Packs cost $250.
Profile	Includes the Profile tick box column and the Cost column. The first profile is free. Additional Profiles cost $75.
Total	This contains the Total Cost of all resources ordered for this church (excluding GST).

For Multi-site Churches a ***SUB-TOTAL*** row is added underneath to show the number of forms, packs, profiles, and the cost:

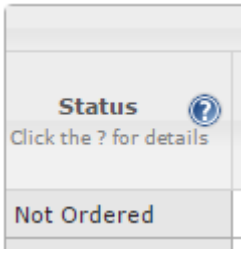


The **GST** amount and overall **TOTAL** for the region are displayed at the bottom of the grid:



After you have placed your order, we will send you an invoice for payment once the order is processed.

Status



The **Status** column indicates the last action or current status of the rows in the grid. The following is the complete list of status values:

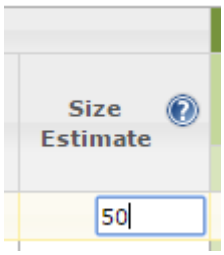
Status	Description
Not Ordered	No order has been entered for this Local Church. **ACTION: Enter the quantity for each type of form you want to order.**
Order Incomplete	An order has been started but not completed for this Local Church (e.g. less than 10 forms have been ordered OR a Pack has not been selected). **ACTION: Enter the quantity for each type of form you want to order.** **ACTION: Select a Pack at the Local Church or Multi-site Church level.**

Address Missing	An order has been started but the postal address for this Local Church or Multi-site Church is missing or incomplete. The address must be entered so that the forms and other resources are sent to the correct location. **ACTION: Complete the address details via the 'Edit Church Listings' page.**
Submitted	Forms have been requested for this Local Church and are awaiting processing.
Completed	The order has been processed and the forms and other resources have been dispatched to this Local Church.

The above information is also available on the website by clicking the icon next to the **Status** column heading.

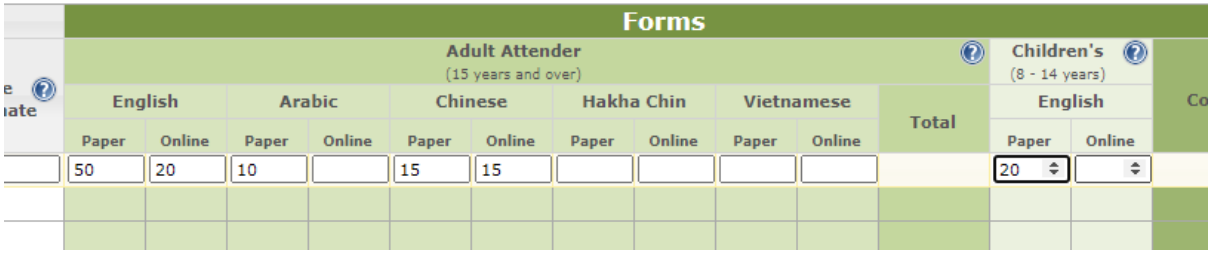
Any grey or orange coloured statuses indicate that one or more actions are needed to complete the row. Green coloured statuses indicate the row is ordered.

Size Estimate



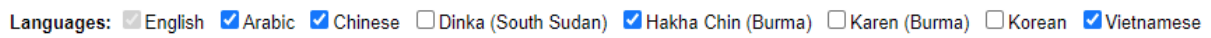
This is the same value that is available on the **Edit Church Listings** page. Please see Size Estimate under the Edit Church Listings section for details.

Forms



A column is provided for each language and type of form you can order. Enter the quantity of forms you require for that type in the cell. Unlike last time, we ask that you determine the split of paper vs online forms so that we can better determine how many forms to send you. If necessary, all forms can be completed online. Extra orders can also be placed before you run the survey if you find you have not ordered enough forms.

By default, only the Adult Attender English and Children's English columns are shown to simplify the screen. Clicking on the **Languages** tick boxes above the grid will show or hide additional language columns for ordering the Adult Attender survey:



NOTE: At least 10 Adult Attender forms need to be ordered for a church and completed if they wish to receive a profile.

Adult Attender Forms

The Adult Attender Survey is to be completed by all church attenders aged 15 years and over.

20 minutes: It should take attenders about 20 minutes to complete. We suggest allocating 20 minutes in the middle of the church service, mass or gathering for attenders to fill in their survey form, then allow extra time afterwards for people to complete their form if needed.

One survey per attender: Each attender is asked to fill in an Attender Survey once only. Churches are welcome to hand out Attender Survey forms for completion at all activities of spiritual nurture, e.g. worship services, small groups, mid-week communion, youth group etc., however we ask that each person fill in an Attender Survey form once only.

NOTE: Some church attenders will also be lay leaders, members of ministry teams etc. They can fill in an Attender Survey and a Leader Survey if they fit both categories.

Varied Attender surveys: Attender Survey forms may have a few different questions. Please don't worry if your survey pack contains slightly different looking attender forms. Hand them out in the order they were sent to you. A random selection of people throughout all churches will be answering some more customised questions on particular topics.

Languages other than English: Attender Survey forms are also available in the following languages: Arabic, Chinese, Dinka (South Sudan), Hakha Chin (Burma), Karen (Burma), Korean and Vietnamese. If you would like forms in another language please email us at surveys@ncls.org.au.

Children's Forms

The Children's Survey is for church attenders aged 8 - 14.

A new and revised children's survey is designed to ask attenders aged 8 - 14 about their experience of the church and their involvement. This survey is a paper survey to be completed by children at any activity at church, during your survey month.

Instructions are provided, to read to children, and to help explain the purpose and the process for completing a survey form.

Confidentiality envelopes are included, for collection of surveys upon completion. As with all attenders, we ask church leaders not to read completed survey forms in order to protect the confidentiality of participating children.

Churches who order Children's surveys will receive a summary report of results by mid-2022.

The above information is also available on the website by clicking the icons next to the **Adult Attender Forms** and **Children's Forms** column headings.

Pack

The **Pack** column allows you to indicate which churches you want to order a pack for.

A **Church Life Pack** includes:

- A comprehensive Church Life Profile of the church's survey results
- An overview of the results of Children's Surveys (if completed)
- Enriching Church Life book (3rd edition)
- Workbook (including worksheets and planning workshops)
- Online access to Profiles and planning resources

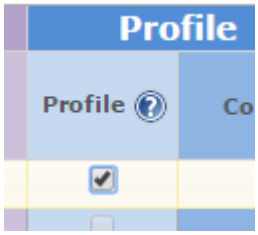
Ticking the **Pack** box confirms that a set of the above resources are being ordered for that entry.

For Multi-site Churches:

- A Church Life Pack is automatically ticked for the parish row when form orders are entered for any of its Local Churches.
- The Multi-site Churches can be un-ticked if individual Local Churches require their own Pack.
- If you wish to order additional Packs for individual Local Churches, please tick the **Pack** box for those Local Churches.

The above information is also available on the website by clicking the icon next to the **Pack** column heading.

Profile



A **Church Life Profile** is a comprehensive report of a church's survey results. It helps local churches reflect and review their ministry and mission.

- It details the life of the church in the nine areas of church vitality (Faith growth, Worship, Sense of Belonging, Vision, empowering Leadership, being open to Innovation, acts of Service, Faith Sharing and Inclusion of those on the edges).
- It outlines the church's unique strengths, shows how those strengths have grown or diminished and compares them to regional averages.
- It names what attenders want to see their church focus on and what they value most.
- It gives the proportion of newcomers and of young adult retention.

- It lists attenders' key demographic data.
- It also includes overview results of Children's Surveys (if completed).

Ticking the **Profile** box confirms that a Church Life Profile is being ordered for that church.

At least 10 Adult Attender forms need to be ordered for a church and completed if they wish to receive a profile.

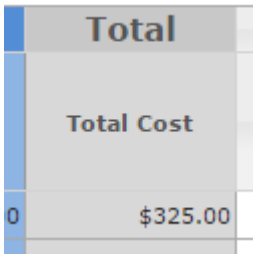
For Multi-site Churches:

- A Profile is automatically ticked for the Multi-site Church row when form orders are entered for any of its Local Churches. This profile is included under the cost of the Pack.
- If you wish to order additional Profiles for individual Local Churches, please tick the **Profile** box for those Local Churches.
- The Multi-site Church Profile can be un-ticked if not required, and another Local Church profile selected will be included at no additional cost.

NOTE: It will be possible to order profiles for individual service times after the survey has been conducted.

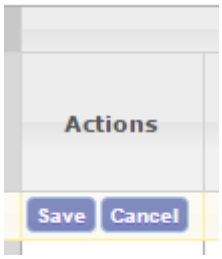
The above information is also available on the website by clicking the icon next to the **Profile** column heading.

Total Cost



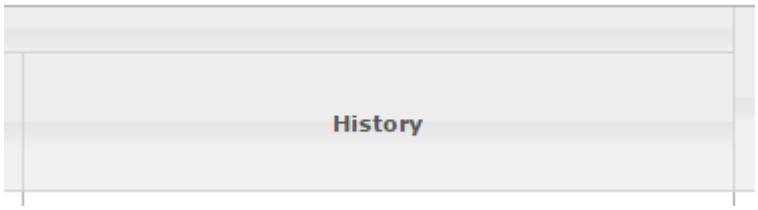
The **Total Cost** column displays the total cost for the individual church's order, excluding GST.

Actions



When a row is being edited, the **Actions** column will show the **Save** and **Cancel** buttons for that row. See the Grid Panel section under Common Elements for more information about using the grid's editing features.

History



The **History** column shows when the entry was last modified and by whom, e.g.:

Last edited on 05/05/2021 by John Smith

If the cell is blank, then the entry has not been modified.

Thanks for Reading!

We hope you found this user guide helpful and find the website easy to use.

If you encounter any issues with the website or need further assistance, please contact us on **(02) 9139 2525** or email surveys@ncls.org.au with your question or issue.