nFORM 2.0 Survey Administration: Grantee Experiences and Strategies

April 12, 2022
nFORM 2.0 Team
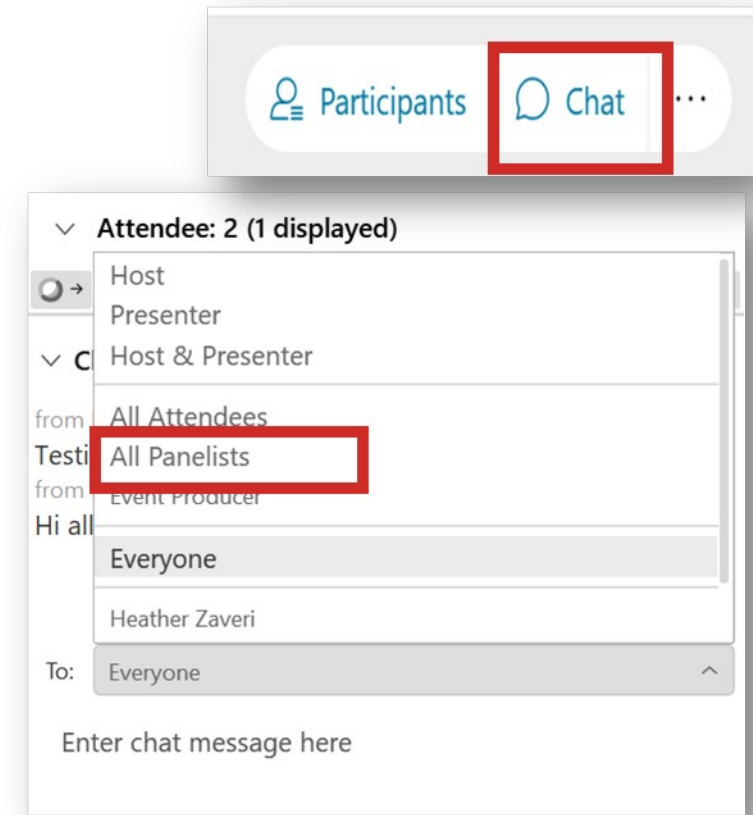**Mathematica**

Housekeeping

/ **Use the chat to ask questions**

- Select "All Panelists" to submit questions

/ **Click on the link in the chat to access closed-captioning**

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REMINDERS:

/ **Never text or email personally identifiable information (PII) like client names – *including to the help desk***

- Only refer to clients in emails by their client ID number

/ **Never take screenshots of client PII from nFORM**

/ **Everyone who interacts with client data should:**

1. Watch the Keeping Data Secure training video on the help page

2. Review the Performance Measures and Data Collection Logistics Manual on the help page for more information on keeping data secure

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Today's topics

/ **Reminder on individual service contact (ISC) updates in PPR**

/ **Overview of nFORM 2.0 survey administration options**

/ **Experiences and strategies on conducting surveys from 4 grantees**

- **Rush University Medical Center (Fatherhood FIRE)**

- **Family Services of the Merrimack Valley (FRAMEWorks)**

- **Better Family Life, Inc. (READY4Life)**

- **USCRI (READY4Life)**

/ **Available resources on nFORM 2.0 surveys**

/ **Updates to the HMRF Resource Site**

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Administering client surveys

Planning for survey administration logistics

/ **Where will you administer each survey?**

- Identify points of contact if administering surveys off site (e.g., at schools)

/ **How many clients will be taking each survey at the same time?**

- Determine how many laptops or tablets and earbuds are needed

/ **How will you maintain data security and client confidentiality throughout the process?**

- Provide adequate space to ensure clients have privacy when completing surveys

Document and update detailed protocol in your data collection plan!

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nFORM 2.0 survey administration features

/ **Generate survey passcodes in bulk for administering surveys to clients in groups**

/ **Survey passcodes expire after 96 hours**

/ **Record when clients refuse a survey and the reason why**

/ **Record paper surveys and data from paper survey completion (if approved)**

- Data from paper surveys should be entered within 4 days of completion
- Completion date of Applicant Characteristics Survey can be back dated 4 days for setting the correct enrollment dates for clients

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Develop scripts for staff to follow when administering surveys

/ **Introduce the surveys, explain their purpose and importance, and address potential concerns in advance**

/ **Ask clients whether they have any questions about the surveys**

/ **Demonstrate how to use the laptops or tablets**

/ **Thank clients in advance for helping**

/ **Don't refer to the surveys as "tests" or "exams"**

Tailor the scripts to your program and your clients to encourage high response!

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Three ACF-approved ways to administer surveys virtually

/ **Option 1: Call clients to administer surveys over the phone and enter their responses into nFORM**

  - Make sure clients are not driving or otherwise distracted
  - Ensure clients are somewhere private

/ **Option 2: Video call clients to ask the survey questions and enter their responses into nFORM**
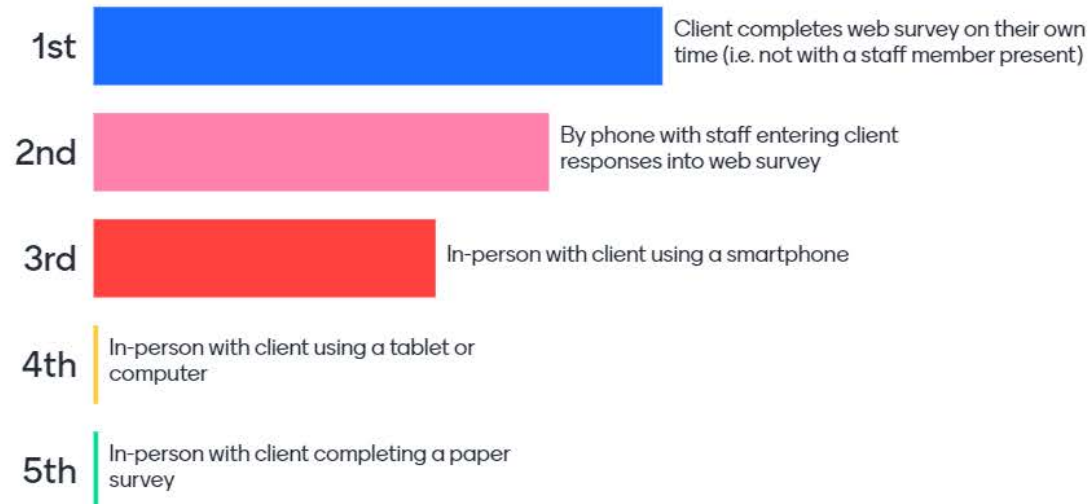
/ **Option 3: Email clients the links to the surveys**

  - Follow the practices outlined in the tip sheet
  - Surveys are not optimized for completion on smart phones

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Poll question: *will be conducted using Menti (screenshot below)*

Go to **www.menti.com** and use the code **4913 5051**

Rank how often your grantee uses the following survey administration modes:

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1st	Client completes web survey on their own time (i.e. not with a staff member present)
2nd	By phone with staff entering client responses into web survey
3rd	In-person with client using a smartphone
4th	In-person with client using a tablet or computer
5th	In-person with client completing a paper survey

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Grantee experiences with survey administration

Grantee survey experiences

/ **Rush University Medical Center–Fatherhood FIRE**
  - **Serving community couples in Chicago, IL**

/ **Family Services of the Merrimack Valley–FRAMEWORKS**
  - **Serving adult couples in Lawrence, MA**

/ **Better Family Life, Inc.–READY4Life**
  - **Serving youth in St. Louis, MO**

/ **USCRI–READY4Life**
  - **Serving youth in Virginia**

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Key survey administration resources

nFORM 2.0 User Manual

Performance Measures and Data Collection Logistics Manual

Options for Administering Surveys During a Public Health Emergency

Tips for Survey Scripts

Survey PDFs

HMRF Performance Measures Sources

Using nFORM 2.0 for Local Evaluations

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Updates to the HMRF resource site

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HMRF resource site updates coming soon

/ **Enhanced functionality to search for CQI and nFORM 2.0 resources based on your questions or topics of interest**

- Quick links to commonly used resources
- Search function by keyword, type, or topic of resource

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Questions?

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