



Preparing and Administering the PFS-2

A Guide for Staff

This guide is intended to provide staff with instructions for preparing and administering the Protective Factors Survey, 2nd Edition (PFS-2) with participants. Detailed instructions can be found in sections 2 and 3 of the PFS-2 User Manual, available on the FRIENDS website (<https://friendsnrc.org/protective-factors-survey>).

- ▶ The survey will take approximately 10-15 minutes to complete, and is designed to be administered in person (in groups or in one-on-one interviews).
- ▶ Staff should avoid re-wording or rephrasing items as this may influence participants' responses. If participants need clarification to answer an item, staff should encourage participants to answer in the way that makes the most sense to them and their family.
- ▶ Consistent survey administration is critical in ensuring accurate data collection; the steps below should be followed each time the survey is administered.

Steps:

1 Assemble survey packets for each participant as follows:

- 'Program Information' form
- Informed Consent statement (if necessary)
- PFS-2 survey (items 1-19, demographic items, and child information)

2 Complete the 'Program Information' form for each participant:

- Create a master copy of Participant IDs matched with their names. This list should be secured in a locked file cabinet for future use, such as when completing the post-test.
- Write the Participant ID number on the form
- Write the Participant ID number on the first page of the survey
- Remove the 'Program Information' form before distributing to participants

3 Distribute survey packets to participants (with 'Program Information' form removed):

- Be sure the Participant ID number on the survey matches the participant who is receiving the survey

4 Introduce the survey to participants using the following script:

I am going to ask you to complete a survey. This survey will help us better understand the needs of the families we serve. We want to provide the best services that we can to all of our parents and families,

and this is one way to help us keep on track. The survey contains questions about your experiences as a parent and your outlook on life in general.

You will not lose services or be penalized in any way if you prefer not to complete the survey, or prefer not to answer some of the questions.

All of the information that you share with us will be kept confidential and you do not have to put your name anywhere on the survey. The services you receive will not be negatively affected by any answers that you give us in this survey. Do you have any questions at this point? [Answer participant questions]

5 Review the general survey instructions with participants using the following script:

This survey contains two different sections that you will need to complete. The first section asks about your parenting experiences and your general outlook on life. Please remember that this is not a test, so there are no right or wrong answers, and your responses are confidential. You should choose the answer that makes the most sense for you and your family.

The second section asks for background information about you and your family. You may have already given us some of this information, and we thank you for giving it to us again so that our survey information can be as complete as possible.

6 Review the version-specific instructions with participants based on the version of the PFS-2 being administered (either traditional or retrospective) using the following scripts:

If you're using the traditional, use this script:

For the traditional PFS-2: *You will notice that the questions ask you to think about how much or how little each item reflects your life, or about how often you experience something. Please respond by marking the circle that best describes your situation. If you do not find an answer that fits perfectly, mark the one that comes closest. When you are finished with the survey, you can pass it back to me. If at any time you have questions about the survey, just let me know and I can help you.*

If you're using the retrospective, use this script:

For the retrospective PFS-2: *You will notice that each question asks you to answer for "Before" and "Now." Please think back to when you started this program* and answer the questions based on how you felt or what you experienced before you started the program. Then, answer the same question for how you feel or what you experience now. The questions ask you to think about how much or how little each item reflects your life, or about how often you experience something. Please respond by marking the circle that best describes your situation. If you do not find an answer that fits perfectly, mark the one that comes closest. When you are finished with the survey, you can pass it back to me. If at any time you have questions about the survey, just let me know and I can help you.*

7 Instruct participants to begin the survey.

8 Once participants have finished the survey, collect the completed surveys.

*Staff may replace "program" with the term that makes the most sense for the setting (e.g. curriculum, class, group, etc.)