

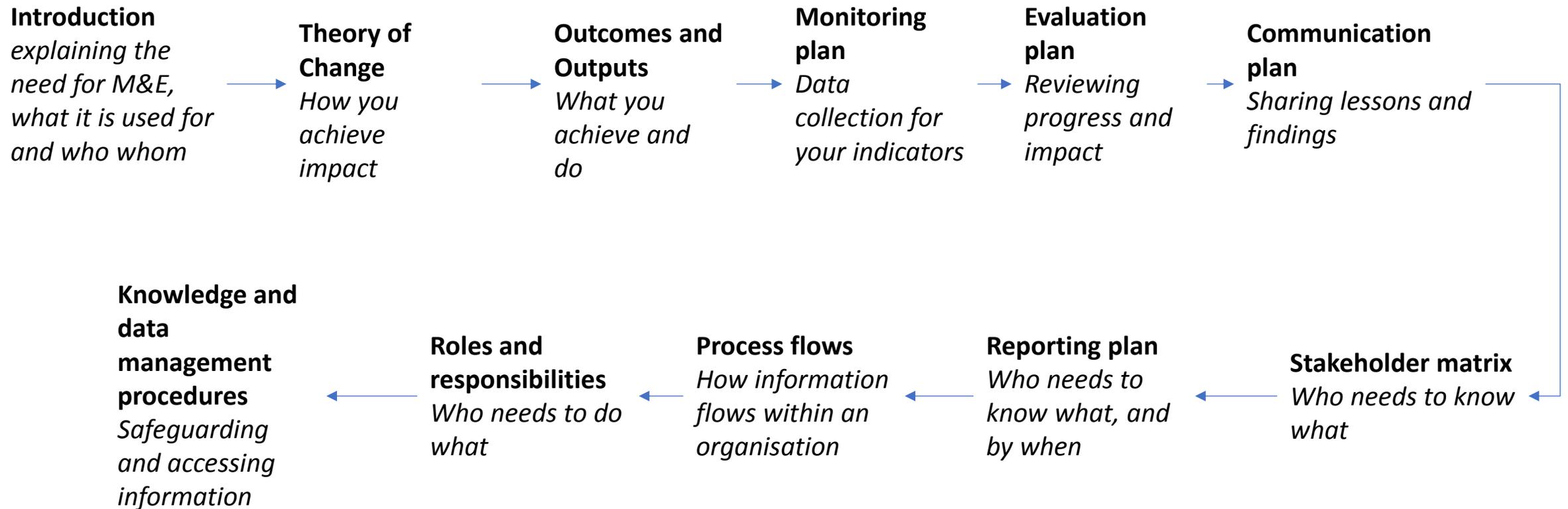
Navigating M&E Systems during COVID-19

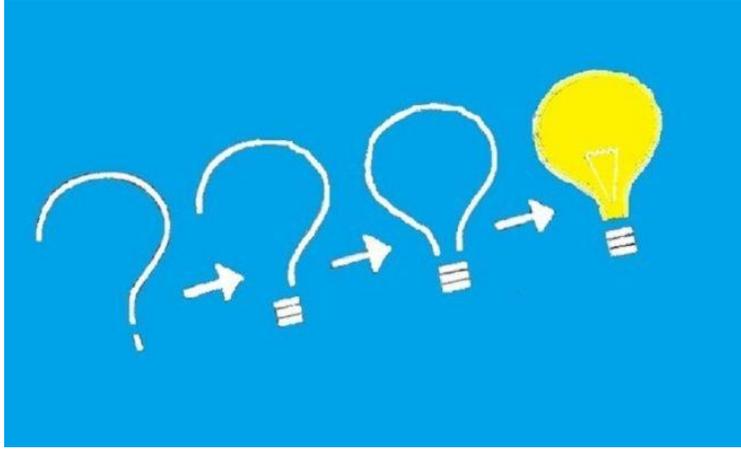
Tips, tools and tricks to allow
for insight harvesting

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- COP 1-Trends in M&E and finding out what you are interested in (July 2019)
 - COP 2-Theory of change described, explained and two examples provided along with resources (September 2019)
 - COP 3-Measurement (defining and developing indicators) (November 2019)
 - COP 4-Developing your M&E Plan (February 2020)
 - **COP 5-Collecting data for your M&E Plan (adjusted for today) (May 2020)**
 - COP 6-Evaluating your programme
 - COP 7-Developing your M&E organization's M&E Capacity
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The flow of the COP thus far

RECAP- of previous COP-What goes into an M&E Plan





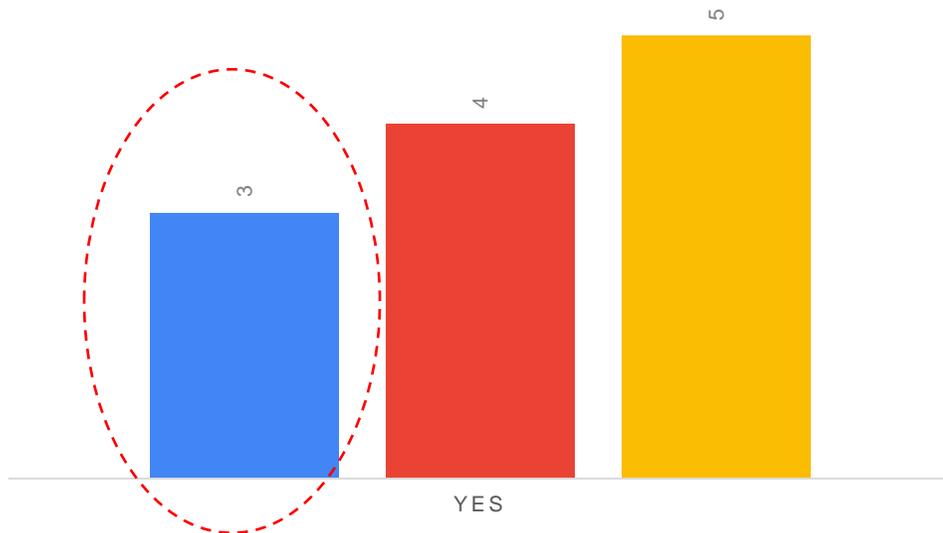
Problems

- Not knowing where to start
- Where to pick up from where we left off
- How to adjust
- Not having the staff or time to collect data
- Not having the budget to invest in a database
- Our data sits in different places
- How to get hold of participants
- Use formats that are sound
- Retrievable and usable data
- Coordinated data collection efforts
- Manual data collection processes

Was your organization negatively affected by COVID-19?

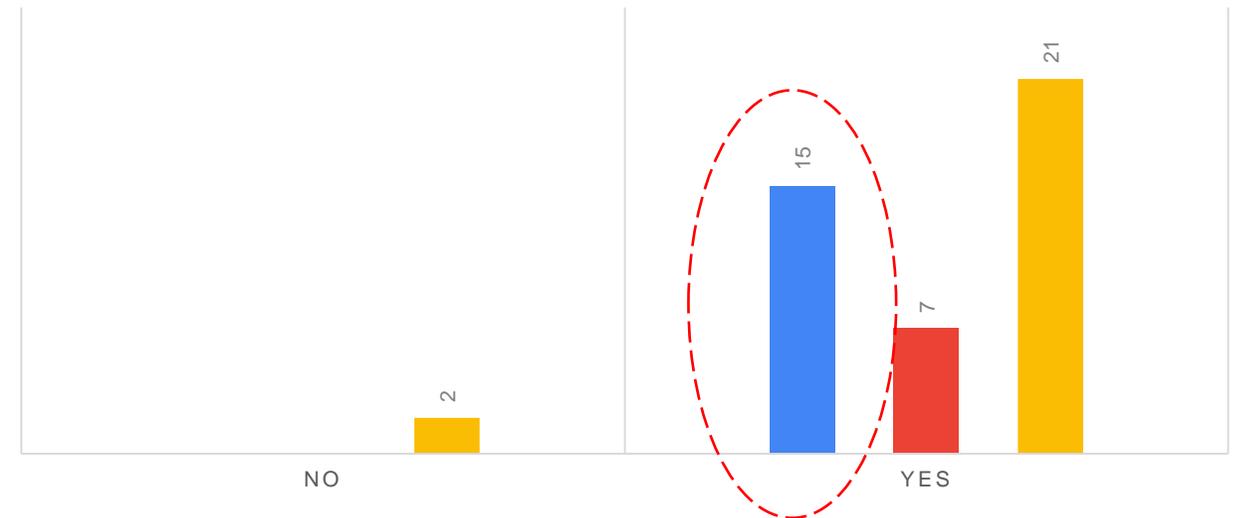
ALL WESTERN CAPE RESPONDENTS WERE NEGATIVELY EFFECTED BY COVID-19 BUT 75% WERE ABLE TO CARRY OUT M&E (N=12).

■ Not able to carry out M&E ■ Some M&E not all ■ Able to carry out M&E

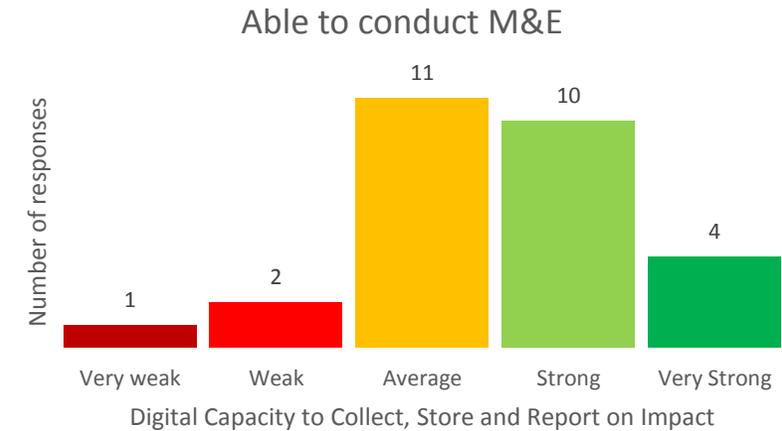
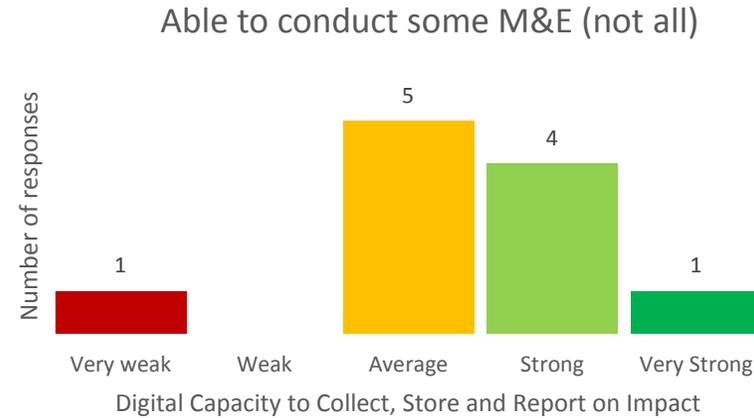
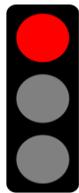
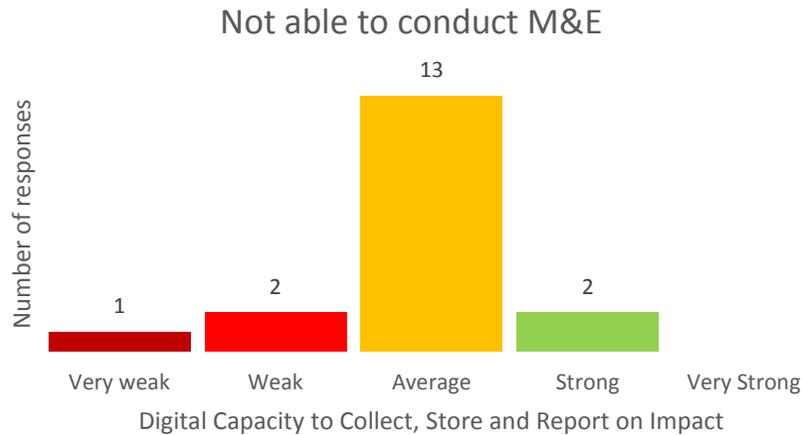


MOST NATIONAL COP SURVEY RESPONDENTS WERE NEGATIVELY AFFECTED BY COVID-19 AND 62% WERE ABLE TO CARRY OUT M&E (N=45).

■ Not able to carry out M&E ■ Some M&E not all ■ Able to carry out M&E

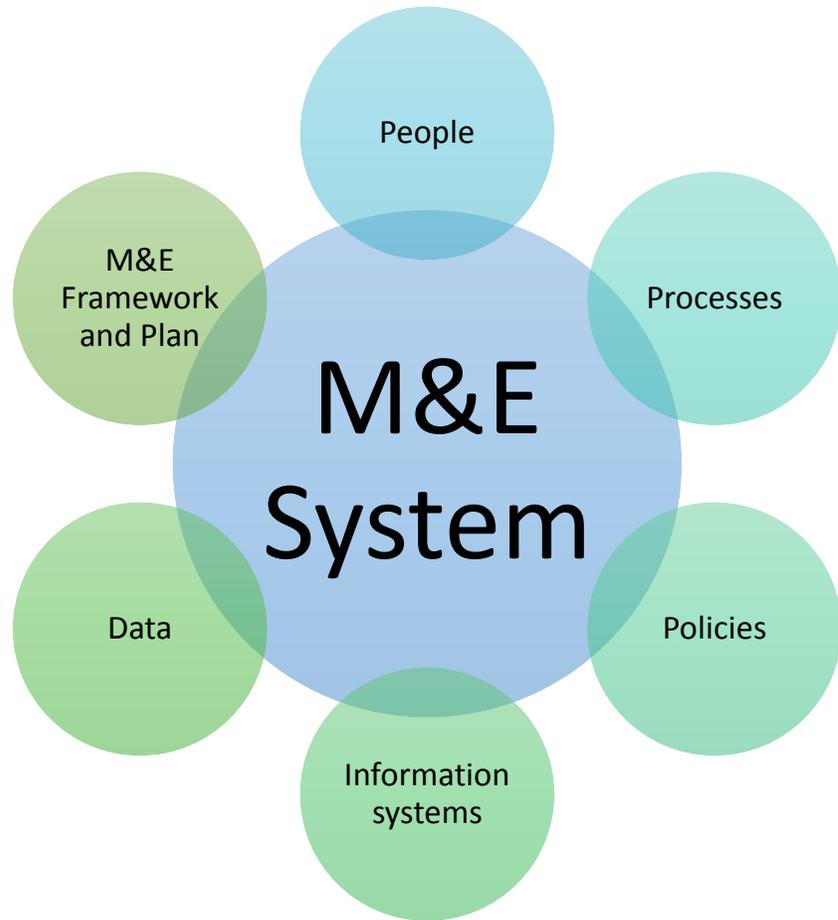


Ability to carry out M&E and Digital Capacity



Respondents with stronger digital capacity were more likely to carry out M&E activities vs those that not. Even though some organisations that said their digital capacity was weak were able to carry out M&E activities.

What is an M&E system made up of

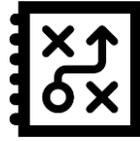


These components interact with one another to form an M&E system. Each aspect has an effect on the strength of your M&E systems



Understand why you are collecting data

- **Business as usual**
 - Segment your data to uncover new needs
 - Test your assumptions on your Theory of Change
- **Explore emerging needs**
 - For those affected by COVID-19 conduct a needs assessment-their sense of priorities may change-which in turn affects how your programme is perceived
- **Test responsiveness of interventions**
 - Was it appropriate, has it contributed to change or addressing a need



Where to start? Situational and Needs Assessment

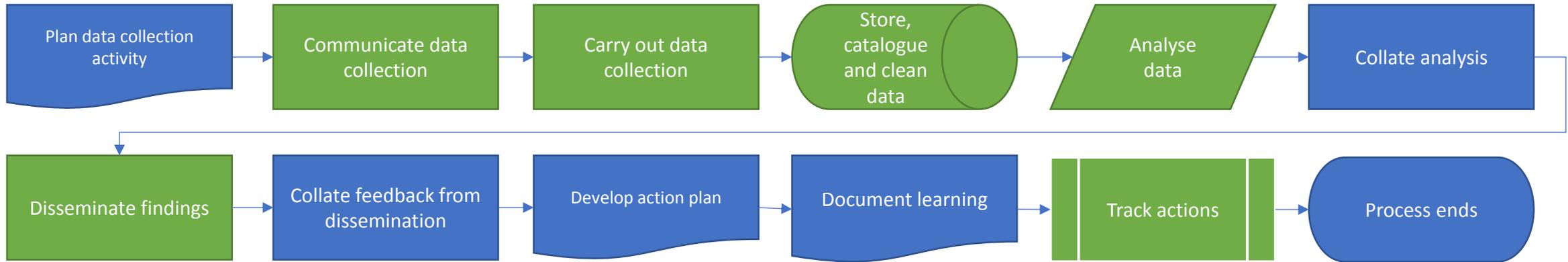
- **Revisit your M&E plan (if you have one)**
 - Look at your theory of change
 - Look at what you have reported on before and pick up on the trends
 - Segment and explore your existing data to assess differences within programme beneficiaries
- **Review the processes** that you had used before and assess whether virtual options are available
 - Interviews can be replaced with telephonic interviews, Skype or Whatsapp calls
 - Focus groups can be done virtually via Microsoft Teams, Whatsapp Call, Zoom or Skype
 - Surveys can be done online by using free surveying tools like Google or Microsoft Forms or paid services like SurveyMonkey, Qualtrics, SurveyGizmo
 - *Note there are trade-offs with this approach (rapport, timing, access, distancing, interpreting of silence, technophobia)*



People-attend online courses to build staff capability or awareness of M&E processes

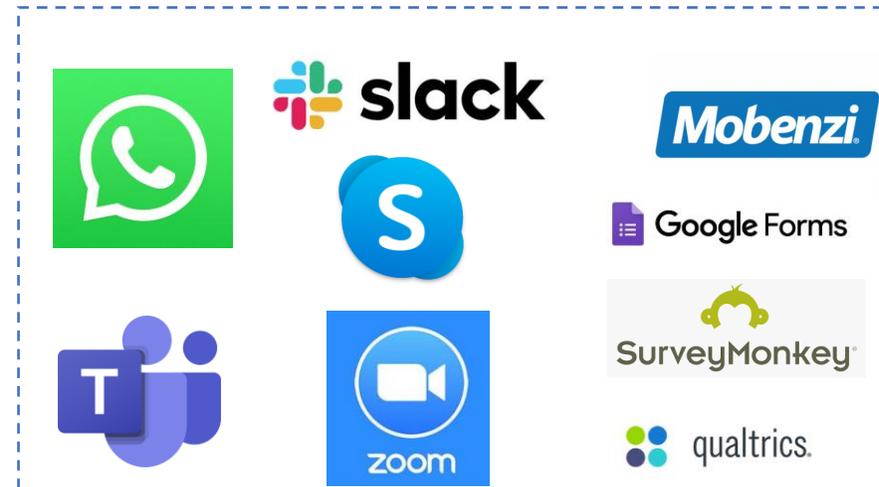
- **Philanthropy University**
- https://courses.philanthropyu.org/courses/course-v1:FHI360+MonitoringEvaluation_101+1_1.0_20180416_20180527/about
- **Intrac**
- <https://www.intrac.org/resources/me-universe/>
- **EdX**
- https://www.edx.org/course/business-and-impact-planning-for-social-enterprise?utm_campaign=mitx&utm_medium=partner-marketing&utm_source=email&utm_content=0.solvex-alluser-april2020
- <https://www.edx.org/course/essentials-of-program-strategy-and-evaluation>
- <https://www.edx.org/course/evaluating-social-programs-3>
- <https://www.edx.org/course/results-based-project-management-monitoring-and-ev>
- <https://www.edx.org/course/theory-of-change-for-development>
- **Acumen+**
- <https://www.plusacumen.org/courses/lean-data-approaches-measure-social-impact>

Process-If you're going digital-how does it fit into your organizational processes and systems?



- Automation
- Accessibility
- Centralisation of data
- Communication
- Cost
- Privacy and Informed consent

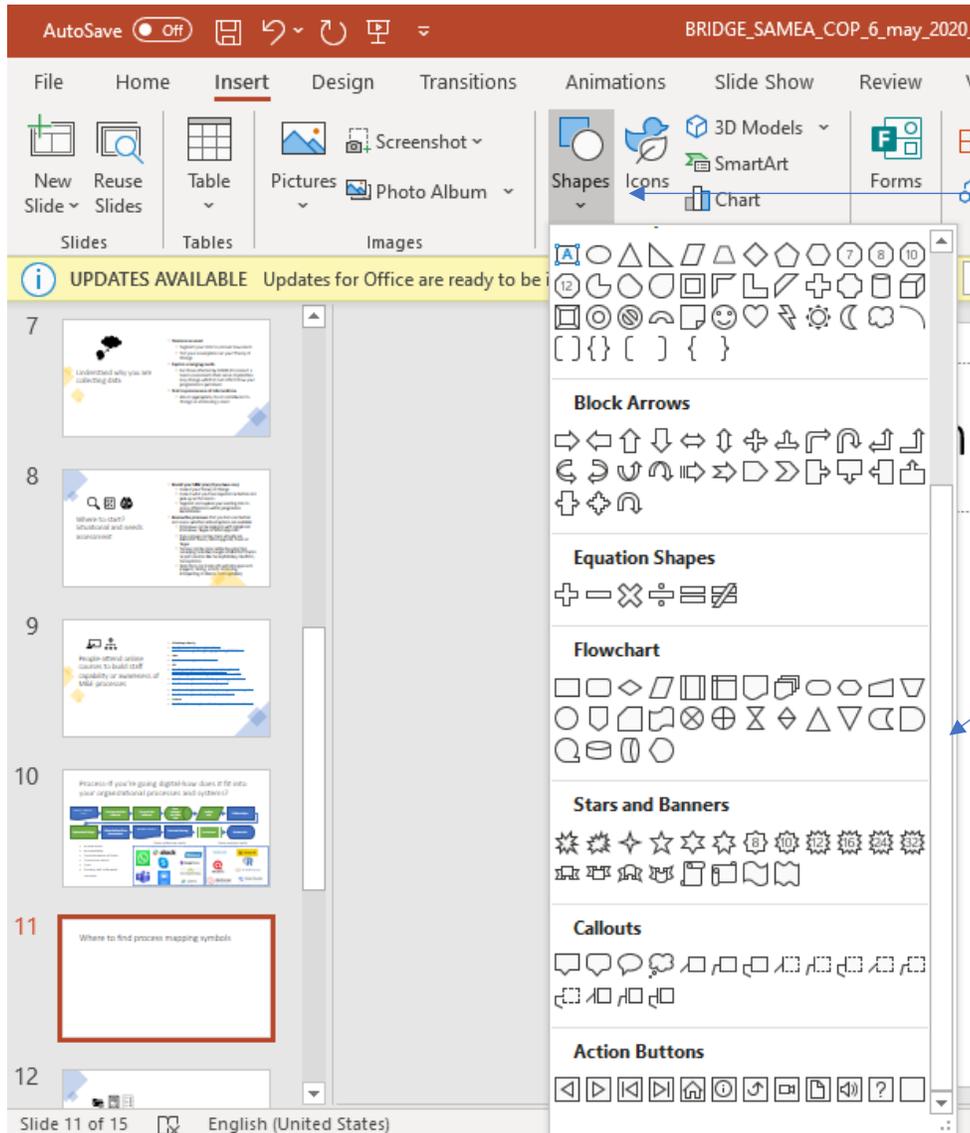
Data collection tools



Data analysis tools



Where to find process mapping symbols



Under the shapes tab, and under flow chart

Using these symbols will help you how data, action, processes and documents work together to complete the process

Process mapping forms part of Business Process Optimisation- mapping early helps save money when hiring consultants to optimize your system

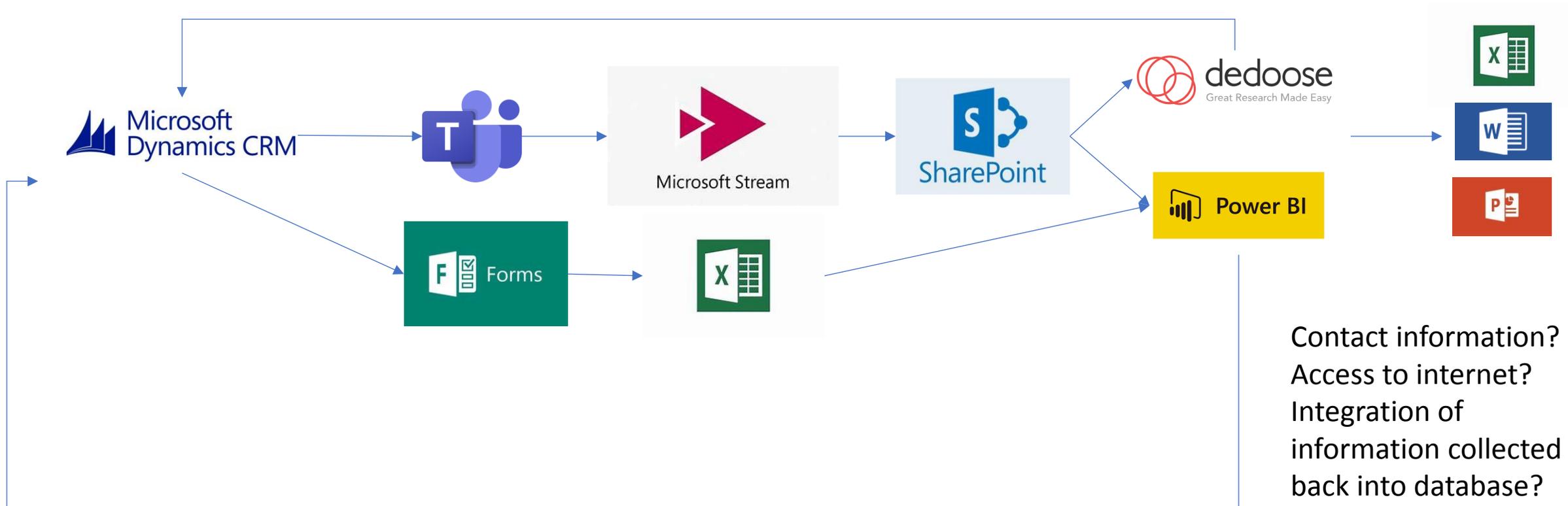


Policies (including procedures and frameworks are in place/up to date)

- **Make sure that there are measures in place to protect the data that you collect and the rights of your participants**
- Consent forms
- POPIA
- PAIA
- Handling sensitive information

Systems/Technology (look for opportunities of integrating data within a system)

- Map out the systems to see how information flows and what the potential barriers are



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Thank you!

If you have any questions, comments, or suggestions or need advice feel free to contact me: asgar.bhikoo@gmail.com