

**Monitoring, Evaluation &  
Learning within the context of  
the new normal**

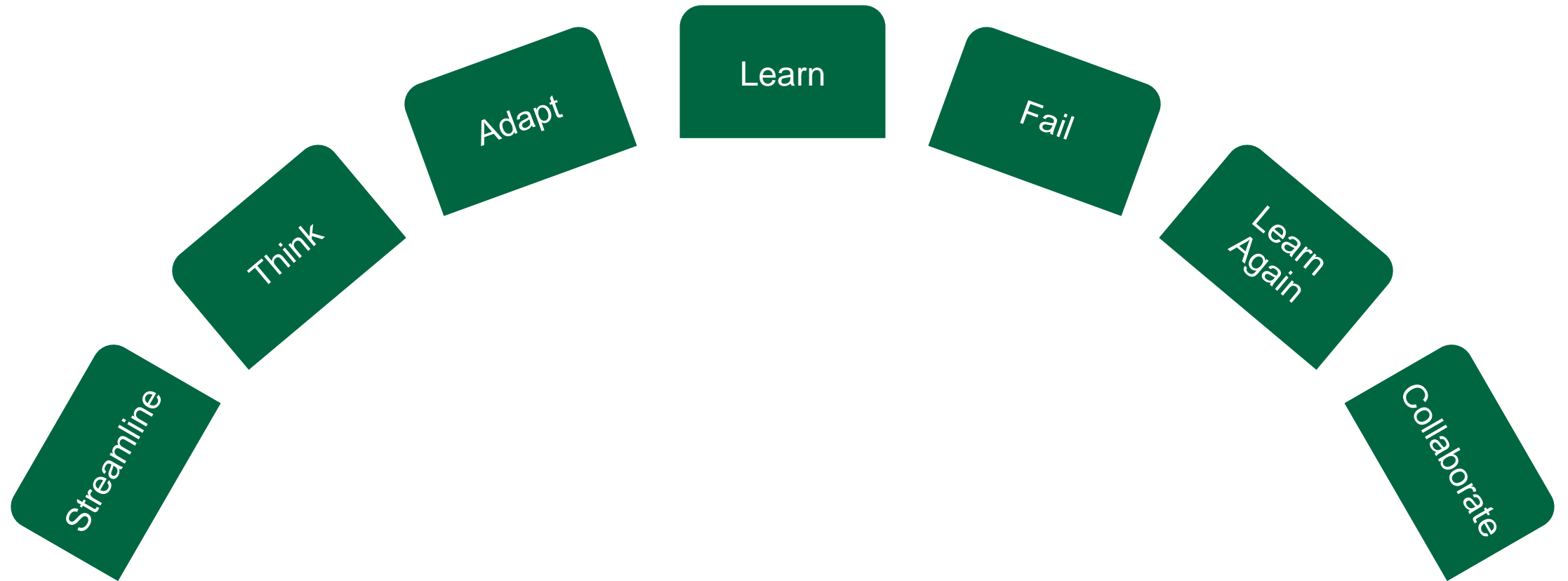
**Nyaradzo Mutanha**

**21 & 22 October 2020**

# Agenda

- Challenges experienced in lockdown and;
- Solutions for adapting to COVID 19;
- M&E Systems & M&E Plan;
- M&E Process;
- Understanding why you are collecting data;
- Online courses;
- Going Digital;

Coronavirus has thrown us into the future; we need to constantly;





## MEL Challenges experienced during lockdown

-What are some of the M&E Challenges that you have encountered during lockdown?

# Problems

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- Don't know where to start
- Don't have enough stuff on the ground
- Don't know how to adjust
- How do you get hold of beneficiaries?
- Not enough budgets
- Lockdown movement restrictions – cant collect nor verify data
- No networks because of load shedding
- Data and telephone costs tad high
- Survival mode; M&E the least of their worries
- M&E adaptation slowed than programme implementation

# How others have responded

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- Use of online platforms (WhatsApp pictures and videos, Zoom, Calls)
- Ran a needs analysis survey
- Partnerships and collaboration
- Adapted M&E Plans and Frameworks to suit the new normal
- A strong focus on quantitative data
- Data responses based on a relationship of trust
- In person data verification in L1 of data collected using online platforms during lockdown

# Some good stories



Many staff remained dedicated to do essential services and came to work throughout the national lockdown period.

Dedication, commitment and sense of Urgency

That we have been agile and responsive! Our team was ready to adjust and serve the community

Thinking "out of the box" and being creative of how to deal with the challenges.

I have appreciated my organization and my colleagues because the organization retained us through a very difficult time.

Resilience and agility

We have relied on each other for emotional support over this time

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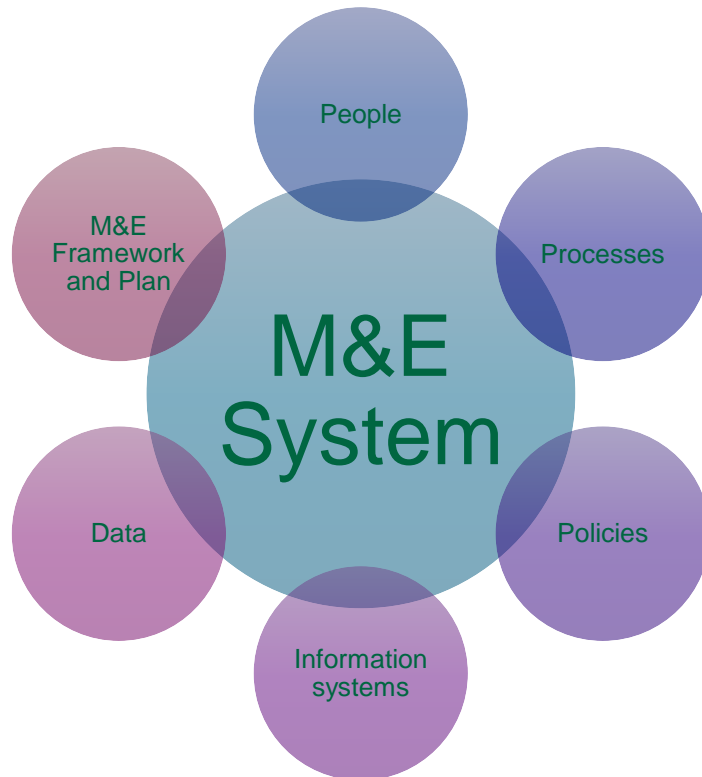
Their commitment and perseverance to find solutions to a new way of working.

# MEL Systems

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## M&E System



- These components interact with each other to form an M&E System.

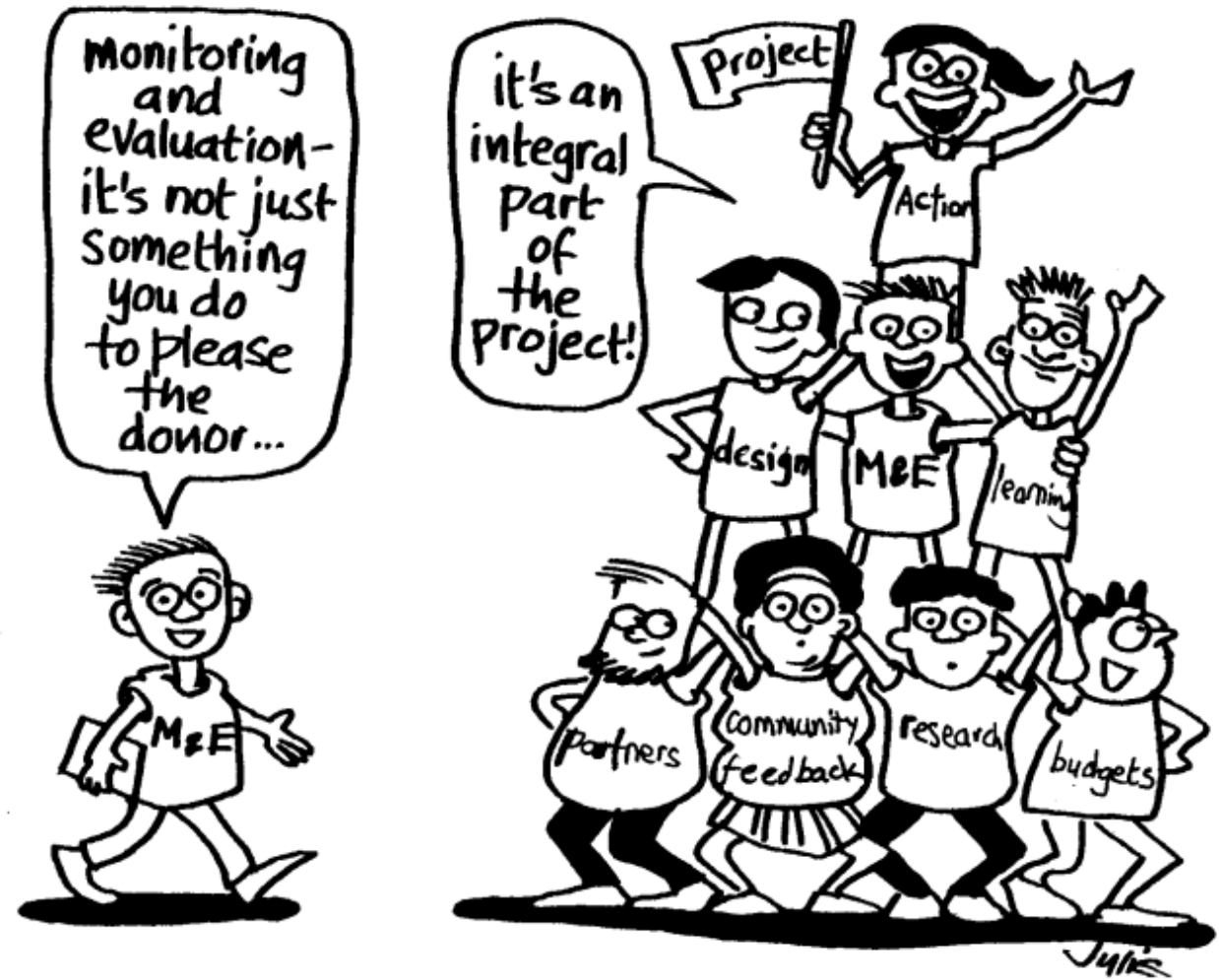


# What goes into an M&E Plan



# Exercise

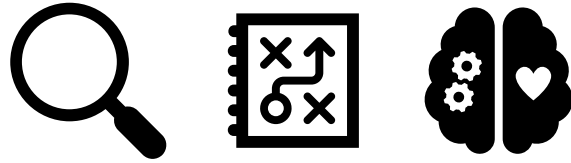
Take 5 minutes to think about your organisational MEL systems and Process comparatively to what has been presented here. Write down what is missing in your organisation and what could be done?





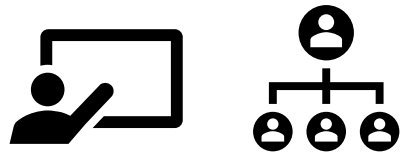
## Understand why you are collecting data

- **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 with adapting to COVID-19? Situational and needs assessment

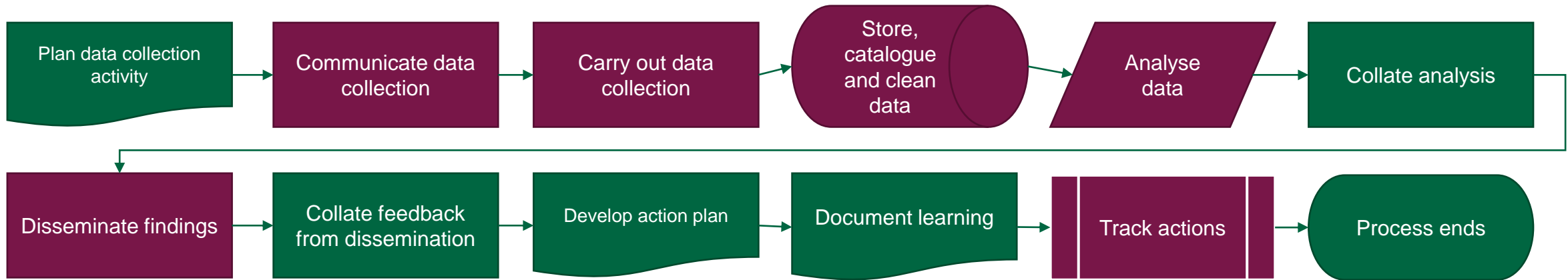
- **Revisit your M&E plan (if you have one)**
  - Look at your theory of change
  - Look at what you have reported on before and pick up on the trends
  - Segment and explore your existing data to assess differences within programme beneficiaries
- **Review the processes** that you had used before and 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](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/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?



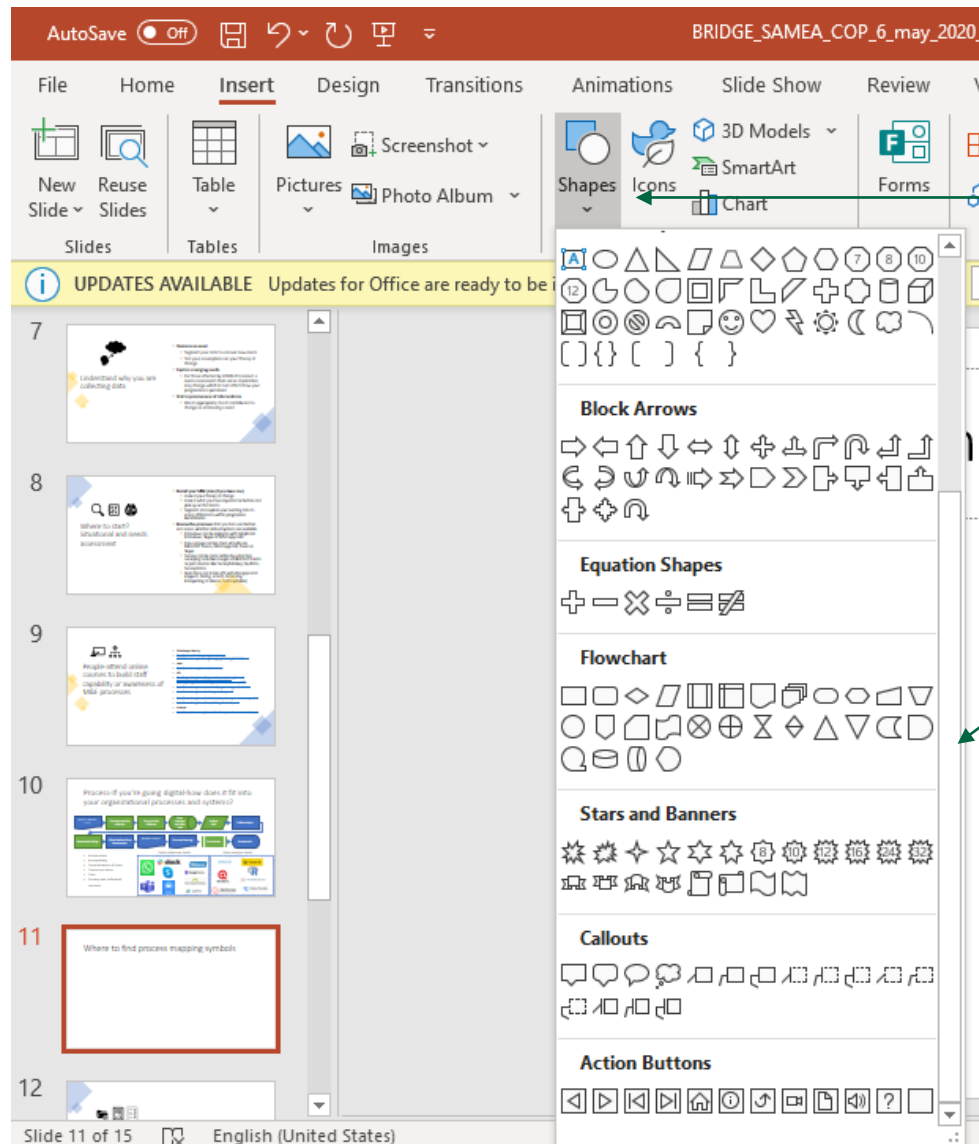
## Data collection tools

## Data analysis tools

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



# 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 systems



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 (Protection of Personal Information Act)
- PAIA (Promotion of Access to Information Act)
- Handling sensitive information
- Working with children





Give practical examples of how your organization has adapted their M&E during lockdown?

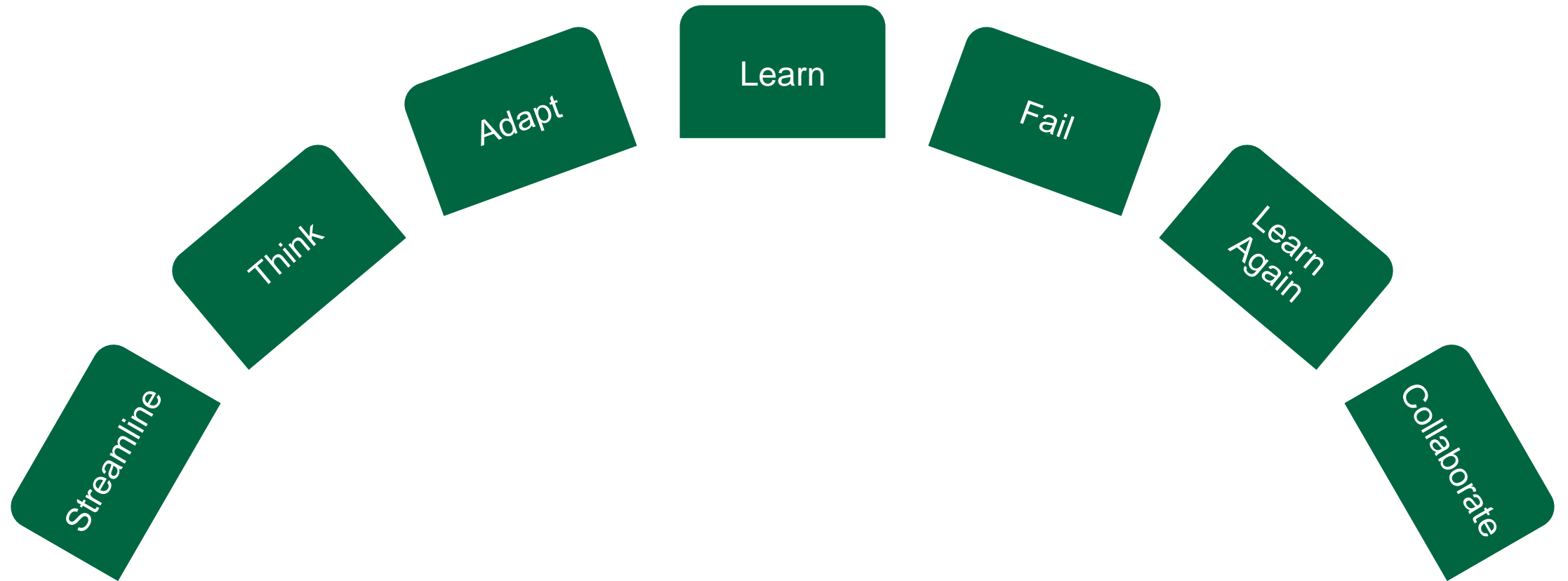


## Some Pointers

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- Conduct virtual site visits where necessary;
- Hybrid model – Face to face site visits and virtual;
- Use online platforms to upload supporting documents that you need to verify data;
- Follow all COVID 19 prevention protocols for the field workers who will be on the ground (PPE, social distancing, sanitizing);
- Data is key, make sure that your data is clean so that you can make data driven decisions;
- Constantly adapt and innovate.

Coronavirus has thrown us into the future; we need to constantly;



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# Thank you

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