



SESSION 14

The Evaluation Support Service

Planning Evaluations

The Eval Module

INTPA support to evaluations: Session Outline

The Evaluation Support Service (ESS)

Planning Evaluations – the Operational
Evaluation Plan (OEP)

The EVAL module



The Evaluation Support Service

- The ESS supports INTPA D4 to provide methodological support on evaluations to INTPA Delegations and headquarters' Units, and carries out analytical work to reinforce the uptake and use of information produced by evaluations.

ESS Team

Core team

- Karen McHUGH, *Team Leader and Senior Evaluation Expert*
- Michaël POTAR, *Evaluation Expert*
- Hur HASSNAIN, *Senior Evaluation Expert*
- Matteo BOCCI, *Senior Evaluation Expert*
- Saskia VAN CRUGTEN, *Senior Evaluation Expert*

Forms of support (since March 2017):

- online/telephone
- onsite events in Delegations and HQs,
- non IT support EVAL module,
- Evaluation Correspondent Network,
- Capacity 4 Development,
- Webinars

Typical questions answered through helpdesk@evaluationsupport.eu

- ✓ Please comment on the objectives of my evaluation.
- ✓ Can you review the proposed Terms of Reference?
- ✓ Could you review my Evaluation Questions?
- ✓ Whom should I involve in my reference group?
- ✓ What are the ideal profiles for my evaluators?
- ✓ How can I judge the quality of the methodology and tools proposed by contractors?

Average response time:
less than a working day !
Satisfaction rate: 99% !

The Evaluation Support Service



EVERYTHING STARTS WITH GOOD PLANNING...

It is impossible to evaluate all interventions; therefore, those to be evaluated are to be **carefully selected**.

Have you considered discussing your selection criteria (OEP) with us?



EVALUATION MUST BE USEFUL TO YOUR WORK

It is not a box-ticking exercise. **What do you want to achieve** with your evaluation?

Even before writing your Terms of Reference we are here to help you in defining its scope, focus and type; a simple phone call may help.



ARE THE OBJECTIVES AND SCOPE OF YOUR EVALUATION CLEAR?

What are your key **evaluation questions**? Are the **resources** and **evaluators' profiles** consistent with the evaluation scope?

70% of the complex requests we receive are to revise a draft ToR, and rightly so! A good evaluation starts with clear and unambiguous ToR, and **resources must be consistent with the evaluation scope**.

Looking for an expert review and revision of your ToR? Share your draft with us.



IS THE METHODOLOGY PROPOSED BY THE EVALUATORS GOOD FOR MY EVALUATION?

One size does not fit all, and we know this for a fact: a methodology that is good for one evaluation could be inappropriate for another. Sometimes a small change can make a big difference in terms of quality... and quality matters!

IS THE EVALUATION REPORT GOOD?

Is your evaluation report based on sound **evidence**, are **conclusions derived from findings** and do **recommendations follow from conclusions**?

This analysis can be tricky, but you can rely on us: after your revision, send us your report for a critical friend's advice.

WHAT ABOUT DISSEMINATION OF THE EVALUATION RESULTS?

Evaluations provide an ideal opportunity to **communicate about the results of our cooperation** work to a wide audience; this important step is sometimes overlooked.

Since preparing your ToR, you may want to involve us for an opinion on the dissemination strategy for your evaluation: products, messages, channels...

SEMINARS, WEBINARS, ONSITE SUPPORT

We regularly co-animate the **regional seminars** on Monitoring and Evaluation organised by DEVCO Unit "Results and Evaluation" and we offer **webinars** on different evaluation topics. Contact us to find out about upcoming dates for your diary. You and your colleagues may also want to have **dedicated on-site support** on specific themes, such as evaluation in hard-to-reach areas or others.

Get in touch with us to explore possible options.





Planning Evaluations

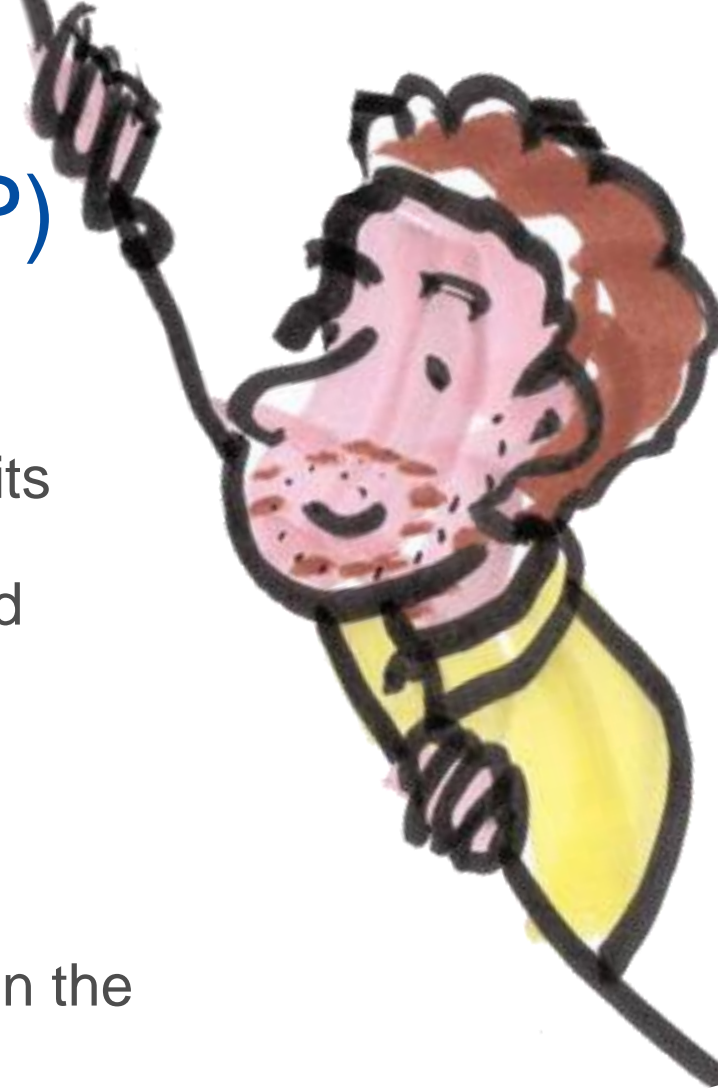
Planning Evaluations in INTPA: The Operational Evaluation Plan (OEP)

Evaluation planning:

- Is part of the **planning obligations** of EU Delegations & Units
- The OEP exercise is conducted at the end of the year.
- Evaluations planned for the upcoming year are encoded and reported on **via the OEP in the EVAL Module**
- Evaluation plans are tracked by an indicator in the **External Assistance Management Report (EAMR)**.

Why is it important to plan?

- To obtaining **meaningful, useful** and **timely information** on the **results** and **impact** of EU funded interventions
- To strengthen INTPA's **evidence-based decision making** process.
- To avoid “tick-a-box” evaluations without clear **need or purpose**



Prioritising

...YOU CAN'T EVALUATE EVERYTHING!



→ Some possible selection criteria

- **Operational and decision-making needs for evaluation:** does the Action need some **redress**? Are activities going according to plan?
- **Possible follow on action:** is the Action going to be **continued** in some way in the future/would it be useful to have elements/insights for the **next programming** phase?
- **Good possibilities for learning:** successes that **can be replicated**, actions that reflect the priorities of EUD/Unit, are **innovative**, or that seem particularly successful/unsuccessful.
- **To communicate on EU work** in the country or sector, negotiate priorities with partner countries.

The OEP Operational Evaluation Plan:

Michael POTAR (potarmi)



EVAL MODULE

Operational Evaluation Plan

European Commission > Directorate-General for Informatics > EVAL Module > Operational Evaluation Plan

NEW EVALUATION

MY EVAL

OPERATIONAL EVALUATION PLAN

SEARCH

MY NOTIFICATIONS

ADMINISTRATION

PAST EVALUATION

IT/METHODO HELP

Planning Operational Evaluation Plan

Submitted Operational Evaluation Plans

1. Sort projects

Overview for planning

Filters:

Show only CRIS ref. with EU Contribution >= 5.000.000 EUR

Show only CRIS ref. in the EAMR list of projects

Delegation / Unit in charge

RW - Rwanda

	CRIS ...	Title	Ev...	OM in charge	EU Cont...	Projec...	Projec...	DAC Sector	Modality	Instrument	K...	K...	Date ...	ROM pl...	Evaluati...	R...
	<input type="checkbox"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	<input type="checkbox"/>	C-332... Sector Policy Support Pr...		PEDRETTI MASS...	36,000,...	14/11...	13/01...	21020 - Ro...	Budget sup...	European D...				No	No	
	<input type="checkbox"/>	C-341... Prepaid Energy. Rent to...		PEDRETTI MASS...	6,000,0...	17/07...	31/12...	23230 - Sol...	Project	European D...			28/07...	No	No	
	<input type="checkbox"/>	D-327... Energy Water and Sanit...		MUGAMBIRA JU...	23,000,...	19/03...	19/03...	23630 - Ele...		European D...			11/09...	No	No	
	<input type="checkbox"/>	C-375... Budget Support Compo...		PEDRETTI MASS...	156,00...	20/05...	09/05...	23630 - Ele...	Budget sup...	European D...				No	No	
	<input type="checkbox"/>	C-376... Budget Support Compo...		ZAHONERO PAS...	182,00...	23/06...	22/06...	31120 - Agr...	Budget sup...	European D...				No	No	
	<input type="checkbox"/>	C-382... Basket fund to support ...		KAYITENKORE M...	9,800,0...	07/12...	06/11...	16062 - Sta...	Project	European D...				No	No	
	<input type="checkbox"/>	D-380... ACCOUNTABLE DEMOCR...		MORONI XAVIER	14,000,...	16/12...	16/06...	15110 - Pu...		European D...				No	No	
	<input type="checkbox"/>	C-386... EU support to the Bask...		MORTON SION	9,800,0...	06/06...	05/07...	15111 - Pu...	Project	European D...				No	No	

10 items per page

1 - 8 of 8 items

Definitions

To plan an evaluation, select one or more CRIS ref. in the table above the table **Plan Evaluation**

To export the rolling operational evaluation plan of a Unit or Delegation, select the Delegation / Unit in charge in the filter above the table **Export Preview OEP**

3. Submit OEP

Submit Operational Evaluation Plan

How to plan your evaluations wisely?

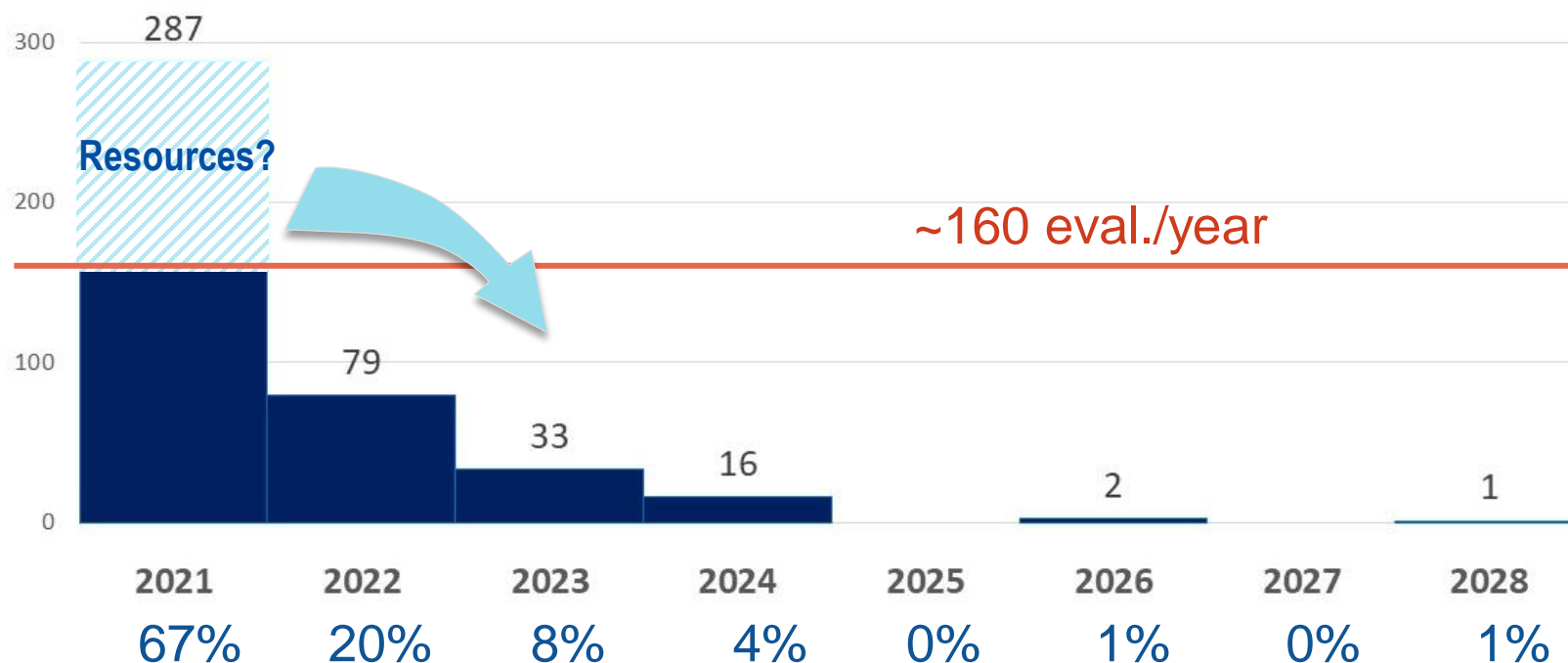
Make sure that:

1. There is a well-defined **need for your evaluation**
2. The **resources** (staff and budget) are **available**, and sufficient
3. You **plan enough time** to conduct the evaluation
4. Your evaluation findings (final report, restitution seminar) arrive in a timely manner for them to be useful
5. Involve national counterparts or relevant stakeholders, when making the decision to have an evaluation

Do not over-plan:

Distribution of planned evaluations per year (2021)

Total on graph = 418 eval., incl. 86 Delegations and 6 HQ Units



→ Evaluations planned in the 1st year are likely to be **postponed** to the next year (as was also seen on OEP 2018 and 2019).

Recap of the key points on the OEP

Go to the Evaluation Support Service (INTPA-ESS) playlist:

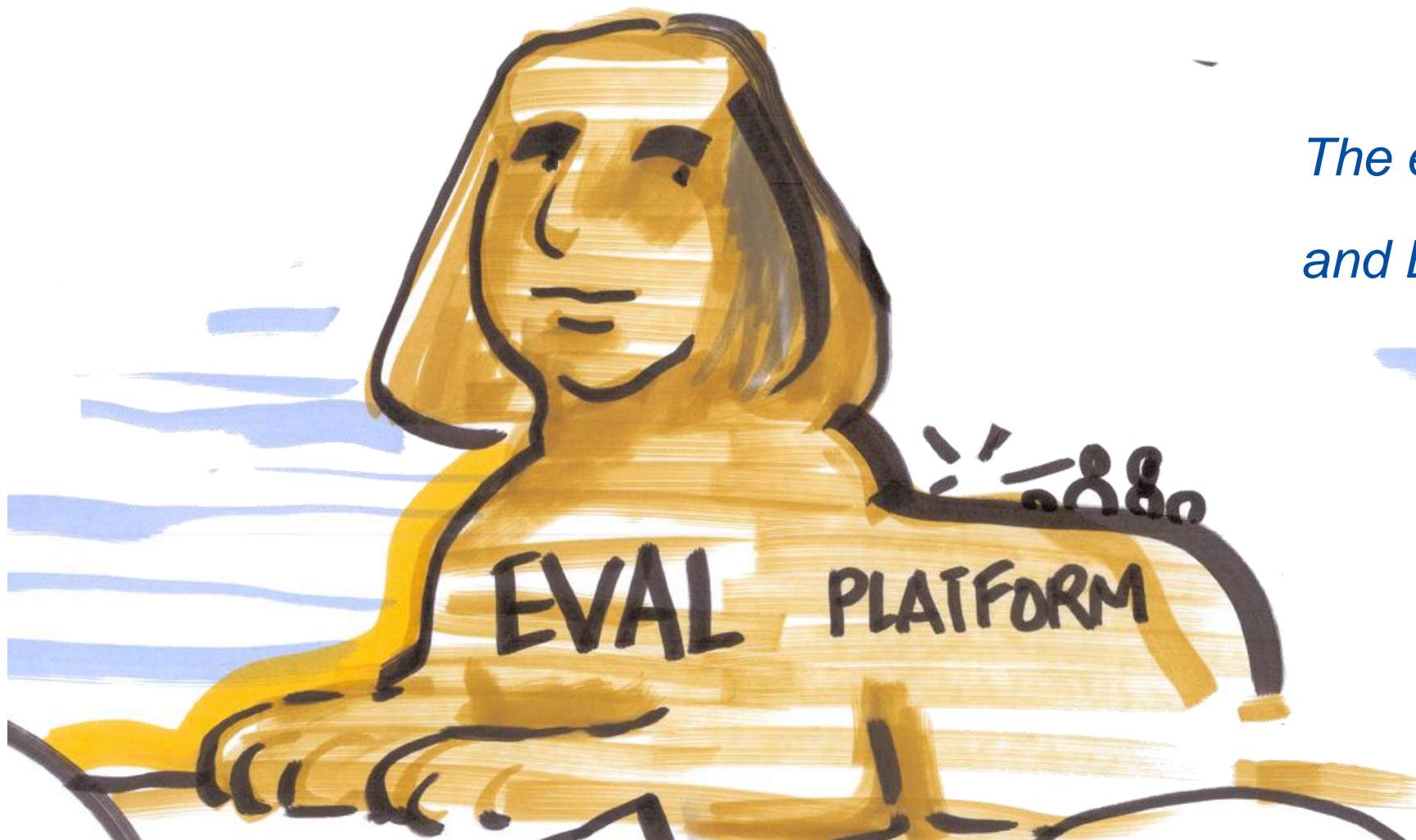


<https://www.youtube.com/watch?v=f6-52bTFh-0&list=PLp9Zi5-UNdneDVLvxaALWPxBmxcWWuMUr&index=8>

Webinar on “**Evaluation planning principles, and how to submit your Operational Evaluation Plan (OEP)**” (in English)



*The e-Evaluation Tool
and EVAL Library*



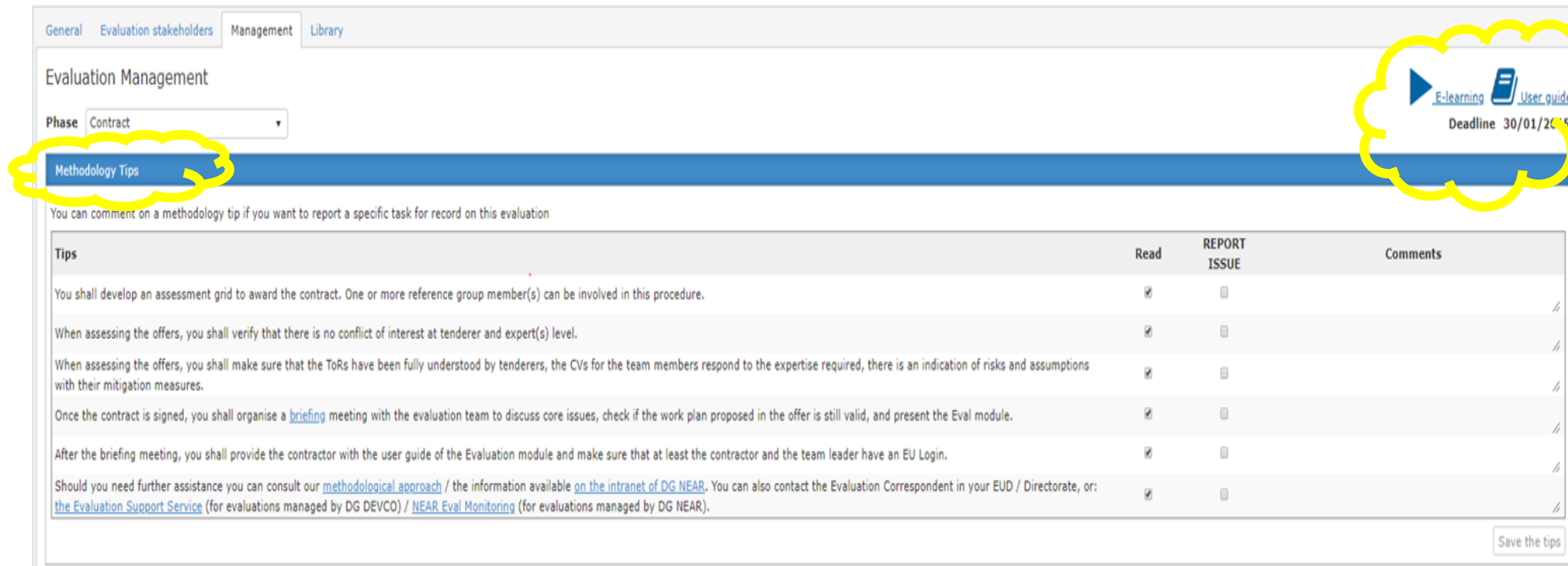
About the EVAL module...

- Link: <https://webgate.ec.europa.eu/europeaid/eval/index.html>
- Use your **“EC Login” = Commission credentials** (not EEAS)
- Only browsers **Mozilla Firefox** or **Google Chrome**
- Available in **English** or in **French**
- For DG INTPA, DG NEAR and FPI, in Delegations and Headquarters
- Mandatory for **all directly-managed intervention-level evaluations**
- Currently EVAL hosts more than **2000 evaluations**, and **800+ completed evaluations**.

On average, 170 new evaluations are managed
in EVAL module every year

EVAL is a knowledge-based management tool, acting as...

➤ An "evaluation coach"



General Evaluation stakeholders Management Library

Evaluation Management

Phase Contract

Methodology Tips

You can comment on a methodology tip if you want to report a specific task for record on this evaluation

Tips	Read	REPORT ISSUE	Comments
You shall develop an assessment grid to award the contract. One or more reference group member(s) can be involved in this procedure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	//
When assessing the offers, you shall verify that there is no conflict of interest at tenderer and expert(s) level.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	//
When assessing the offers, you shall make sure that the ToRs have been fully understood by tenderers, the CVs for the team members respond to the expertise required, there is an indication of risks and assumptions with their mitigation measures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	//
Once the contract is signed, you shall organise a briefing meeting with the evaluation team to discuss core issues, check if the work plan proposed in the offer is still valid, and present the Eval module.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	//
After the briefing meeting, you shall provide the contractor with the user guide of the Evaluation module and make sure that at least the contractor and the team leader have an EU Login.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	//
Should you need further assistance you can consult our methodological approach / the information available on the intranet of DG NEAR . You can also contact the Evaluation Correspondent in your EUD / Directorate, or: the Evaluation Support Service (for evaluations managed by DG DEVCO) / NEAR Eval Monitoring (for evaluations managed by DG NEAR).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	//

Save the tips

➤ A management tool



Users: Roles and Permissions

Internals

- **Evaluation Managers** - DG INTPA and DG NEAR staff, as well as designated FPI staff, can launch and manage an evaluation through EVAL.
- **Evaluation Correspondents**
- **Head of Section, Head of Unit, HoC**
- All INTPA, NEAR and FPI staff for consultation

Externals

- Contractors, Team Leader, evaluation experts: with limited and secure access during the evaluation process.

Reference Group Members (**internals** and **externals**)

- **Internal:** HQ Thematic experts, International Aid / Cooperation Officers (**Geo-coordinators**)
- **External with limited access:** following the evaluation manager's decision, a partner country, civil society organisations

Recap of the key points on EVAL module

Go to the Evaluation Support Service (INTPA-ESS) playlist:



<https://www.youtube.com/watch?v=fwQKvcl7ReQ&list=PLp9Zi5-UNdneDVLvxaALWPxBmxcWWuMUr&index=7>

Webinar on “**How to manage an evaluation in the EVAL Module**”

Thank you!



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