



# Some Initiatives of Evaluation Support Service

*EvalCrisis, Evaluation Handbook, QA*

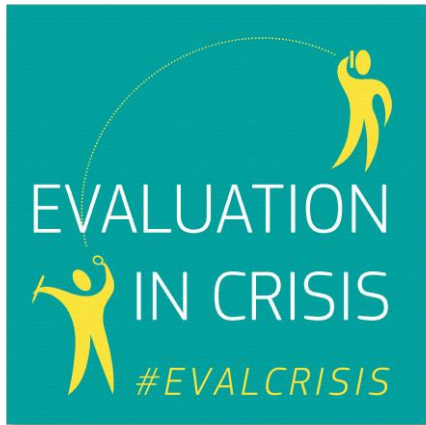
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July 2022

# Content of this session

1. Key ESS initiatives and studies
2. ESS Webinars
3. Evaluation Handbook (coming soon)
4. Quality Assurance Process
5. Key take aways

# Key ESS initiatives on emerging topics



- COVID-19: this global crisis teaches us how fragile we are, as individuals and as societies
- It introduced profound changes in our lives; we shall embrace them and adapt our working habits
- This has several impacts also on evaluation
- The global evaluation community is developing references, reflections, tools to help commissioners of evaluation and evaluators
- #EVALCRISIS is an INTPA/ESS initiative, which gathers and shares useful references, and produces original reflections (podcasts, blog posts)
- Follow the initiative on <https://europa.eu/capacity4dev/devco-ess>

*INTPA staff? Contact [the ESS helpdesk](#) to receive personalized support: go/do not go decision, tools, methods...*

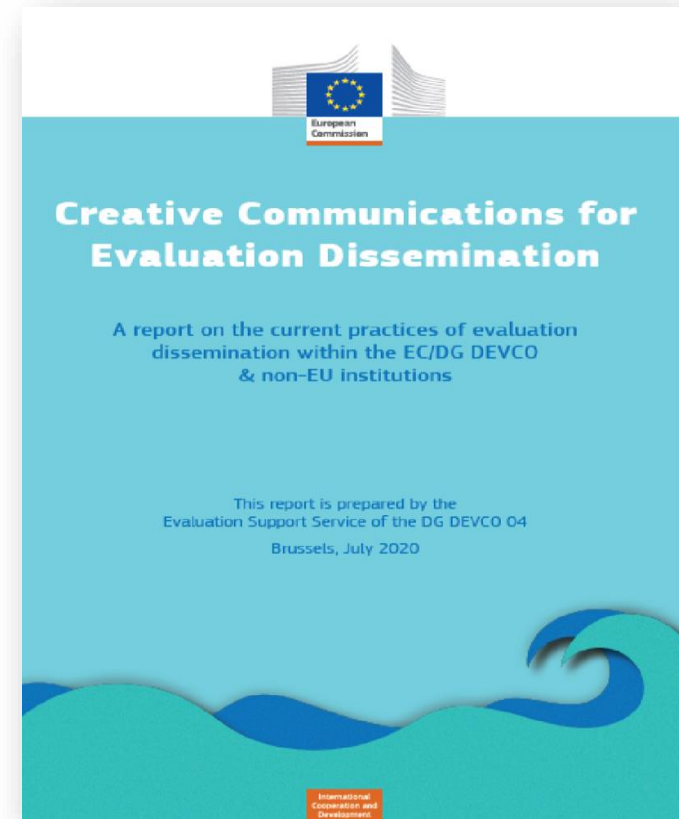
# ESS studies on evaluation practices



Have you downloaded the ESS 2020 Evaluation Dissemination Report yet?

If not, visit this webpage:

[https://europa.eu/capacity4dev/evaluation\\_guidelines/wiki/disseminating-evaluations](https://europa.eu/capacity4dev/evaluation_guidelines/wiki/disseminating-evaluations)



# ESS Methodological guidance documents



See here: [https://europa.eu/capacity4dev/evaluation\\_guidelines/documents/new-guidance-note-evaluation-gender-cross-cutting-dimension](https://europa.eu/capacity4dev/evaluation_guidelines/documents/new-guidance-note-evaluation-gender-cross-cutting-dimension)

# ESS evaluation webinars

- ESSweb1 - Evaluation and monitoring: differences, focus, methodologies, main instruments. The different types of evaluation
- ESSweb2 - Recurrent weaknesses in ToR - what can be done better....and how (PART 1)
- ESSweb3 - Recurrent weaknesses in ToR - what can be done better....and how (PART 2)
- ESSweb5 - How to manage an evaluation in the EVAL module
- ESSweb6 - OEP 2020: process, tips and tricks
- ESSweb7 - Communicating your evaluation
- ESSweb8 – Evaluation questions
- ESSweb9 – Assessing the quality of evaluation deliverables
- ESSweb10 - Evaluation of gender as a cross-cutting issue
- ESSweb11 – The SIEA evaluation ToR template v.2.0
- ESSweb12 – The SIEA evaluation ToR template v.2.0.2
- ESSweb13 – Budget Support Evaluations
- ESSweb14 – Blending, Private Capital Mobilisation (PCM) and ESFD+ evaluation

- Recordings of webinars are available [here](https://www.youtube.com/playlist?list=PLp9Zi5-UNdneDVLvxaALWPxBmxcWWuMUr) :

<https://www.youtube.com/playlist?list=PLp9Zi5-UNdneDVLvxaALWPxBmxcWWuMUr>

# EVALUATION HANDBOOK

## INTPA Evaluation Handbook

- *Coming soon*

# Introduction: Quality of evaluation matters



# Part of D4 efforts to support strengthening of evaluation quality

- **Current state of play:**

- Quality intervention evaluations increased over time, but further steps needed
- Based on +5 years ESS helpdesk experience, decision to pilot a QA system to support the objective
- Provision of binding expert advice on the 3 key deliverables: ToR, Inception Reports, Final Reports
- Further support available on-demand

- **Key outcomes:**

- Good-quality, QA'ed (ToR and) Reports published
- IATI (International Aid Transparency Initiative)
- Pilot: 1 year from September 2021 with 6 EUDs/Units

# QA selected countries

Ivory Coast

Nigeria

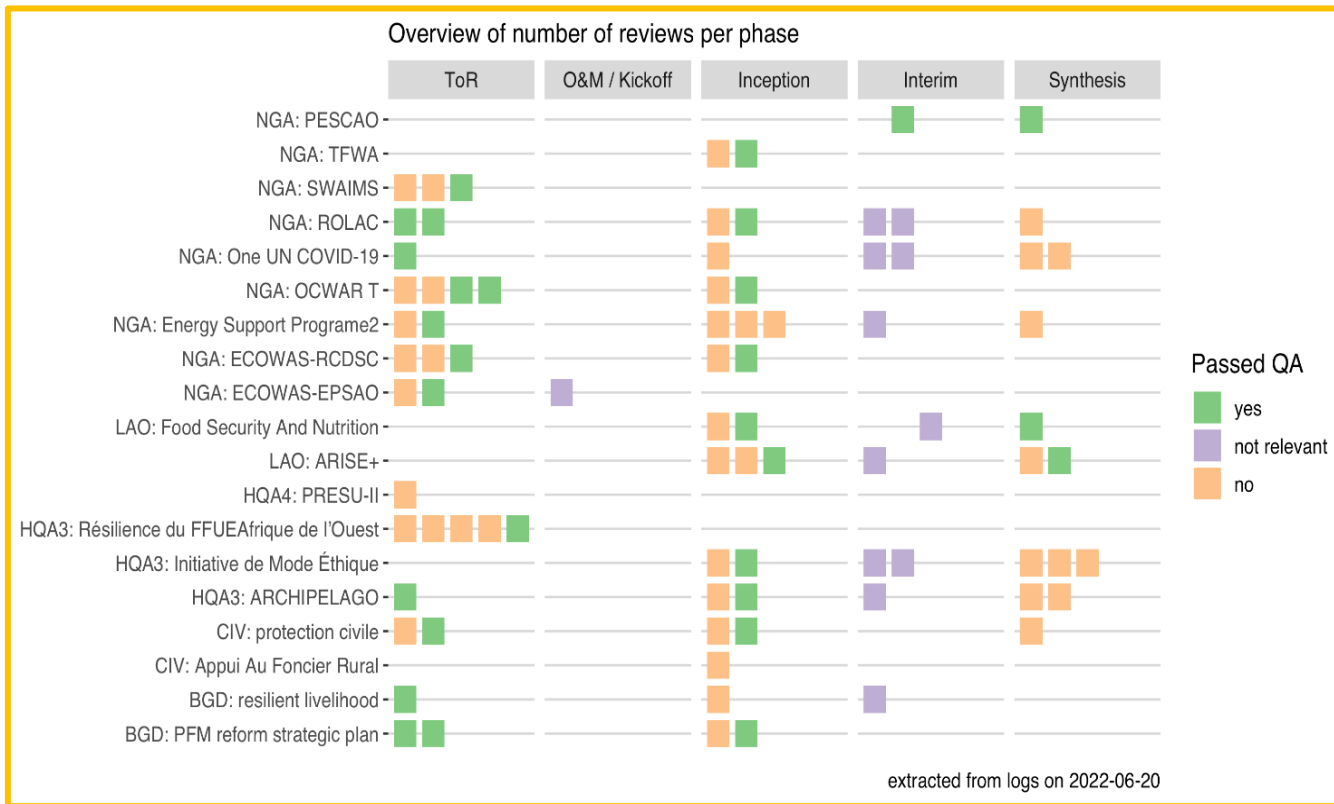
Bangladesh

Laos

INTPA.A.3

A4 (EUTF)

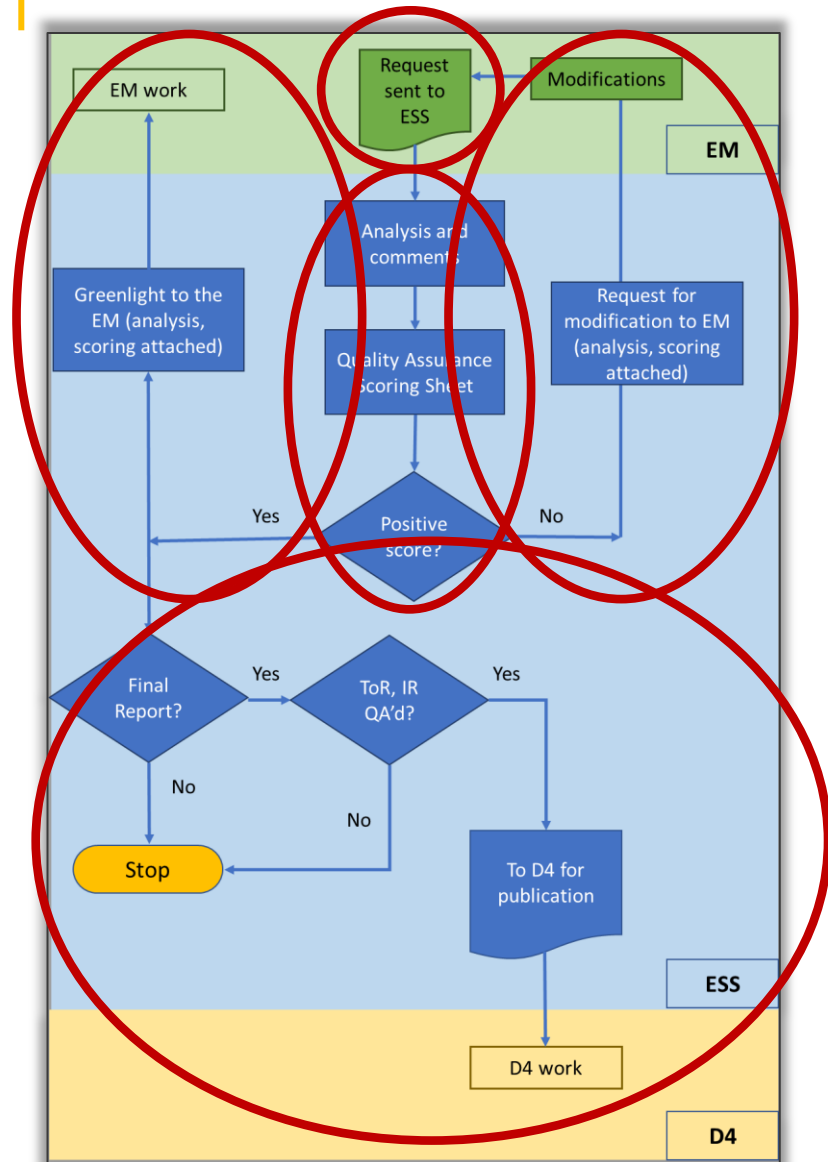
# Where we are:



- So far, a total of **20 evaluations** have entered the QA pilot,
  - 3 have passed the QA test
  - 5 in the 'implementation phase' (desk, field, or synthesis phase).
  - 12 are in the early stages (preparatory phase with only the ToR having passed the QA)

# QA Process

# Process of the QA system



- EUDs/Units send to ESS for revision ToR, Inception Reports and Final Reports of all evaluations
- ESS analyses the documents and sends (within 4 working days) :
  - Detailed comments (usual helpdesk format)
  - Scoring gridBoth are internal only (not to be shared with third parties)
- If quality good, greenlight to proceed; if not, further iteration
- If FinRep good quality and if ToR and IncRep QA'ed and greenlighted, D4 publishes (ToR and) Final Report

# QA: The analysis

# The analysis



Internal only, not to be shared with third parties

## REVIEW OF THE [TYPE OF DELIVERABLE] OF THE [TITLE OF EVALUATION, REGION AND/OR COUNTRY]

Brussels, [date]

Dear XYZ,

Thank you for sending us your [insert product name from the title] for a review.

Please note that the ESS provides a methodological support to evaluation managers, and it does not substitute their work or the work of the reference group. According to this approach, we cannot intervene on the text that you sent us, but we rather formulate our comments and suggestions in this separate document.

[The following sentence is to be deleted when reviewing a ToR] For this reason and to avoid possible Conflict of Interest, please do not send our comments 'as such' to third parties including evaluators.

We have looked at your document with care and we are [happy / sorry] to suggest that it did [not] pass our Quality Assurance test. Below is our assessment on each of the QA criteria; please, refer to the attached Quality Assessment Grid for the scoring of the different sub-criteria.

[Insert the Overall Score Grid from the bottom of the Excel-based QA Checklist.

| OVERALL SCORE   |   |                   |
|---|---|-------------------|
| Category  |   | Score             |
| 1   | Clarity of the report                                     | Satisfactory      |
| 2   | Reliability of data and robustness of evidence            | Satisfactory      |
| 3   | Validity of Findings                                      | Satisfactory      |
| 4   | Validity of conclusions                                   | Very satisfactory |
| 5   | Usefulness of recommendations                             | Very satisfactory |
| 6   | Appropriateness of lessons learnt analysis (if requested) | Very satisfactory |
| Congratulations, your document has PASSED the QA check! |   |                   |

### Summary of the comments:

[Insert a two to three paragraph summary of your review of the product focussing on its strengths and weaknesses, before the detailed comments table]

Please find below my comments on the text you sent us, organised by chapter for your convenience.


| References (chapter) | Comments |
|----------------------|----------|
|                      | •        |
|                      | •        |
|                      | •        |
|                      | •        |
|                      | •        |
|                      | •        |

# QA scoring grids



# The scoring grids

Version date: 15-Sep-21



**European Commission, DG INTPA**

**Evaluation Support Service**

**Quality Assurance for**

**Final Evaluation Report**

|  |                        |
|--|------------------------|
| <b>Evaluation Title</b>                        | MT Evaluation PRONSMET |
| <b>Review Date</b>                             | 12 12 2021             |
| <b>Review Version of document (V1, V2,...)</b> | V2                     |
| <b>Eval Module reference (if known)</b>        | Unknown                |
| <b>Reviewed by (ESS staff/consultant name)</b> | HH                     |

**Legend: scores and their meaning**

| Scale                      | Explanation   |
|----------------------------|---|
| <b>Very Satisfactory</b>   | The criterion was fully met (or exceeded)                       |
| <b>Satisfactory</b>        | The criterion was met with only minor shortcomings.             |
| <b>Unsatisfactory</b>      | The criterion was partially met with some shortcomings.         |
| <b>Very Unsatisfactory</b> | There were major shortcomings                                   |
| <i>Non-relevant</i>        | <i>Criteria is ignored in scoring grid and related averages</i> |

Note: non-relevant criteria are left blank

| 1. CLARITY OF THE REPORT |   | SCORE                    |
|--------------------------|---|--------------------------|
| 1.1                      | Is easily readable, understandable and accessible to the relevant target readers (it is free of jargon, written in plain English or French, has logical use of chapters, appropriate use of tables, graphs and diagrams). | <b>Satisfactory</b>      |
| 1.2                      | Highlights the key messages   | <b>Unsatisfactory</b>    |
| 1.3                      | The length of the various chapters and annexes of the Report are well balanced  | <b>Very Satisfactory</b> |
| 1.4                      | Contain relevant graphs, tables and charts facilitating understanding   | <b>Very Satisfactory</b> |
| 1.5                      | Contain a list of acronyms  | <b>Satisfactory</b>      |
| 1.6                      | Avoid unnecessary duplications  | <b>Unsatisfactory</b>    |
| 1.7                      | Have been language checked for unclear formulations, misspelling and grammar errors   | <b>Satisfactory</b>      |
| 1.8                      | The Executive Summary is an appropriate summary of the full report and is a free-standing document  | <b>Satisfactory</b>      |
| 1.9                      | Respects the compulsory format of the Report given in the ToR   | <b>Satisfactory</b>      |
| <b>Section score</b>     |   | <b>Satisfactory</b>      |

| 2. RELIABILITY OF DATA AND ROBUSTNESS OF EVIDENCE |  | SCORE               |
|---|--|---------------------|
| 2.1   | Data/evidence was gathered as defined in the methodology (defined in the report and endorsed in the Inception Report - if not justifications are provided) | <b>Satisfactory</b> |



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# The scoring grids

| OVERALL SCORE  |   |                                       |
|--|---|---------------------------------------|
| Category   |   | Score                                 |
| 1  | Clarity of the report                                     | <i>will be calculated when filled</i> |
| 2  | Reliability of data and robustness of evidence            | <i>will be calculated when filled</i> |
| 3  | Validity of Findings                                      | <i>will be calculated when filled</i> |
| 4  | Validity of conclusions                                   | <i>will be calculated when filled</i> |
| 5  | Usefulness of recommendations                             | <i>will be calculated when filled</i> |
| 6  | Appropriateness of lessons learnt analysis (if requested) | <i>will be calculated when filled</i> |
|  |   |                                       |
|  |   |                                       |
| <b>Passing Criteria:</b> for a document to pass the QA check, the average of the section scores must be Very satisfactory or Satisfactory AND no section score should be scored Very Unsatisfactory. |   |                                       |



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# Key take aways

# Key take aways

- **Two common objectives:**
  - to increase quality of evaluations,
  - to be able to publish publicly the quality reports
- **Key steps**
  - Sep 2021: launch of the pilot for one year
  - Jan 2022: initial analysis of resources spent and results
  - Sept 2022: updating analysis, D4 decision on deployment

# Thank you



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