



# SESSION 11

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](mailto: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

Evaluation planning:

- Is part of the **planning obligations** of EU Delegations and Units (for INTPA, NEAR and FPI)
- The **Operational Evaluation Plan (OEP)** exercise is conducted at the end of each year (Nov-Dec)
- Evaluations planned for the upcoming year must be encoded and reported in **the EVAL Module** (*soon: OPSYS*)
- Evaluation plans are tracked by an indicator in the **External Assistance Management Report (EAMR)**. (*on hold*)



# 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. **National counterparts and relevant stakeholders are involved** when making the decision to have an evaluation

# Prioritise!

...YOU CAN'T EVALUATE EVERYTHING!



## → Some possible selection criteria

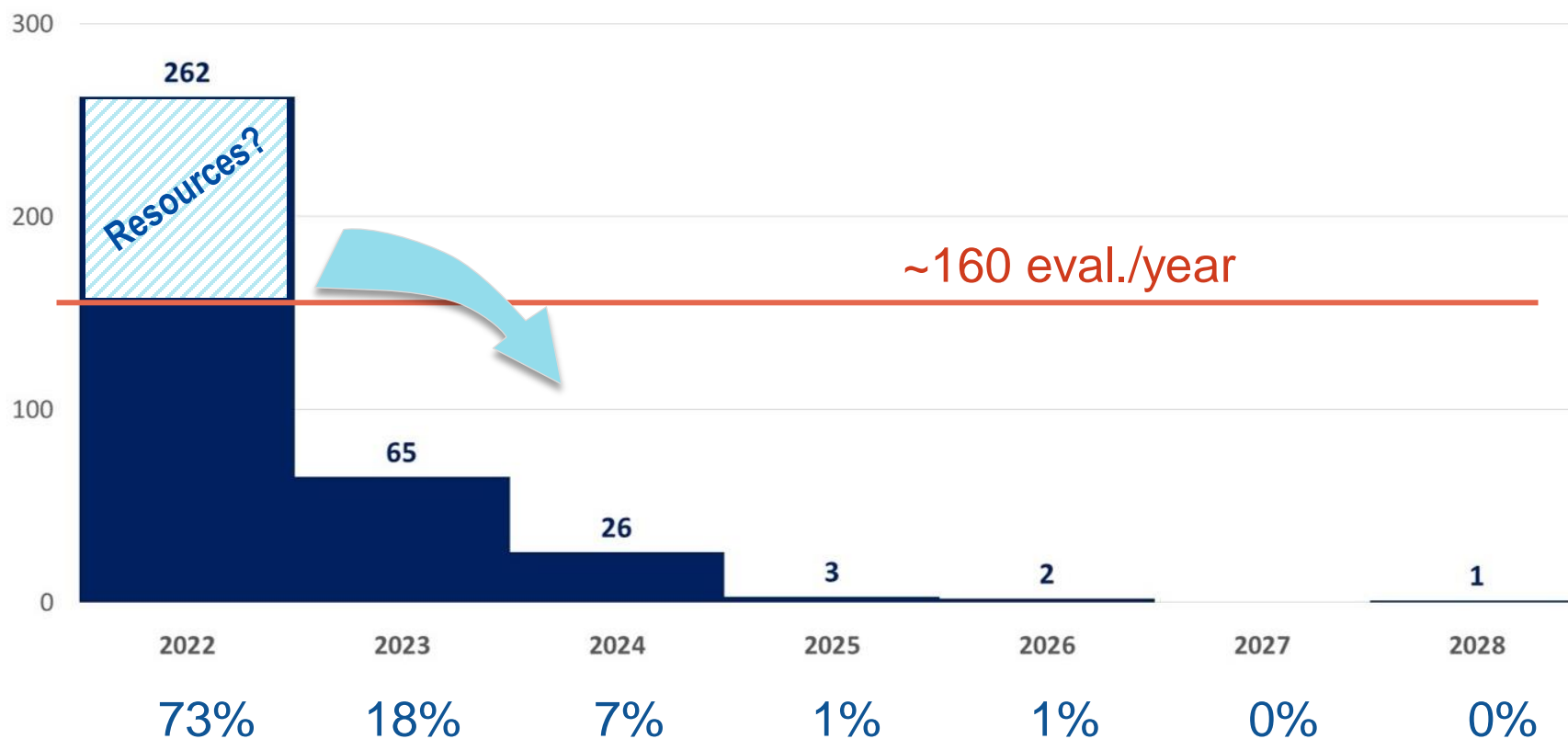
- **Operational and decision-making needs for evaluation:** Are activities going according to plan? Does the Action need some **redress**?
- **Possible follow-on action:** is the Action going to be **continued** in some way in the future/would it be useful to have **elements/insights for the next programming**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



# Do not over-plan:

## Distribution of planned evaluations per year (OEP2022)

Total on graph = 359 evaluations, from 92 Delegations and 16 HQ Units



→ Evaluations planned in the 1<sup>st</sup> year are **likely to be postponed.**



*The e-Evaluation Tool  
and Library = “EVAL Module”*



# The EVAL module is...

- An online **management tool** to guide you through all **phases of your evaluation**
- An “evaluation coach”, with **methodological guidance**, links, checklists, tips, helpdesk support
- A **document library** with evaluations, 1200 ToRs, 800+ final reports, PA / NEAR / FPI
- A link with **CRIS database**, for contractors and experts to **download intervention documentation**
- A **communication space** between **internals** (EC) and **externals** (evaluators, contractors, external RGM)

Soon to be replaced by  
**EVAL in OPSYS**

# How do you connect to EVAL?

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

# 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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