

# EVALUATION SUPPORT SERVICE

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Promoting a culture of accountability and learning through robust evaluations at DEVCO and EU Delegations

How can we make the evaluation of DEVCO interventions more useful to us and to others?

The ESS is there to support DEVCO staff in planning, managing and making the best use of evaluations!



— e valuation  
— s upport  
— s ervice



## 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!

Share your Inception Report with us and we will review its key elements: reconstruction of the Intervention Logic, evaluation questions, methodology...

## 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.

## SO, HOW CAN WE HELP YOU TO MAKE THE MOST OUT OF YOUR EVALUATIONS?

We are committed to responding to **simple requests** within **two working days** and to **complex requests** within **four working days** from the receipt of all documents to be analysed. Requests on evaluations of budget support interventions may take a bit longer. We do experience some busy periods, so we strongly advise you to **contact us in advance of your deadlines**; if you have the chance to do so, please give us a heads-up on your upcoming requests.

The **ESS helpdesk support is for free**; after we close your request, you will be invited to respond to a one-question **customer satisfaction survey**. Your feedback will help us to understand what works well and where we need to improve, to provide you with an even better service in the future.



Contact us at [helpdesk@evaluationsupport.eu](mailto:helpdesk@evaluationsupport.eu)

The ESS is in Rue de la Loi, 23 – B1040 Brussels and we are open from Monday to Friday from 09:00 to 18:00 CET (closed on Belgian public holidays)