Guidance Note: PRISE Progress Marker Monitoring for Stakeholder Engagement

1. Objectives of PRISE outcome monitoring

- The influence of policy-oriented research can be tricky to measure because of its high unpredictability, slow timelines, incremental and seemingly 'small' steps. The outcome monitoring process will assess and highlight changes observed among key stakeholders and their engagement with the PRISE research topics, as well as track PRISE's contribution to stakeholder engagement.
- ***Progress Marker*** measurement on ***priority stakeholder groups (government agencies, private sector and parliamentarians and elected officials)*** will allow PRISE to track and understand its engagement with stakeholders by looking for changes within the stakeholders that include early positive responses to the research, active engagement with the research results and deep transformation in applying the research and bringing others on board. The data will be used by projects to improve stakeholder engagement strategies.

Within the larger CARIAA monitoring framework, this outcome monitoring will contribute to Objective 2 around uptake and influence (particularly engagement, endorsement and demand). The system outlined within this document goes beyond the current CARIAA dashboard which only monitors indicators at the output level. PRISE is required to measure results at the outcome level through a system based on observation that documents change in key actors.

This outcome monitoring system, through the measurement of Progress Markers, has two components:

1. M&E focal points lead teams in-country to coach project team members in data collection and input into the web-based template, as well as develop country-level reports which include a process of aggregation, analysis and sense-making with project teams.
2. PRISE M&E support staff with work to understand aggregation needs amongst in-country project leads and Co-PIs using the outcome monitoring system.

This guidance focuses on the first component.

2. Key dates

Task		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
CARIAA Dashboard input (research outputs, engagement activities (downloads, media tracking and engagement events) and capacity building activities) **M&E Dashboard page**	Reminder to M&E focal points to input.			**31**			**31**			**31**			**31**
Outcome Monitoring check in (Progress Markers, changes in behaviour of three key stakeholders) **Outcome Mapping System**	M&E Leads remind project leads and team leads to input into web-based template.						**31**						**31**
Review data and probe teams to complete.	Tiina to send country-level data to each M&E focal point .M&E focal points look for missing data and probe projects / countries.			**15**						**15**			
Outcome Monitoring data analysis and country level report	M&E focal points facilitate sense-making session and report writing.			**31**						**31**			
Outcome Monitoring data analysis and report – PRISE overall **Fusion Table** **Spreadsheet of Progress Markers**	Tiina and Kaia review all of the data, across time, by project / country (?), to look for trends and patterns.				**05**						**05**		
Technical Report to IDRC	Tiina, Kaia, Helen				**15**						**15**		

3. Roles and responsibilities

M&E focal points

- Monthly review of Progress Marker database and reminders to teams to fill in the web-based template.
- Technical support to team members (especially in-country team leads) for data collection and input into web-based template.
- Analyse trends and summarise data per country.
- Convene, plan and facilitate face-to-face sense-making session to interpret results and trends, and refine Stakeholder Engagement Plan.
- Develop written report based on data and sense-making session.

In-country Team Leads

- Collect (observation of, and interviews with, key stakeholders) and input data into web-based template and encourage and remind other team members to do the same.
- Participate in sense-making / reflection / analysis session.
- Contribute to and approve report.

Project Leads

- Ensure in-country team leads are engaging in the monitoring process
- Analyse trends & summarize data across different countries for the same project.

4. Progress Marker data collection

The data collected for your Progress Markers is anything you hear or observe that marks or demonstrates a change in a particular Key Stakeholder. You may have this observational data after a meeting with your stakeholders, attending an event, a phone call, or it may be something you have read. You may also want to ask pointed questions about uptake of your work or request clarification from your stakeholder on something you have observed. Any time you engage in this informal or formal data collection, you can jot down what you have observed, heard or read, either in a paper-based "Progress Marker Journal" (this can simply be based on the Progress Marker matrices in section 5 at the end of this document) or directly input it in the online template.

The activities that you engage in, that are part of your research and part of your Stakeholder Engagement Plan will be rich with nuances and micro-changes that are represented by the Progress Markers. Any of the stakeholder events or engagement activities is an opportunity to observe how the Stakeholder is acting or reacting (and especially differently from previous events). For example, "Meeting with cotton producer association" could count as a private sector actor responding to invitations and coming to meetings, but also the narrative space in the Progress Marker tools can be a spot to jot down any highlights that came out of those meetings to demonstrate what that engagement looked like (was the association making research demands? Were they seeking out additional information? Were they talking in 'climate change language', etc.).

Remember that the Progress Markers represent general categories of change for a particular Key Stakeholder. You will have much more rich detail according to your context that should be illustrated in the descriptive / narrative section of the web-based template.

Another trigger for data collection may simply be the deadline that all in-country Team Leads and Project Leads must adhere to each month for data input and reporting. Think back to those moments of interaction with your stakeholders and what you saw, heard or read.

Finally, gathering your team / researchers / students together to draw from their interactions and observations will boost your data collection and your reflection on the change that is happening (or not happening!).

Unexpected changes, including negative changes, which you observe should also be documented so that they may be recorded in the narrative section of the web-based Progress Marker template.

5. Inputting into your online Outcome Monitoring Form

Team members input data into the online Progress Marker template on an ongoing basis; M&E focal points will review the inputted data and make sure that none is missing. Inputting data could also be done as a group every month or so (see point 3 below).

Inputting is straightforward:

**IMPORTANT: YOU MUST FILL OUT A SEPARATE ENTRY FOR EACH PROGRESS MARKER. A behaviour you observe may fall across / relate to several progress markers. You must go into the system and fill it out for each progress marker it pertains to.

1. Click on the appropriate project / country / stakeholder drop down menus.
2. For each change you observe, click on the appropriate Progress Marker.
3. Provide the date and a description of the change you observed. This is the important piece: describe the change observed, who was involved, what happened, what the circumstances were, what the effect of the changes were, and why the change happened (<u>who influenced it, contributed to it</u>). If something negative or roadblock happened associated with a particular Progress Marker, include that explanation as well. Your own reflections and analysis on the change is also useful here, as well as any follow up ideas.
4. If there is a change that you feel is important to represent as a Progress Marker that is not currently a Progress Marker, please add it.
5. Upload any relevant files by including the url of the file you have added to the CARIAA knowledge platform, or an external webpage.

6. Analysing and reflecting on change

Once every six months the M&E focal points, working with the In-country Team Leads, convenes a face-to-face country meeting to reflect on, analyse and make sense of the data. Discussion includes what the results and trends mean for the project and what next steps are appropriate to take to continue to support the Key Stakeholders (a refinement of the Stakeholder Engagement Plans).

Data can be summarized before presenting it to others on the team, or the trends can be discussed during the meeting, but questions to discuss and respond to include:

- Is there any data that is missing that we need to add?
- What positive and negative trends around demand-driven stakeholder research and policy influence do we see happening?
- What is working well in terms of our engagement with each stakeholder?
- What isn't working well/ where do we need to improve?

7. Developing a report

Led by the M&E focal points, with support from the In-country Team Leads, the 6-month country-level report includes the following sections:

a. Select key results to highlight and briefly discuss the **individual progress markers** where you have seen interesting changes across time.

b. Based on the data gathered in your Outcome Monitoring Templates, as well as the discussion you had with your team during your team reflection session, briefly describe the trends you have observed around these **categories**; these categories come directly from the CARIAA Theory of Change and are the anchors of the CARIAA and PRISE approach:

Categories	**What were the most positive changes or trends in this reporting period?**	**What were the stimulating factors supporting achievement of the progress markers? What did the project do, specifically?**	**What were the hindering factors?**	**What actions will you take as a team, based on this analysis?**
Awareness and engagement (Stakeholders are aware of PRISE evidence)				
Understanding, commitment and national endorsement (stakeholders endorse PRISE concepts and evidence in their policy and planning processes)				
Demand (stakeholders demand PRISE evidence products to improve their adaptation policies, approaches and investments)				
Addressing gender inequalities (stakeholders consider men's and women's needs, access, control and decision-making around climate change related investments, and how men and women are affected differently by climate change).				
Managing risk effectively				

c. Briefly discuss any **NEGATIVE or POSITIVE** changes that are significant and that are not represented by a Progress Marker that you would like to comment on.

d. Concerns around stakeholder engagement - Are there Progress Markers that you didn't' see any progress around that you would have expected to by now and you are concerned about? Use your stakeholder engagement chart to help you reflect in terms of concerns you have around the desired change you want to see in stakeholder as well as any concerns you have about your own stakeholder engagement strategies – what's working, what's not working, what needs to change / be adjusted / modified. In addition you can also include concerns about the data that is available or not.

e. Actions to take for stakeholder engagement – list any changes in action that you will take in the next semester, and include these changes in a revised Stakeholder Engagement Table.

FAQ

- *Q: It is only possible to select one progress marker but some behaviours / changes fall across 2 or more categories. How should we go about this?*
    - A: That is correct. They must fill out a separate entry for each progress marker.

- *Q: Is it possible to have a translation of the system in French?* What implications does that have for the online system?
    - A: The best we may be able to do is use Google Translate, as well as create separate French reference sheets for the Progress Markers.

- *Q: Is recording meetings and inputting this information on the system is the responsibility for all researchers in the room? Do we then review the entries together with in-country team lead?*
    - A: Yes!

- *Q: Can we include a multiple project option if there's more than one project relevant?*
    - *A:* This isn't possible on the current system. If there is more than one project relevant, you will need to fill in a separate form for each country. It's possible to copy and paste the description but we need one entry per project-country-stakeholder-progress marker combination.

- *Q: Do you have to record every interaction or select a few chosen based on their interest / engagement in PRISE?*
    - A: You do not need to record every interaction – please only record those that you feel are important and interesting to indicate that change is happening when it comes to policy commitment and uptake for example.

- *Q: How do you report against a specific project when you're working closely with more than one.*
    - *A:* You need to report on them separately.

- *Q: Can there be an option to attach pdfs etc. (to include papers, links etc.) where the evidence is to support your case.*
    - A: Links (e.g. to the online news) can be included in to the narrative/description but files, photos and other types of attachments can't be directly added there. If you have these types attachments, please save them first in the PRISE M&E folder called 'Attachments for Outcome Monitoring Observations' which is located at the CARIAA KM platform (link: https://drive.google.com/open?id=0Bz4LsUr4IKQzUFdyd1ItTUlrQW8) and include the link to the attachment/file to the narrative/description of change.

- *Q: Is there an option to receive a copy of the information I've filled into the monitoring form?*
    - A: Yes. In the last page of the form, below Description of Change box there's a small tick box saying 'Send me a copy of my responses'. It will send an email to your cariaa-email address.

Tip sheet for M&E Focal Points regarding analysis of data you are seeing in the OM control spreadsheet

- **Option 1: Do-It-Yourself**
    - Go to Outcome Monitoring Control spreadsheet, the first tab called results
    - Filter the results by your country (column D)
    - Copy-paste your country results to an excel sheet (or to a new google spreadsheet) to make sure you only deal with the relevant observations
    - Set the first line as a filter to filter results
    - Calculate relevant summary statistics with the help of filters (most useful later on when we have more data)
    - Why to use excel: In Excel it's easy to do visually nice diagrams which can be either very simple or a bit more complicated such as having all projects in country x in a same diagram (as in a mock OM report). Also, later on you can look at the trends in time (how results have changed).
- **Option 2: Use ready-made tools**
    - Go to Outcome Monitoring Control spreadsheet, the second tab called summaries
    - Use the links to your project / country to access Outcome Monitoring Synthesis diagrams (also includes summary statistics)
    - Explore the tabs for different filtering
    - Why to use this: Easy and quick
    - Remember: for either of these options you still need to analyze and reflect on data – looking for trends and highlights in the qualitative; scrutinizing the quantitative.