

EVAL Module v. 2.0 User Manual for Contractors

EVAL step-by-step user manual for evaluation contractors and experts

The IT module e-Evaluation Tool & Library (EVAL) is used for **all project/programme evaluations** contracted from 2016 onwards by DG DEVCO,DG NEAR and FPI, both in Headquarters and in Delegations.

For EC services launching and managing evaluations, EVAL serves both as a process management tool and as a repository/knowledge sharing tool. Using EVAL as a contractor, you can gain remote access to project and programme documentation, and you will have a single place to upload all your deliverables and verify their approval status.

You can find more information about EVAL in the <u>EVAL documentation section</u> of the DEVCO IT Knowledge Base. If you have any methodological questions, please refer to the Capacity4Dev <u>Evaluation Methodological Approach</u> website. Do not hesitate to write to <u>DEVCO APPLICATION SUPPORT</u> or <u>NEAR APPLICATION SUPPORT</u> for IT support.

Note that as a contractor, evaluation team leader or expert, you will have access to EVAL only for the duration of the evaluation(s) you are working on.

Before starting

For easy and fast access: check that you have created a profile in EU Login. If this is not the case, please see how to request an EU login.

Table of Contents

1	Ove	verview of the EVAL workflow	3	
2	Contract phase		6	
3	Inc	ception phase	8	
	3.1	Consult the CRIS Library and the Evaluation Library	12	
	3.2	Upload and submit the inception/desk/field reports	13	
4	Syr	nthesis phase	15	
5	QA	AG phase	18	
6	FAG	AQ	20	

1 Overview of the EVAL workflow

As an introduction, please find below an overview of the various phases and actions to be performed in the EVAL module:

- In green, the actions to be taken by the Contractors
- In **bold red**, the actions to be taken by the Evaluation Managers

	Phase	Actions	Person in charge
3.	Contract	After the signature of the contract, the Evaluation Manager encodes contractual information. He/She: • Enters the CRIS reference of the evaluation contract • Adds the EU login details of the Contractor, team leader and expert(s) to the respective fields under the stakeholders tab Make sure that you have a valid EU login as soon as the contract is signed. For details on how	Evaluation Manager / Contractor
		to create an EU Login account, you can consult <u>this tutorial</u> . Once the EU LOGIN is created, the contractor must communicate it to the EM.	
4.	Inception/ Desk/ Field	An automatic notification is sent by EVAL when the Inception phase starts. You: Download project documentation from the EVAL module, which is linked to the CRIS library of the project When ready, upload the draft Inception/Desk/Field report(s) in the module (you can upload multiple versions) After uploading the final version of the report(s), set the report(s) as final and submit them to the Evaluation Manager	Contractor / Evaluation Manager
		 The Evaluation Manager approves each report. He/She: Receives the first version of the report and shares it with the reference group members for their comments Approves the report or sends it back for revision with comments If the report is approved, short comments can be added into the comments field. If the report is sent back for revisions, more extensive comments may be shared by uploading them using a separate Word file 	
6.	Synthesis	As soon as the Evaluation Manager has approved the report, EVAL sends you an automatic notification. You draft and submit the synthesis documents. These include a final report and an executive summary, which in EVAL can be submitted and approved separately. Please note that the executive summary must be drafted using the form available in the system. This is mandatory. You: Upload a draft of the final report and, when ready, set it as final Upload a draft of the executive summary and, when ready, set it as final When ready, submit the final report and executive summary to the Evaluation Manager	Contractor / Evaluation Manager
		After collecting comments from the reference group, the Evaluation Manager sends back the first version of the draft Final report with comments for revision. To improve the quality of the report, the Evaluation Manager can prepare a DRAFT Quality Assessment Grid (QAG) outside of the EVAL module, in which the quality of the draft final will be assessed. Improvements are requested if necessary. The first version of the QAG is shared with the Contractor for discussion. You discuss the quality assessment grid with the Evaluation Manager, responding to the QAG in EVAL in the boxes assigned to the contractor After revision of the draft final report, you upload a revised draft of the final report and/or executive summary, and submit the	

	Phase	Actions	Person in charge
		If the report is approved, short comments can be added into the comments field. If the report is sent back for revisions, more extensive comments may be shared by uploading them using a separate Word file.	
7.	QAG	The Evaluation Manager prepares the final QAG in the EVAL module and shares it with the Contractor by e-mail. You will receive the final QAG via e-mail. You will also be able to consult the scoring of the QAG on the quality of the final report in EVAL. You will have access to EVAL for your evaluation until the end of the QAG phase included.	Evaluation Manager
8.	Response of the Services/ Follow-up one year later The Evaluation Manager will be responsible for filling and sharing with the relevant EC services the templates "Response of the Services", and "Follow-up one year later", if foreseen. The evaluation is completed.		Evaluation Manager

Planned / TOR / Contract

Phase: Planned

The Evaluation Manager encodes the evaluation as planned in the Operational Evaluation Plan

Outside EVAL, the evaluation manager starts preparing the first draft of TOR. You can use our new template compatible with BENEF

Phase: TOR

The Evaluation Manager launches the evaluation and uploads the ToR

Outside EVAL, a contract is drawn following the applicable procedure and encoded in CRIS

Phase: Contract

The Evaluation Manager encodes the CRIS contract reference of the evaluation and grants access to the contractor and experts by entering their EU Login details

Inception / Desk / Field / Synthesis

Phase: Inception/Desk/Field

The Contractor downloads the documentation of the project(s) to be evaluated. Then the contractor uploads and submits the respective deliverables, as prescribed in the TOR



The Evaluation Manager approves the final version of the deliverables

Phase: Synthesis

The Contractor uploads and submits the first draft of the final report and executive summary

The Evaluation Manager shares the draft final report with the reference group members; after receiving the comments he/she sends the commented report back to the Contractor

To improve the quality of the report, a draft Quality Assesment Grid can be prepared by the Evaluation Manager and shared with the contractor for discussion.

The Contractor submits the revised version of the final report and executive summary (these can be submitted at different times)



The Evaluation Manager approves the final version of the deliverables (final report and executive summary can be approved at different times)

QAG / Response of the services

Phase: QAG

The Evaluation Manager encodes the final version of the Quality Assessment Grid on the final report

Phase: Response of the services

The Evaluation Manager prepares the "Response of the EC services", sharing it with the EUDs/Units

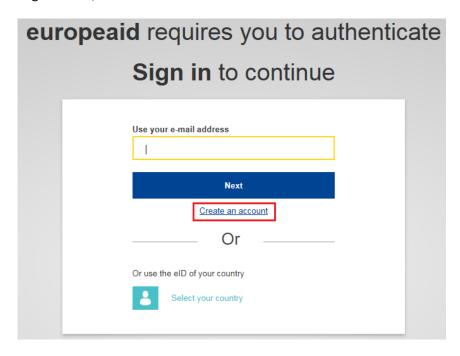
Phase: Follow-up one year later (recommended)

The Evaluation Manager prepares the "Follow-up one year later"

The evaluation is completed

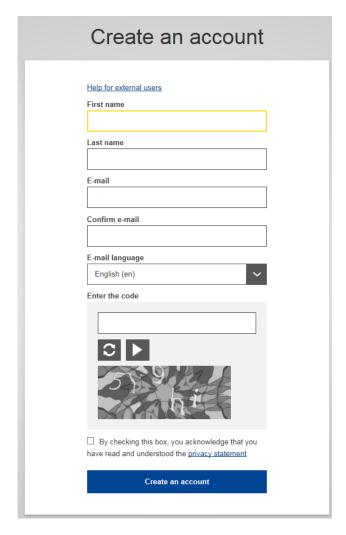
2 Contract phase

- 1. After signing the evaluation contract, the Evaluation Manager will ask you to provide him/her with the **EU Login details** of your company or department, as well as of the evaluation team leader and expert(s)¹. You will need to use the EU Login details of your company or department to upload the evaluation deliverables.
- 2. You can create an EU Login following these steps:
 - a. Access the EVAL module page at https://webgate.ec.europa.eu/europeaid/eval/ in Mozilla Firefox or Google Chrome;
 - b. in the login screen, click on "Create an account":



¹ The EU Login is mandatory for the team leader but not for the individual experts. However, if an expert is registered with his/her e-mail address only, without EU Login, he/she will not have access to the EVAL module.

c. Enter the required information in the fields displayed:

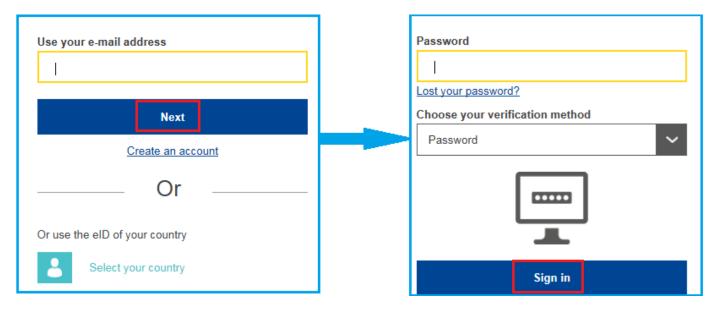


- d. Tick the privacy statement acceptance box and then click on the "Create an account" button
- e. You will receive an automatic notification to the e-mail address you have provided above. Click on the link in this e-mail to confirm your registration.
- 3. Once you have created an EU Login account, you will <u>need to communicate your username or e-mail address</u> <u>associated to the account to the Evaluation Manager</u>. The Evaluation Manager will grant you access to the EVAL module.

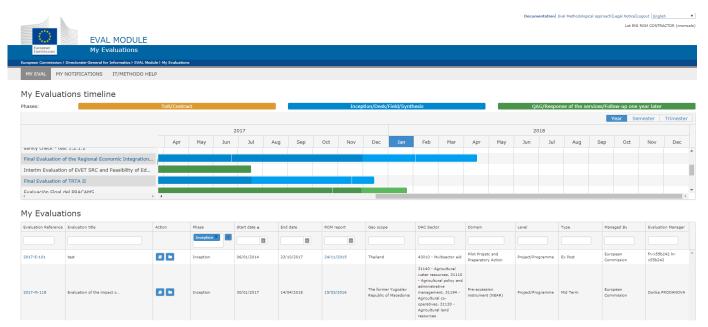
3 Inception phase

Watch the e-learning video for this step

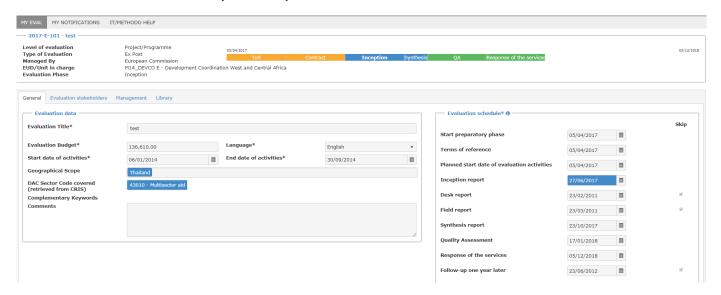
4. First, log into the <u>EVAL</u> module using Mozilla Firefox (if you do not have access to Mozilla Firefox (recommended browser), you may use Google Chrome instead. You will be automatically directed to the "MY EVAL" page, which displays all ongoing evaluations for which you are a Contractor or Expert. If you are not immediately redirected to the EVAL homepage, you can copy and paste the EVAL link in the address bar of your browser.



5. In the "MY EVAL" page, click on the evaluation reference – blue hyperlink. The page of the respective evaluation will open and the general tab will be displayed by default.

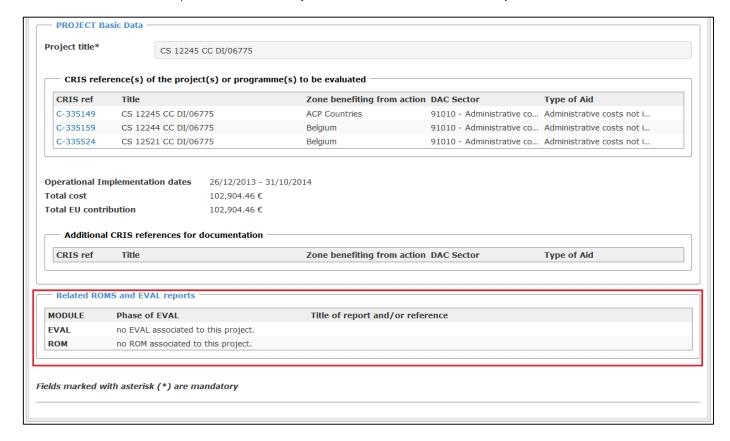


6. In the upper part of the general tab you can find an overview of the evaluation information (budget, title, DAC code etc.) and of the evaluation schedule. Note that deadlines are not blocking; you may still provide deliverables after the date of the phase has passed.

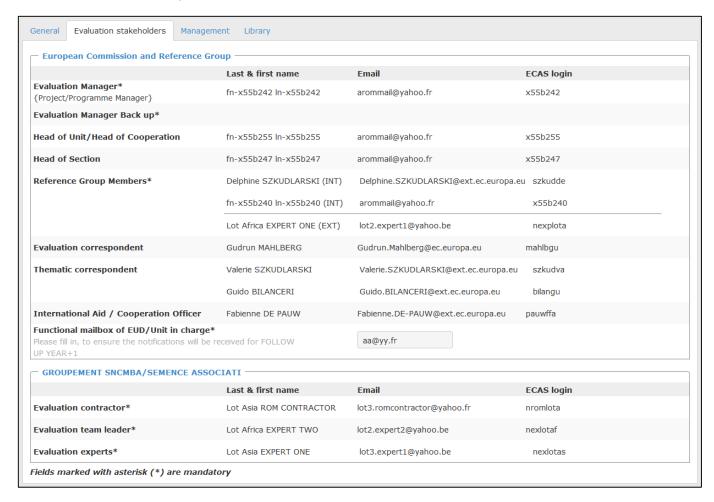


7. Scroll down to review the CRIS data of the project(s) to be evaluated as well as a list of additional project(s) that can be relevant to the evaluation (if applicable). These projects are listed in the box "Additional CRIS references for documentation" and the related documents are retrieved from the CRIS library and shared via the module.

8. In the bottom part of the general tab you may find previous evaluations reports concerning the project(s) to be evaluated, Results-Oriented Monitoring (ROM) reports and results datasets. Click on the links to consult the evaluations or ROM reports. **Note that only the final versions of the ROM reports are shared via EVAL.**

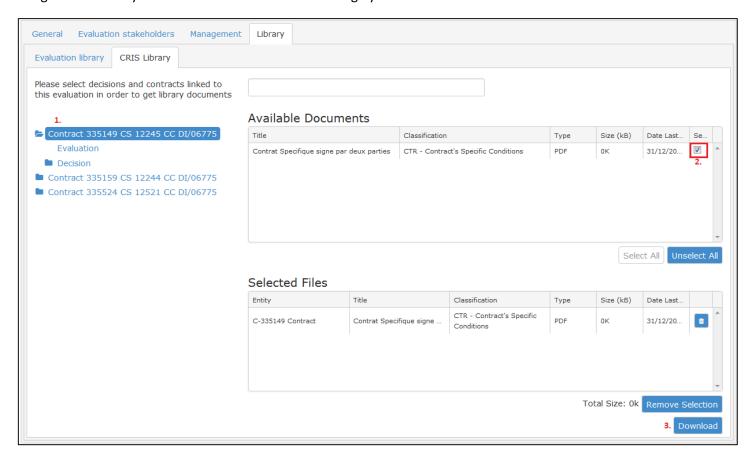


9. For an overview of the parties involved in the evaluation, consult the "Evaluation stakeholders" tab.

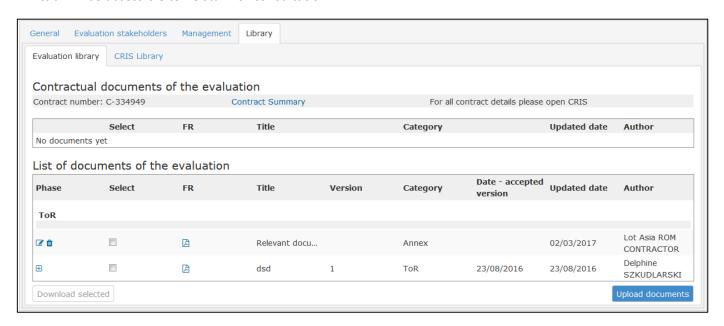


3.1 Consult the CRIS Library and the Evaluation Library

- 10. To download project and programme documents relevant to your evaluation, open the library tab, then select "CRIS library". On the left side of your screen, select a CRIS reference. The content linked to the selected CRIS reference is shown under the "Available Documents" section.
- 11. Tick the checkbox on the right to select the files that you wish to download. The selected documents will be listed in the "Selected files" section. Click "Download"; a confirmation pops up. If you confirm, a ZIP file is generated and you will be able to download it through your browser.

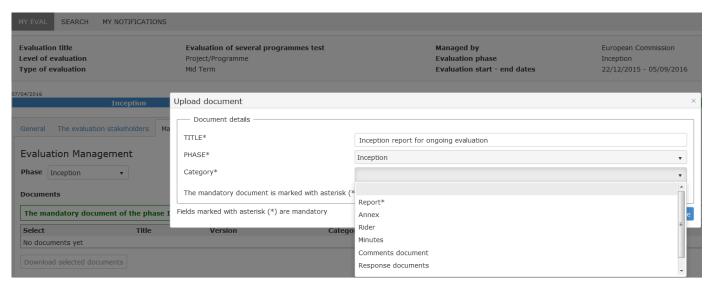


12. You can browse the "Evaluation library" for an overview of contractual information and the final version of the Terms of Reference. As reports are uploaded and approved, their final versions will be available in this tab. This tab will be accessible to EC staff for consultation.

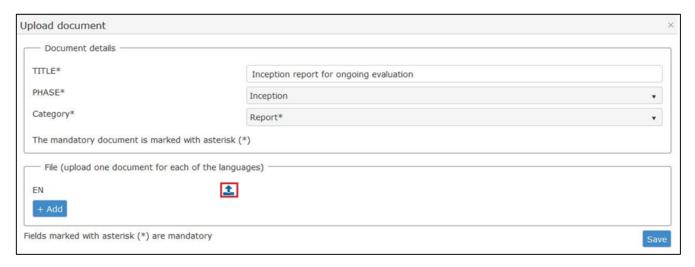


3.2 Upload and submit the inception/desk/field reports

- 13. If your notifications are enabled, you will receive an e-mail reminding you to submit the reports. Please copy the link in the notification e-mail and paste it into Mozilla Firefox. Alternatively, open your evaluation in the EVAL module through 'My Eval' and go to the 'Management' tab.
- 14. Click on the "Upload document" button on the bottom right side of your screen. A pop-up will be displayed. Fill in the document title and category selecting "Report" from the drop-down list and click on "Save".



15. Upload the report by clicking on the blue "Upload document" icon, then click on "Save" to validate. You can upload the same document in other languages by clicking on the "+Add" button.



- 16. As soon as the document is saved, the pop-up will be automatically closed. At this stage, the document is in "Draft" status and can be still substituted with a new one. The Evaluation Manager cannot see documents in "Draft" status.
- 17. In the "Management" tab, click on the "Submit for approval" button to send the report to the Evaluation Manager.



- 18. You can upload other documents choosing the appropriate category. Note that the button "Submit for approval" is only displayed for approval of mandatory reports. Complementary documents (such as Annexes) can be uploaded at any time during the phase.
- 19. The report is submitted to the Evaluation Manager for approval. He/she will receive a notification. The report will be sent in consultation for comments to the reference group members.
- 20. The report will be approved or sent back for modifications via the EVAL module. The Evaluation Manager may also upload a file with his/her comments as well as comments by the reference group members. If you are requested to submit an amended version of the report, please return to step 15. Note that the EVAL module has a versioning system: for mandatory deliverables (identified with the category "Report") only the latest version will be saved in the repository, and only the latest, approved version will be made available in the evaluation library.

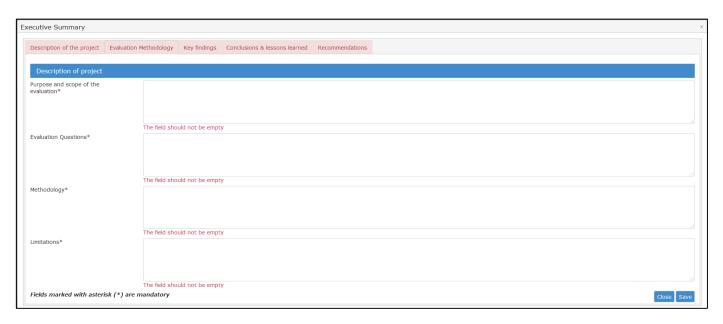
4 Synthesis phase

- Watch the <u>e-learning video</u> for this step
- 21. If your notifications are enabled, you will receive an e-mail reminding you to submit the final report and executive summary. Please copy the link in the notification e-mail and paste it into Mozilla Firefox. Alternatively, open your evaluation the EVAL module and go to the "Management" tab.
- 22. Upload and submit the final report as described in Chapter 3.2 Upload and submit the inception/desk/field reports.
- 23. The executive summary must be submitted separately.

To make the executive summary fully searchable, this must be submitted via EVAL using the specific PDF or web form.



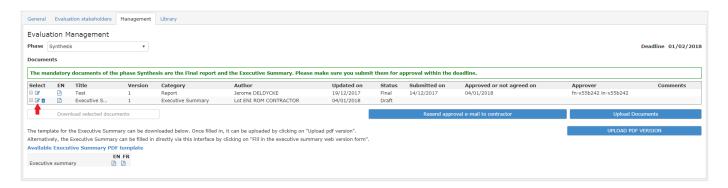
- 24. If you opt for the PDF form in this case, you will have to save the file on your computer and will be able to work on it even if you have no Internet connection:
 - a. Download the PDF form to your computer by clicking on the PDF icon under "Available Executive Summary PDF template". The template is available in English and French please select the language corresponding to the evaluation. If the language of the evaluation is Spanish or Portuguese, please download the template in English.
 - b. Save the file to your computer. The first page is pre-filled with data retrieved from CRIS and EVAL. All the other fields must be filled in.
 - c. Upload the filled template to the system by clicking the UPLOAD PDF VERSION button.
- 25. If you opt for the web form, all information provided will be saved directly in the system:
 - a. Click on the "Executive summary web version" button (as illustrated above) and fill in the form directly in the module. Note that all fields must be filled in.
 - b. From time to time, save your work. **Note that the EVAL module allows you to save even if there is missing information**: in this case, the tabs and the fields with missing information will be displayed in red. When done, click on "Save" and then on "Close".



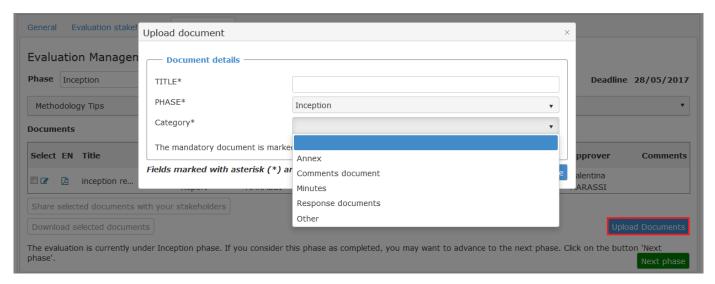
In the table below, you can see the maximum number of characters allowed per each section and subsection of the executive summary:

Section	Subsection	Allowed characters
Description of the project	Background to the project Description of the project and its objectives	3000 3000
Evaluation Methodology	Purpose and scope of the evaluation	3000
	Evaluation questions Methodology Limitations	3000 3000 3000
Key findings	Answer to the evaluation questions	6000
Conclusions and lessons learned	Conclusions – (minimum 1 and up to 10);	1500 per conclusion
Error! Reference source not found.	Lessons to be learned (minimum 1 and up to 10)	1500 per lesson to be learned
Recommendations Error! Reference source not found.	Minimum 1 and up to 10	1500 per recommendation

26. Whether you have filled in the executive summary in PDF or web format, a PDF file is generated either way by EVAL and displayed in the documents table, as in the example below. You can download the file to check your work. You can edit the contents of the executive summary by clicking on the pencil icon.

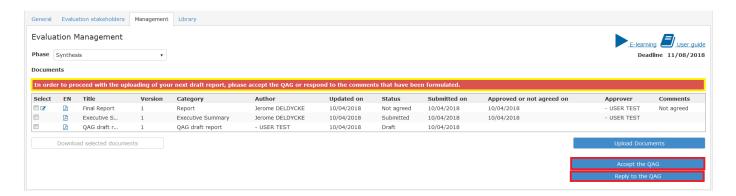


- 27. When ready, submit the executive summary for approval by the Evaluation Manager.
- 28. You may upload additional documents, such as Annexes to the final report, by using the "Upload documents" button and choosing the appropriate category and language.

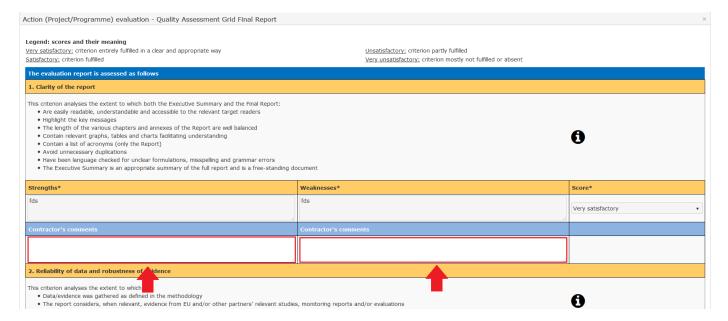


- 29. Once you have uploaded the final report, the Evaluation Manager will receive a notification. The first version of the final report will be sent in consultation for comments to the reference group members.
- 30. The Evaluation Manager will assess the quality of the report by completing the draft QAG template <u>in the module</u>. The QAG template ("quality assessment grid²") is included among the terms of reference templates. This is a draft version of the QAG. The first draft version of the QAG is shared with the Contractor in EVAL. The Evaluation Manager and the evaluation Contractor discuss the quality assessment and the Contractor will also have the possibility to reply to the Evaluation Manager comments in the QAG itself..

² It should be noted that the assessment of quality must enhance the credibility of the evaluation without diminishing its independence. Therefore, it focuses on how the conclusions are presented and explained and not on their content. The quality assessment should not be entrusted to the persons involved in the project / programme being assessed.



Click on the "Accept the QAG" button if you agree with the Strengths and Weaknesses of the assessed topics or click on the "Reply to the QAG" button to comment on the QAG.



Add your comments in the blue "Contractor's comments" boxes found throughout the template.

You can also upload a separate document with your comments in EVAL by choosing "Other" as document category.

- 31. If the Evaluation Manager does not agree with the Final Report and or executive summary, these will be sent back for review, you will have to upload a revised version:
- 32. The revised version can be uploaded and submitted as described in Chapter 3.2 Upload and submit the inception/desk/field reports..
- 33. After approving the final report and the executive summary, the Evaluation Manager will, if necessary, attach a note explaining the reasons why certain quality improvement requests have not been treated. He will then proceed to the QAG phase.

5 QAG phase

34. Once the QAG has been finalised, it will be sent to you by EVAL via e-mail. You will also be able to consult the scoring of the QAG on the quality of the final report in EVAL as described in Chapter 3.1 Consult the CRIS Library and the Evaluation Library.

You will have access to the evaluation until the end of QAG phase included.

Note that if no other ongoing evaluation is assigned to you, you will not have access to the EVAL module at all.

The evaluation will be completed with the response of the EC services and follow-up one year later.

6 FAQ

1. Are deadlines blocking?

No. When the deadline has passed you will still be able to upload and then submit documents.

2. I have issues in submitting a report. What can I do?

- Check that the document category is "Report". The submit button will not appear if you select another category.
- If you uploaded the wrong document as "Report", you have two possibilities:
 - If the document is in status draft, click on the trash icon to delete it. Then, upload the new document
 - o If the report has already been submitted, contact <u>DEVCO APPLICATION SUPPORT</u> or <u>NEAR</u> <u>APPLICATION SUPPORT</u> for assistance (they can revert the document to status draft)

3. I am preparing the executive summary of my evaluation using the online form. Can I continue at another time?

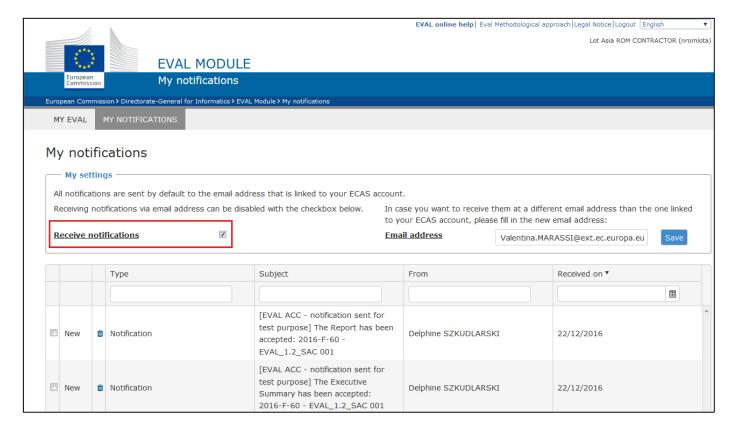
Yes. You can save the information that you entered so far and continue at another time.

4. I do not have access to my evaluation. What happened?

- Your access to EVAL is limited to your ongoing evaluations. After the approval of the final report and executive summary of an evaluation, you will no longer have access to the EVAL module for the documents of that specific evaluation. Note that if you have no other ongoing evaluations assigned to you, you will not have access to the EVAL module at all.
- In any other situation, please contact <u>DEVCO APPLICATION SUPPORT</u> or <u>NEAR APPLICATION SUPPORT</u>, as applicable.

5. How can I disable or re-direct my notifications?

You can disable automatic notifications or forward them to another e-mail address by navigating to the "MY NOTIFICATIONS" page and choosing your preferred option. It is highly recommended that you keep the notifications enabled to be reminded via e-mail of upcoming deadlines, and to receive updates on the approval of deliverables.



IT technical support is provided by <u>DEVCO APPLICATION SUPPORT</u> and <u>NEAR APPLICATION SUPPORT</u>.