

Inspiring Impact Evaluating online and remote work 27th October 2020



Challenges and tips from the Solutions Sounding Board discussions

✘ Breakout group theme - delivery challenges	✔ Tips and ideas
<p>Our more specific challenges were: Fatigue with on-line activities</p> <p>Digital exclusion: access, skills and confidence</p> <p>Can't use paper forms / flipcharts need new methods</p> <p>Digital exclusion > not just access to technology, but confidence in using it, whose voices are we hearing?</p> <p>If you work outdoors, may have limited access to data</p> <p>Evaluation not a high priority for families and staff just now (fatigue)</p> <p>Hard to capture all aspects of what we are doing</p> <p>Video conferencing is very different with other people around</p> <p>Time consuming taking feedback on the phone</p>	<ul style="list-style-type: none"> ✓ Try to give things a different feel, so it's not all the same (icebreakers)/ delivery from different places) ✓ Time: create on-line groups that aren't time sensitive eg face book ✓ Mix it up: run some in person sessions outdoors ✓ Use alternative methods calls/ emails ✓ Can use: Jamboard/ white board/ Google docs or survey monkey/ Chat / Polls/ Mentimeter ✓ Make it fun/ creative ✓ Make more use of ad hoc and story evidence ✓ Keep recording simple ✓ Use emoji polls to minimise speaking

<p>✘ Breakout group theme: Gathering observations is very difficult just now</p>	<p>✔ Tips and ideas</p>
<p>Our more specific challenges were:</p> <p>Less visual and context clues</p> <p>Because less informal conversation getting less softer feedback</p> <p>More difficult to build trust in the relationship</p>	<ul style="list-style-type: none"> ✔ Emojis/ reactions during the session to capture where people are at ✔ Develop your spidey sense (make the most of what you can observe) ✔ Reflect at the end of a session and record any evidence you do have
<p>✘ Breakout group theme: Less inclined to give feedback remotely</p>	<p>✔ Tips and ideas</p>
<p>Our more specific challenges were:</p> <p>Digital is immediate, people’s engagement is shorter</p> <p>People don’t fill in online forms: lower response rate</p> <p>People drop out (young people) Need time to chase/ don’t want to hassle struggling families: recognise that fatigue is real</p> <p>Digital access and confidence</p> <p>Some people don’t like to chat on the phone</p> <p>How do we make evaluation creative and fun?</p>	<ul style="list-style-type: none"> ✔ Sometimes sessions without camera helpful to give people privacy ✔ Get people to fill in during the workshop ✔ Sometimes can get feedback from carers, i.e. those who are helping people to use digital resources ✔ Support staff to use a range of tools in a session with the people they work with (collect evidence as you go) ✔ Draw on a broader range of evidence ✔ See handout: sources of evidence ✔ Tweeting before and after ✔ Provocative statements with scales ✔ Digital pictures like envision cards

 Breakout group theme: I don't know how to analyse/ report on kinds of evidence	 Tips and ideas
<p>Our more specific challenges were:</p> <p>Baseline data is all over the place -what do we compare with? Life before lockdown/ at the start of lockdown?</p> <p>Before online work was a minor add on, now using multiple channels/ groups/ challenge, how to capture and collate?</p> <p>How to analyse different outcomes across the group</p> <p>Those staff closer to the client/ community end up being the main channel of information</p> <p>How to capture the impact of social media work</p>	<ul style="list-style-type: none"> ✓ Modify the outcomes you are looking for: 'sustain rather than improve' ✓ Use a template to combine different data against your outcomes ✓ See guide 3A Analysing information for evaluation ✓ Boost the role of front-line project staff in making sense of more informal evidence ✓ See guide Using social media to evaluate other activities