

Capacity Strengthening SCAN (csSCAN)

EFFECTIVE DATE: SEPTEMBER 2018

Tool	csSCAN
Purpose	Monitoring the experience of capacity strengthening for continuous improvement
Users	CRS staff, CRS partners
Coverage	Global
Languages	English
Access	Online
Time required for feedback entry	10 minutes
Time for results to become accessible	24 hours
Cost	Free
Confidentiality	Anonymous

INTRODUCTION

CRS works to strengthen not only the individuals within an institution but also the systems and structures that support their work. The Institute for Capacity Strengthening at CRS provides a way for individuals to learn valuable knowledge, skills and attitudes related to partnership and capacity strengthening.

Capacity strengthening takes place via online learning, face to face capacity building, coaching and mentoring, as well as through accessing helpful tools, guides, studies and other learning and practitioner resources.

These resources need to be periodically updated and improved to remain relevant and beneficial. One way to do this is by collecting, interpreting and acting on the feedback of CRS staff and partners. This is the basis for the development of the capacity strengthening SCAN (csSCAN) tool.

This manual:

- Introduces the csSCAN tool;
- Describes how to access the site to submit feedback on your experience with capacity strengthening;
- Describes how to access the dashboard with live results; and,
- Explains how to interact with the data and interpret the visuals.

ABOUT THE csSCAN TOOL

csSCAN is based on a methodology called SenseMaker. It has been designed to help CRS staff and partners to monitor and improve capacity strengthening delivery and support.

csSCAN allows users, quickly and easily to gather feedback on their experience of capacity strengthening across CRS and partners. It then presents this feedback in real time via an interactive dashboard.

HOW TO USE csSCAN

ENTERING FEEDBACK

Requires: Internet connectivity; device with a browser, URL to the feedback site:

<http://bit.ly/csSCANen>

Feedback can be entered by CRS staff or partner at any time via a dedicated site. Data can be entered via a browser on a personal or work device, such as a computer or smart phone. Data entry should occur immediately after a training, workshop, or period of accompaniment.

Providing feedback will take up to 15 minutes. It will require a respondent to:

Step 1: Type a few sentences about their own specific experience with capacity strengthening.

Step 2: Type a few key words that describe this experience.

Step 3: Answer a set of questions about the experience.

Step 4: Answer a set of socio-demographic questions that enable the responses to be sorted by gender, department, country, region, program, and type of intervention (capacity strengthening, institutional strengthening or accompaniment).

All responses remain anonymous.

ACCESSING RESULTS

Requires: Internet connectivity; device with a browser, URL to the Dashboard:

<http://bit.ly/csscan-dashboard>

24 hours after the data have been entered, feedback results can be viewed via a dashboard with interactive data visualization options. The interactive nature of csSCAN permits users to filter or disaggregate the feedback by gender, department, program, or by the type of intervention (capacity strengthening, institutional strengthening or accompaniment).

csSCAN also allows users to access the narratives containing the experiences that were entered by respondents.

The dashboard enables users to visualize the findings at global, regional and country program levels. This enriches user understanding of the effects of capacity strengthening interventions. Such flexibility in the presentation of data will in time help improve the delivery of capacity strengthening in a specific location, or for a specific program.

csSCAN data will also shed light on how well current capacity strengthening efforts are aligned with CRS' own partnership and capacity strengthening principles.

DASHBOARD LAYOUT

The dashboard is designed in Power BI and is presented across three tabs:

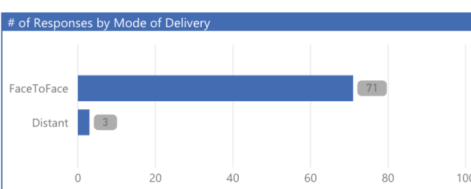
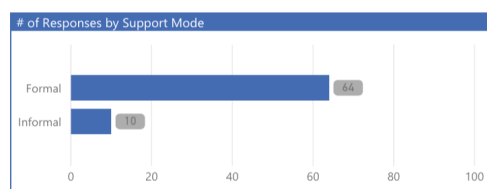
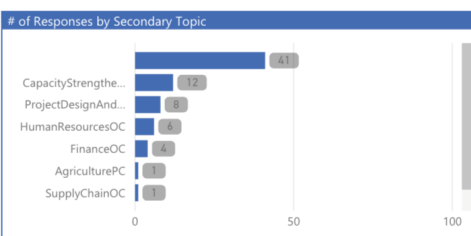
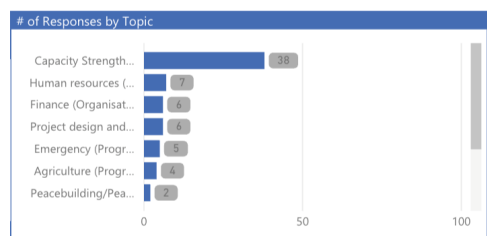
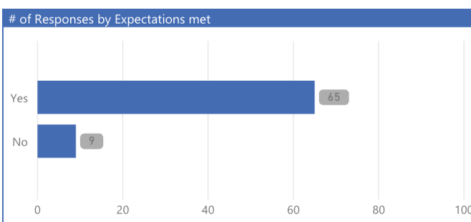
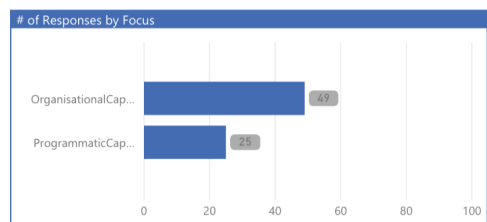
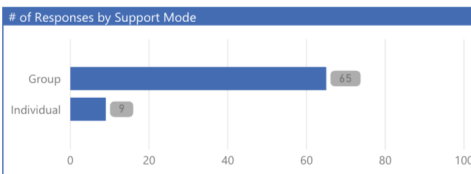
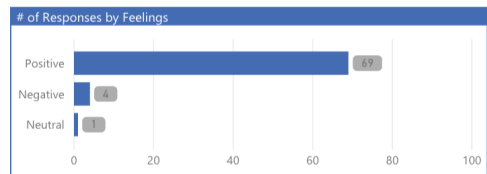
PAGE 1: ABOUT RESPONDENTS



PAGE 2: ABOUT CAPACITY STRENGTHENING EXPERIENCES



About CS Experience



Narratives of personal experiences

A training on evaluative thinking attended in the context of a project. The knowledge and experience of the facilitator and the real examples provided by the project made the difference in my learning.

after i have received the training i have invited our partner to take the course online, and also in discussion with them the partner organized a training for the its staff and as CRS i have played a facilitation roll.

As a participant under the Perfecting Partnership 2018 I gain the positive experiences by engaging with colleagues from other countries to shared and learning from PCS experts in advices and recommend strategically way to engage with partnership and improving the relationship with partners at all level. Everyone in the trainings are optimistic and willing to continues to carried the commitment and spirit of perfecting partnership forward to their country program.

About the CS Experience

Respondents

1. The CS Experience was:

☐ Select All
☐ Negative
☐ Neutral
☐ Positive

2. CS focused on:

☐ Select All
☐ OrganisationalCapacity
☐ ProgrammaticCapacity

3. Topic:

☐ All

3a. The CS Support was:

☐ Select All
☐ Distant
☐ FaceToFace

3b. The CS Support was:

☐ Select All
☐ Group
☐ Individual

3c. The CS Support was:

☐ Select All
☐ Formal
☐ Informal

3d. Mode of delivery:

☐ Select All
☐ AsAContinuousEvent
☐ AsASingleEvent

Modality:

☐ Select All
☐ Accompaniment
☐ CapacityBuilding
☐ InstitutionalStrengthening

5a. Expectations:

☐ Select All
☐ No
☐ Yes

Timeline

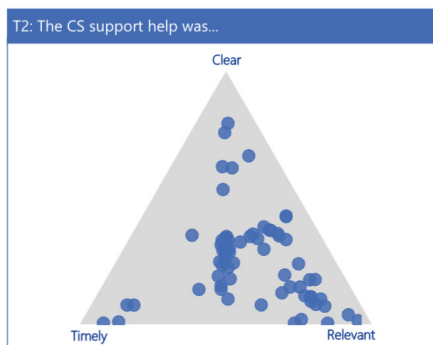
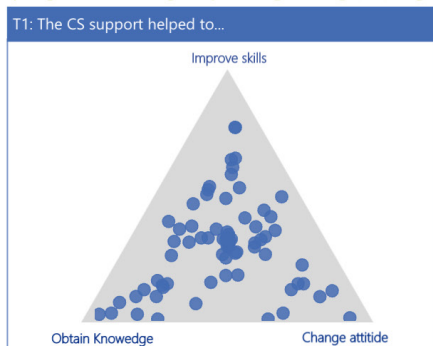
14/07/2017 27/08/2018

of Responses: 74

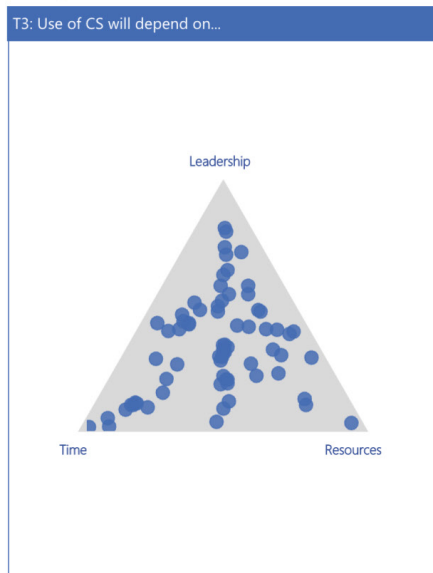
% of Responses: 100 %

Note: The narratives of personal experiences above are written exactly as reported by respondents.

| Impact of the Capacity Strengthening (CS) experience



| Going forward



S1. My recent CS experience made me feel...



| Principles followed



| About the CS Experience

1. The CS Experience was:

☐ Select All

☐ Negative

☐ Neutral

☐ Positive

2. CS focused on:

☐ Select All

☐ OrganisationalCapacity

☐ ProgrammaticCapacity

3. Topic:

3a. The CS Support was:

☐ Select All

☐ Distant

☐ FaceToFace

3b. The CS Support was:

☐ Select All

☐ Group

☐ Individual

3c. The CS Support was:

☐ Select All

☐ Formal

☐ Informal

| Respondents

* Organisation:

All

* Role:

All

* Region:

All

* Country:

All

* Department:

All

* Gender:

☐ Select All

☐ Female

☐ Male

* Age:

☐ Select All

☐ 18AndYounger

☐ 19To35

☐ 36To60

☐ 60AndOlder

* Project:

☐ Select All

☐ No

☐ Yes

* Project Name:

All

* Institution

☐ Select All

☐ none

☐ NonprofitInstitution

☐ PublicSectorInstitution

* Language:

en

| Timeline

14/07/2017 27/08/2018

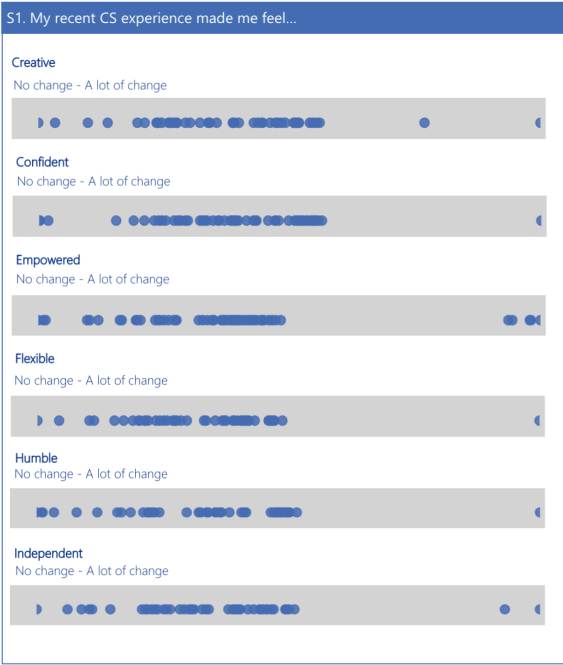
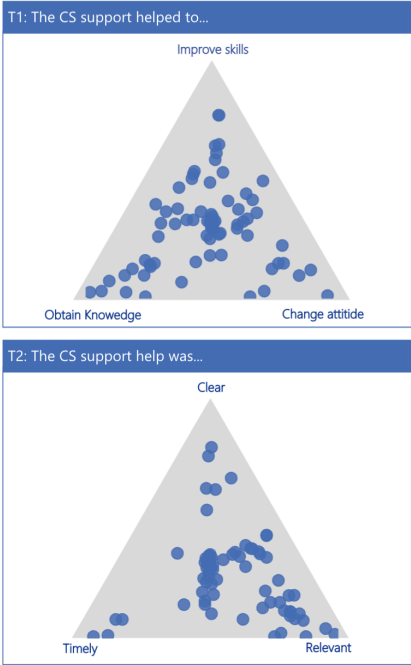
# of Responses	% of Responses
74	100 %

| Last data refresh: 27/08/2018 23:34:14

Page 3 has three main sections:

Impact of the capacity strengthening experience. This section speaks to the impact of capacity strengthening as perceived by respondents: what capacity strengthening helped to achieve, quality aspects of its delivery, and what attitude changed, if at all.

| Impact of the Capacity Strengthening (CS) experience



| About the CS Experience

1. The CS Experience was:

- ☐ Select All
- ☐ Negative
- ☐ Neutral
- ☐ Positive

2. CS focused on:

- ☐ Select All
- ☐ OrganisationalCapacity
- ☐ ProgrammaticCapacity

3. Topic:

All

3a. The CS Support was:

- ☐ Select All
- ☐ Distant
- ☐ FaceToFace

3b. The CS Support was:

- ☐ Select All
- ☐ Group
- ☐ Individual

3c. The CS Support was:

- ☐ Select All
- ☐ Formal
- ☐ Informal

| Respondents

* Organisation:

All

* Role:

All

* Region:

All

* Country:

All

* Department:

All

* Gender:

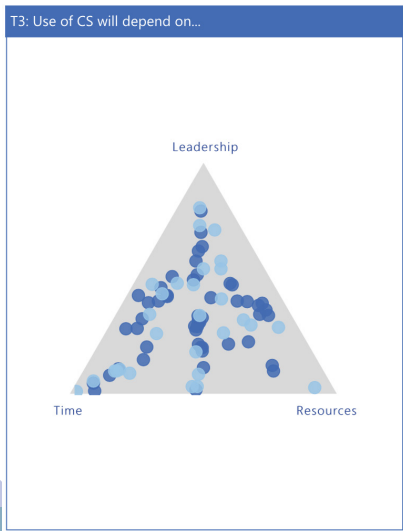
- ☐ Select All
- ☐ Female
- ☐ Male

* Age:

- ☐ Select All
- ☐ 18AndYounger
- ☐ 19To35
- ☐ 36To60
- ☐ 60AndOlder

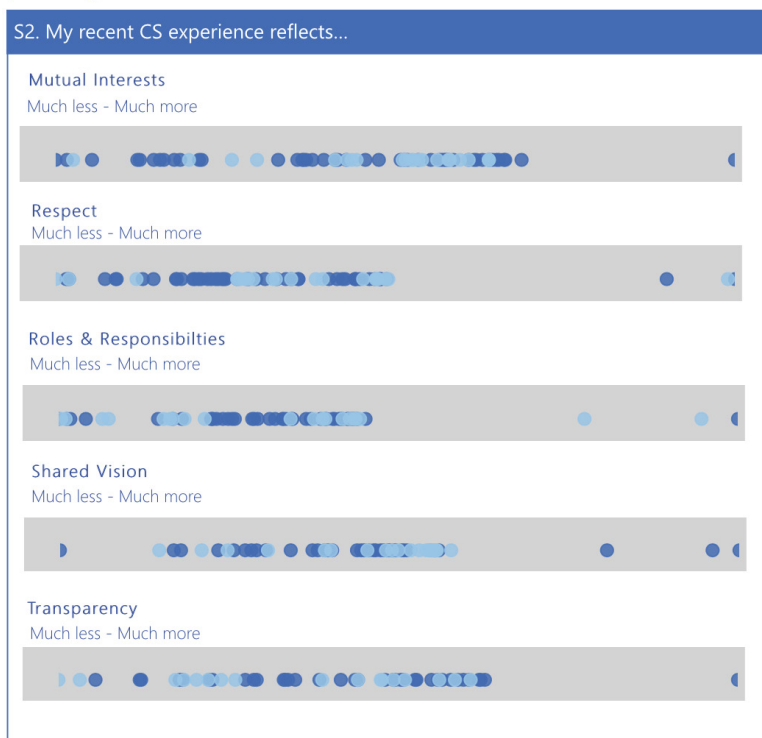
Going forward. This section presents feedback on the enabling conditions that are perceived to be necessary in order to apply the learning acquired as a result of the capacity strengthening intervention.

| Going forward



Principles followed. This section reflects feedback on the partnership and capacity strengthening principles that all CRS capacity strengthening processes strive to follow.

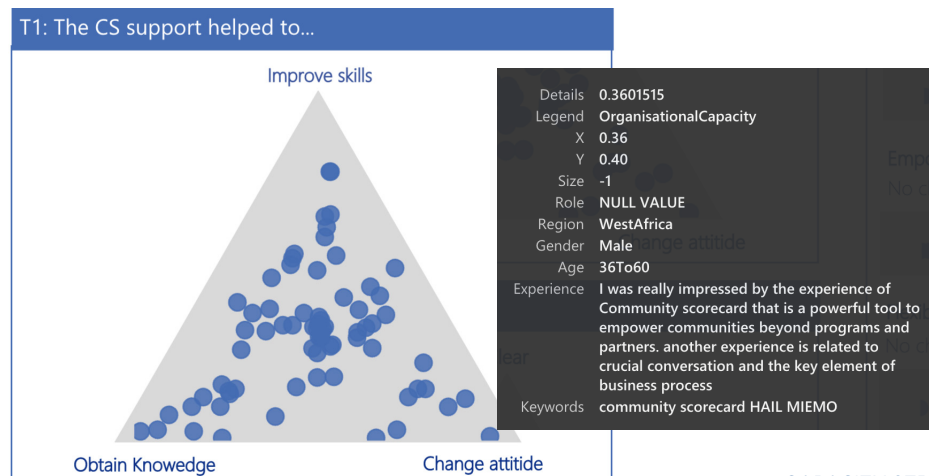
| Principles followed



INTERPRETING RESULTS

Dots. Each dot represents the feedback submitted by one respondent. For both triangles and line shapes, the closer the dot is to a corner or side, the more applicable is that element in the context of the capacity strengthening experience that was originally described. For example, if a dot is placed in or towards the corner labelled 'Timely', then a respondent is indicating that for her/him timeliness was an important factor.

Hovering over one dot enables the original narrative to be displayed together with information about the respondent while maintaining confidentiality:



Filters. All three pages of this dashboard also display two columns of filters: ‘About the experience’ and ‘respondents’. These two options allow users to filter, or sort feedback presented in sections 1, 2 and 3. This may be useful, for example, if there is a need to see only feedback by respondents from a specific country program, or to compare the impact of capacity strengthening received distantly as compared to face-to-face.

About the CS Experience	Respondents
1: The CS Experience was: <input type="checkbox"/> Select All <input type="checkbox"/> Negative <input type="checkbox"/> Neutral <input type="checkbox"/> Positive	*Organisation: <input type="text" value="All"/>
2: CS focused on: <input type="checkbox"/> Select All <input type="checkbox"/> OrganisationalCapacity <input type="checkbox"/> ProgrammaticCapacity	*Role <input type="text" value="All"/>
3 : Topic <input type="text" value="All"/>	* Region <input type="text" value="All"/>
3a: The CS Support was <input type="checkbox"/> Select All <input type="checkbox"/> Distant <input type="checkbox"/> FaceToFace	* Country <input type="text" value="All"/>
3b: The CS Support was <input type="checkbox"/> Select All <input type="checkbox"/> Group <input type="checkbox"/> Individual	*Department <input type="text" value="All"/>
3c: The CS Support was <input type="checkbox"/> Select All <input type="checkbox"/> Formal <input type="checkbox"/> Informal	*Gender <input type="checkbox"/> Select All <input type="checkbox"/> Female <input type="checkbox"/> Male
3d: Mode of delivery	* Age <input type="checkbox"/> Select All <input type="checkbox"/> 18AndYounger <input type="checkbox"/> 19To35 <input type="checkbox"/> 36To60
	* Project <input type="checkbox"/> Select All <input type="checkbox"/> No <input type="checkbox"/> Yes

Timeline. The timeline feature allows users to display responses for a specific period (e.g., responses entered in August 2018).

Counts and percentages. The numbers below show the count and percentage of all responses for any selected subset.

| **Timeline**

14/07/2017

27/08/2018



# of Responses	% of Responses
91	100%

DATA AND ACCESS

All data are stored on a Cognitive Edge server (Cognitive Edge is the company that developed the SenseMaker tool). Access to data on the server is restricted to authorized individuals only. While the feedback is visualized via a dashboard, the master dataset can also be downloaded in a .csv (Excel) format for those interested in further data analysis.

CONTACT

Thank you.

Please contact the Partnership and Capacity Strengthening team at partnership@crs.org for further information.

