Unanswered Questions:

1) eric camacho: Do any of the speakers have general guidelines on sampling for remote monitoring?
   a. **Chadd Nyerges Response**: No general guidelines. Most of our remote monitoring to date involves KIIs with specific stakeholders.

2) Monali Hazra (CLEEO): How do you ensure that the VDO recording or photos submitted are genuine?
   a. **Chadd Nyerges Response**: Most of the photos are of subjects and installations we observe via live video chat. As such, they are recognizable to our monitors. We also request time/date and GPS photo stamps. AMELA requests that all VDO recordings are accompanied by date and time stamped photos for verification purposes as well. AMELA also verifies GPS coordinates provided on photos.

3) Salome Tsereteli-Stephens: @Ethiopia - how many questions were in the survey that took 15-20 minutes?
   a. **Michael Mulford Response**: 44 questions that took on average 25 minutes to complete.

4) Uttam Uprety: @Ethiopia - was there any sample size adjustment to cover the potential non-response from survey participants for various reasons, including access to and quality of technologies?
   a. **Michael Mulford Response**: Unfortunately, only 30-35% of our poor, safety net households had phone numbers. These households were certainly different along a number of dimensions from the larger sample, and non-phone owning households in particular. As such, we are not suggesting that the responses from the phone owning sample would be representative of the larger sample of households that we have been surveying as a part of our baseline and midline surveys.

5) Chowdhury Asif: For FGD, have you developed any standard protocol to conduct the discussion?

6) Eddy L: How to plan telephone survey of Food or cash recipients without signalling that the Implementing Partner is not trusted?

7) Ashley: Any suggestions for interviewing vulnerable populations such those who may be living in shelters etc? Also how do you account for response bias in the case that beneficiaries are interviewed over the phone at the location they are receiving benefits (rather than in their personal home) and not being pressured to answer a certain way?
   a. **Rakesh Karna Response**: We have used SMS/cell phone calls to interview the vulnerable populations staying in the quarantine centers. It is difficult to prevent biases in most of the cases. To understand the biases, often asking the same questions to multiple people sharing the same quarantines helps.
   b. **Chadd Nyerges Response**: These questions highlight inherent challenges to the remote monitoring process. If beneficiary lists are available in advance of events, monitors can randomly select from the list and request specific respondents by name. Confirming identification presents additional challenges. If video and ID are available,
these can be used. We request the IP representative distance themselves from the respondent during the interview, and we ask the respondent if they are within earshot of the IP representative and if they feel comfortable responding honestly to the questions. Alternative solutions include providing throw-away phones to respondents randomly selected from beneficiary lists by the monitoring team and agreeing to call back at a specified time. These are imperfect solutions that involve advance delivery of phones to the IP for distribution at the appropriate time as well as access to beneficiary lists if available. These steps, however, may mitigate against the potential for response bias.

8) Katie West (BFS/SPPM): How are you addressing the bias in phone surveys (not all have phones, maybe more men than women or more young people than older have phones, etc.)? Are you measuring this, or just acknowledging it exists?
   a. **Chadd Nyerges Response**: At this time, we acknowledge its existence and request the IP to target specific demographics when facilitating the search for respondents.

9) Lloyd Owen Banwart (IDEAL): How did response rates align with previous in-person surveys? If different (lower), is there any hypothesis as to how this may have biased point estimates?

10) Dev Kant Sharma: How do you authenticate the data collection through mobile recordings and videos? Any tips?

11) magdalene mhina: How did you conduct video conferencing in remote areas of Afghanistan? Did you travel while in Covid 19 lockdown?
   a. **Chadd Nyerges Response**: While, AMELA has conducted in-person OPPD monitoring, OHA monitoring has been strictly remote. The majority of areas we have conducted remote monitoring have supported the use of platforms such as Skype and WhatsApp. The more remote the area, however, the more challenging this becomes. AMELA has conducted remote monitoring of warehouses and food item and non-food item distributions, and the majority of sites monitored were located either in the provincial centers or district centers where internet bandwidth has been strong enough to support video calling. AMELA maintains a contingency plan to mitigate network limitations by asking IPs to do time and GPS stamped video recording and photos of monitored sites. This data is triangulated with interviews conducted via telephone or off site.

12) Chowdhury Asif: @all- How you do the quality control of the data collection over telephone?
   a. **Chadd Nyerges Response**: In the case of PDM verifications, AMELA requests photos of items received along with the questionnaire. For other types of verifications, AMELA will conduct multiple telephone questionnaires with beneficiaries and the IP in order to triangulate and validate data. Multiple sources of information, photographic evidence (if applicable), and the monitoring team’s prior knowledge and experience in Afghanistan all form part of the quality assurance process.

13) Fredrick Opundo: how do you ensure that you interview the right respondent in the household in the event that several household members would be sharing shares the same phone
   a. **Chadd Nyerges Response**: If it is a named respondent, we confirm the identity over the phone. In all cases, we introduce ourselves and the project, state the purpose of the call, and request to speak to the targeted respondent. If head of household is the respondent, we confirm as well. If a female respondent is targeted, we use a female
monitor to conduct the call. In most cases, a male head of household will answer the phone.

14) Gheda Temsah: Any suggestions for conducting baseline surveys where prior rapport with households has not been established and questionnaires are longer and involve multiple different respondents?

   a. **Chadd Nyerges Response**: Basic steps:
      i. Staff male and female telephone monitors
      ii. Pad your list of contacts by at least 30%.
      iii. Address the male head of household first.
      iv. Introduce the project and purpose of the call. Explain the likely duration of the call and which family representatives you will want to talk to. Advise as to incentives such as airtime in exchange for participation. Ask permission to proceed.
      v. Ask if the respondent is willing to conduct the call. If they say no, ask if you can call back at a better time.

15) Uttam Uprety: Though ‘participatory approach’ is largely talked about, while doing distance monitoring and evaluation, some basic principles such as ‘visualizing ideas, group ownership of the process etc. are likely to get compromised. Anyone would like to share innovative ideas to make the process ‘participatory’?

   a. **Rakesh Karna Response**: The term participatory approach is contextual to target group, situation, time and socio-economic settings. However, using different tools help ensure and promote participatory approach. E.g. if physical interaction is not possible, using tele-interview in a radio program to reach diverse groups helps.

   b. **Chadd Nyerges Response**: Actually, we have found that remote monitoring has contributed to the participatory approach, especially when actually conducting monitoring activities. The conceptual and analytical elements can be impacted but only to the extent that remote work would impact any other endeavor. Remote monitoring has required that our engagement with stakeholders (which is already strong) be further enhanced given our dependence on IPs for cooperation and coordination while monitoring. Whether in-person or remote, successful participatory M&E relies on stakeholder engagement. While it may be more labor intensive, remote engagement does allow for group ownership. This requires a significant number of remote meetings and a good bit of coordination, both in advance of and during monitoring activities. The ideas are less innovative and more about ensuring that the work required to conduct remote communication and coordination is put in and honored by all stakeholders.

16) Marc Cunningham (GH/PPP): Question writ large -what have things looked like in terms of navigating CIO approvals for software (if it’s been needed).

   a. **USAID/Afghanistan Response**: USAID/Afghanistan has not yet been in a situation that requires CIO approvals for software.

17) Chowdhury Asif: @Nepal- is there any plan for the DQA?

   a. **Rakesh Karna Response**: Yes, we’ve started the discussion on DQA for regular and remote monitoring.

   b. **Chadd Nyerges Response**: As yet, AMELA has avoided conducting FGDs during COVID-19 due to the health risks associated with having a number of respondents clustered around a phone as well as the weak internet connection outside urban centers.
in Afghanistan. However, if we were to undertake a remote FGD, AMELA would choose to conduct an FGD of no longer than 20 minutes, include approximately 5 - 8 questions and an average of five participants, each calling in from an independent location.

18) Chandan Samal: How do you do Data Quality Assessments for indicators remotely? How do you verify results on the ground? Additionally, when collecting data remotely by phone, from facilities, is there a methodology to validate the data you're receiving? Can Missions opt for self administered DQAs? i.e IPs who have been trained on how to conduct DQAs (the case for Tanzania) be able to conduct DQAs for indicators that does not require going to the field and their report (after virtual meeting with Mission M&E POC) count/qualify as a formal DQA?

19) Chowdhury Asif: @ Afghanistan- Could you please mention the duration of the focus group discussion? since this is done remotely and it is tough to keep the participants attention.

20) MaryFaith Mount-Cors: Are there examples of using remote monitoring to reach children under 18?

   a. **Chadd Nyerges Response:** None at this time.

21) Marc Cunningham (GH/PPP): Are any of the platforms using hotlines or other 2-way communication methods to let people call in and ask questions as opposed to us reaching out to understand?

   a. **Rakesh Karna Response:** Yes, we're working on SMS reporting system to help migrants workers and others in need to call us on a hotline to get useful information or contact or further referral services including psychosocial counseling.

   b. **Chadd Nyerges Response:** None that we are aware of at this time.

22) Angela: Hi, As far as I know USAID has strict restrictions regarding procurement of COVID protection items. However, even for M&E activities we need to adjust and upgrade our approach and guarantee all security and prevention measures are respected while implementing those. Example: if we have a national survey planned and the country is not in quarantine anymore and allows us to perform it, but we need to take preventative measures and equip all operators and respondents with protective masks, etc. can USAID consider making these budget lines available?

   a. **USAID Agency Guidance Response:**

      i. USAID’s implementing partners must seek the prior written approval of their Agreement or Contracting Officer(s) to procure the following supplies with USAID’s funds: N95 filtering facepiece respirators; other filtering facepiece respirators; elastomeric, air-purifying respirators and appropriate particulate filters/cartridges; PPE surgical masks; PPE gloves or surgical gloves; ventilators; or COVID-19 test kits that are meant for the U.S. market. These commodities are collectively called “Covered Material.”

      ii. However, implementing partners may use USAID’s funding to procure Covered Material without further approvals in either of the following two situations:

         i. For the protection of, and use by, staff under both grants and contracts from USAID
a. In this situation, implementing partners may procure Covered Material from any source; or

2. When procuring Covered Material for the safe and effective continuity of USAID-funded programs, including the protection of beneficiaries (but not the protection of their staff, which is covered in #1 above), implementing partners may procure Covered Material manufactured locally or regionally, provided the Covered Material is not, and could not reasonably be intended, for the U.S. market.

iii. All other PPE and COVID-19 test kits not mentioned above are not restricted from procurement or subject to limitations pursuant to this guidance.

Questions Answered:

1) Uttam Uprety: Are there examples of using remote monitoring with marginalized groups, including women, disabled, senior citizens, LGBTIQ? Primarily those who have poor access to the improved technologies which makes it more difficult to ensure equitable participation in remote monitoring.

2) Marc Cunningham (GH/PPP): @Nepal - is the 3rd party data and national dashboard open to anyone in the country to see or internal? Focused on monitoring our programs or how national programmes are doing?

3) Chandan Samal: [GENERAL QUESTION for all speakers] Any specific examples of how you do evaluations remotely?

4) Leticia Taimo: @Afghanistan how did you use the videos over whatsapp/skype to conduct the observations? Did you ask someone already at the sites to send you? Or did you watch "live"?

6) Navindra Persaud: @Ethiopia, how were persons selected for the survey? What steps were taken to verify the identity of the person responding to the survey?

7) eric camacho: @Nepal - How do you ensure data quality from remote monitoring?
8) Anne Swindale, RFS/PA: @Afghanistan Do you feel beneficiaries could respond honestly if they were using an IP staff’s phone? Were you able to ensure that the respondent had the privacy to respond honestly?

9) Bishwas Rana (DGO): Re the Ethiopia: did they have any issues about all respondents not having phone set and or internet during remote survey?

10) John Callanta (OAG): [GENERAL] For all 3 presenters: Were INCENTIVES offered to people who participated in remote monitoring interventions?

11) Reshma: It seems remote monitoring, in at least some examples, is driving collaboration between different agencies. From the beneficiary point of view, is this collaboration also helping to better enable local leadership by getting out of the usual silos?