

## Minutes The 25<sup>th</sup> Monitoring and Evaluation Learning Forum

### “Sharing M&E Actual Practices During COVID-19 Pandemic”

04 June 2021, 8:30 am – 12:00 pm

Virtual Platform through ZOOM

*The 25th Monitoring and Evaluation Learning Forum*

**Sharing M&E Actual Practices During COVID-19 Pandemic**



 **June 4 2021 @ 8:30 AM-12:00 PM**

**Objectives**

1. To share practical experiences among M&E practitioners on challenges and solutions for program and M&E work
2. To discuss some possible actions during Covid-19 pandemic

**Registration:**

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 សហប្រតិបត្តិការដើម្បីកម្ពុជា  
 Cooperation Committee  
 for Cambodia  
 Comité de Coopération  
 Pour le Cambodge



## Contents

<b>1. Introduction</b> .....	2
<b>2. Objectives of the Learning Forum</b> .....	2
<b>3. Process and Result</b> .....	2
<b>3.1. Open Remark</b> .....	2
<b>3.2. Setting the Ground Rules</b> .....	3
<b>3.3. Breakout Session of sharing M&amp;E Actual Practices</b> .....	3
3.3.1. Breakout Room 1: Advocay.....	4
3.3.2. Breakout Room 2: Environment, Agriculture.....	7
3.3.3. Breakout Room 3: Health, WASH.....	9
3.3.4. Breakout Room 4: Education and Child Development.....	11
<b>4. Closing Remark</b> .....	14
<b>5. Feedback Survey Result</b> .....	14
<b>6. Annex</b> .....	16

# 1. Introduction

To respond to the needs on capacity development of Non-Governmental Organization (NGO), especially in the period of the community outbreak of the COVID-19 pandemic in Cambodia, CCC conducted a virtual meeting with M&E Working Group members to identify the topic for the M&E Learning Forum in 2021, through reviewing the key achievements and the survey's findings in 2020. With support from the M&E working group, CCC conducted a Virtual Monitoring and Evaluation Learning Forum on "Sharing M&E Actual Practices During COVID-19 Pandemic" on 04 June 2021.

As the largest membership-based platform for NGO in Cambodia, the Cooperation Committee for Cambodia (CCC) has around 200 foreign and domestic NGOs as members and other provincial NGO networks in 15 provinces of Cambodia who are working in different development sectors

## 2. Objectives of the Learning Forum

- To share practical experiences among participants on challenges and solutions on program implementation and M&E work during COVID-19 pandemic
- To discuss some possible actions to contribute to the program intervention and M&E work during COVID-19 pandemic
- To build up more network and relationship among M&E practitioners and professionals for ongoing learning on M&E and related issues.

## 3. Process and Result

Ms. Than Sokhomala, GPP Officer and the facilitator of the forum, greeted the participants, introduced the objectives and the ground rules of the forum. The forum was conducted via online (ZOOM) with the total participants of 108 people from both domestic and foreign NGOs including CCC member and non-CCC member NGOs.

### 3.1. Open Remark

Welcome and Opening Remarks by Ms. Sin Putheary, Executive Director of CCC.

She welcomed all participants and updated the current situation of CSO especially the CCC's update. Recently CCC met the United Nation agency under the coordination from CCC. Some are the representatives from the health sector. The surge of covid-19, up to 80% cannot implement the activities. Around 20% can implement the activities. Some challenges and restrictions were raised and discussed with especially to provide some advice or suggestions to the Royal Government of Cambodia to enable the NGOs could implement their activities. We also gave some inputs on the sustainable development goals. We also met with 15 provincial NGO networks to discuss. I also wanted to make some highlight of the great achievement from M&E working group. Amidst Covid-19, we conducted the capacity building via online and around 200 participants participated. We made the survey and found 72% used and implemented what they have learned. Around 88% told that the learning forum helped them to work effectively and save time. They also told that the data

collection tool helped them spending less time than before. In today learning forum, we changed some approaches. We have a breakout session by sector and how we could use the M&E in Covid-19. Last but not least, thanks to M&E working group members who always provide supports and also thanks to CCC's members for always participate and also thanks to the CCC team. I wish everyone the four wishes of Buddha and stay safe from Covid-19.

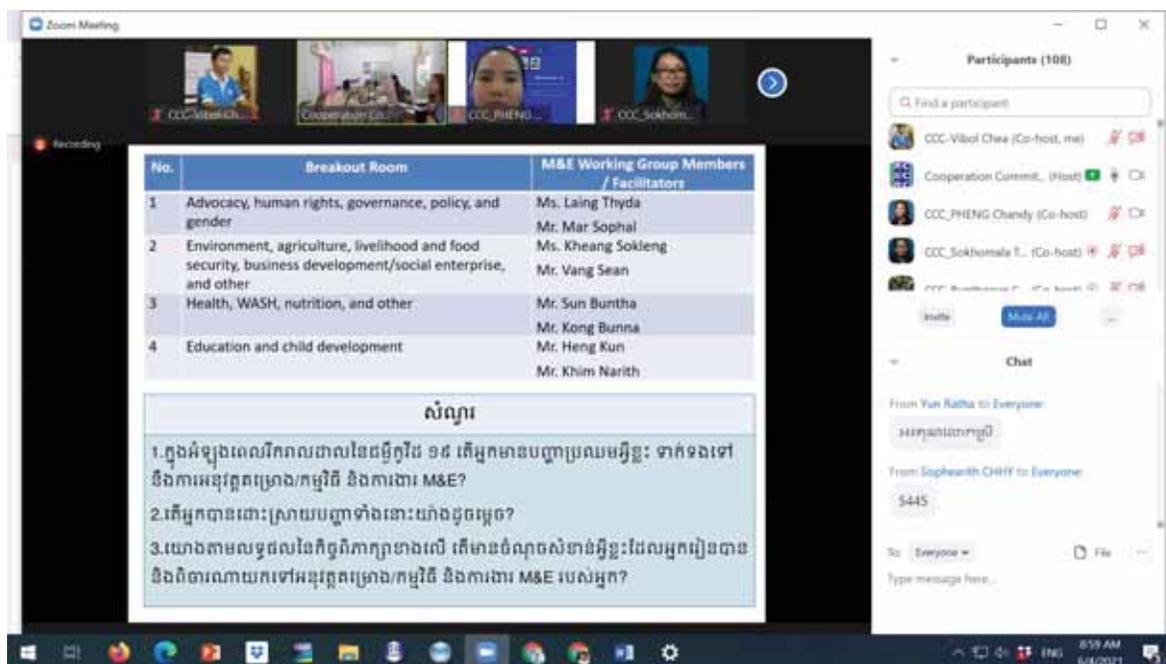
### 3.2. Setting the Ground Rules

- Please rename your name according to the name that registered
- Please stay in a silent room that has a stable internet
- Using earphones for the forum is encouraged
- Please turn off your mic and camera if you do not use any of it
- Do not show any disturbance to guest speakers
- Please introduce yourself in chat box
- If you have any questions, please drop them in chat box
- If you have anything to talk, please click the button labeled "Raise Hand", and wait for the permission from facilitator

### 3.3. Breakout Session of sharing M&E Actual Practices

Ms. Pheng Chandy, GPP Specialist: She explained the process to do the breakout room and in general, there are four breakout rooms as follow:

1. Breakout room 1: Advocacy, human rights, governance, policy, and gender: facilitated by Ms. Laing Thyda and Mr. Mar Sophal.
2. Breakout room 2: Environment, agriculture, livelihood and food security, business development/social enterprise, and other: facilitated by Ms. Kheang Sokleng and Mr. Vang Sean.
3. Breakout room 3: Health, WASH, nutrition, and other: facilitated by Mr. Sun Buntha and Mr. Kong Bunna.
4. Breakout room 4: Education and child development: facilitated by Mr. Heng Kun and Mr. Khim Narith.



### 3.3.1. Breakout Room 1: Advocacy, human rights, governance, policy, and gender

#### Question 1: What challenges have you faced related to program implementation and M&E work during the COVID-19 outbreak in Cambodia?

**WRC:** The targeted area is blocked and can't travel for field visit, cannot conduct workshop (WRC: Use virtual meeting but the participants are not familiar with the technology, and the host do not meet the expectation, then consult with donor and back and forth with donor to revise work plan and other communication. Support phone care to participants/ clients for counseling support.

**Kosal Pisey:** Could not go as planned to meet the target for the program. So what we can do is that we provide the homework to students and individual assignments.

**Panah Vuth:** The quality of work we mostly work online with staff and stakeholders. Good quality with higher officers but not with local communities as the internet disruption for data collection and they seem not familiar with the technology. Change some activities to respond to Covid 19 and donors understood. The data collection is done via zoom. We do not have all the needed information, but we try to respond to our original plan and Covid 19 responds. And change some activities. Low work quality. Provide orientation to the target area on how to use the zoom platform.

**ICC-CRA:** The targeted province was affected by Covid 19. We focus on the capacity building to “ភ្នំកំរិត” and “ភ្នំស្រីកំរិត”. Hard to implement the activities. Want to hear how we use the technology online with the targeted area (Zoom and other platform). Some activities related

to humanitarian, but the advantage is to help them, but disadvantage is the complaint from non-target areas. **So what are the solutions for using online and humanitarian work?**

**Sam Eath, live and learn:** Set up a small questionnaire to 8 sheets and send it to the targeted area. They can use telegram, ICT 4d to share with the targeted area. And call through FB. and other solutions, we frequently do the contingency plan, but the limitation of participants. And read the Covid 19 updates. Some activities were delayed until now at the end of the project cycle. Some infrastructure cannot work online. The learning is we should talk to donors for the proposed changes.

**Phaly:** Some activities are delayed. The solution: The field work is to follow up through phone call. The targeted area they still continue their work as the area is not strictly block. We can collect the outcome from them. For internal management, we use google Sheet, Kobo toolbox for interviews and record.

**Leakena:** DCA, we implement our project and we also provide grants to partners. The activities with a partner is not a big problem. But delayed some face-to-face work. During the Covid 19 disruption, partners are encouraged to implement the project in creative methods with available tools, mostly online activities and other activities that we can do in the challenging situations. For non-humanitarian NGO, they want to turn their direction to work on humanitarian issues and consult with other NGO or donors that work on this regard. If any organizations that have never worked on humanitarian work, should seek for suggestions, advice, or lesson learnt from other organizations that have experienced to work in humanitarian as humanitarian work need to considers many elements to minimize risks like Do no Harm, Inclusiveness.....

**This is life:** Meet some small group and survey online

**Laysoth HY:**

- The public event has been rejected by the local authority
- The participant are reduced and the activities frequency are increased
- The budget expense is lower that planning

**Tharith:** Cannot implement project as the plan, especially at the field work

**Tharith:** Majority of target group have no smartphone, limited in accessing internet, limited on how to use the app

**Manith Choeng:** For TLC, part of our work was on research by collecting data directly from the respondents at the village level, the data collection came to a complete halt. Also other research implementations in the plan were postponed.

## **Question 2: How did you overcome those challenges?**

### **Laysoth HY:**

- To train on remote work online using zoom, Skype, google meet
- Create community beneficiary small groups for easy to contact for meeting discussing through online
- Break out the activities frequency
- Work closely with local authority on the permission
- To introduce the community people for using sanitizing material with 3 do and 3 don't
- Revise the budget activity to allocate for adapting Covid 19 protection
- Support Sanitizing material to local authority office and community
- Household assessment has been rejected by local authority, unless we have to create online survey (Kobo toolboxes)

**Tharith:** Communicate with donors to report our challenge and raise up the alternatives with suggestions to consider to be decided.

**Manith;** for the research, the original designed sample size was cut off. The researchers had to concentrate on data validation and analysis instead. Other research, we had to concentrate on rewriting methodology and new focus areas just in preparing when the COVID-19 situation became better.

- Online is more boring, the solution is to divide the training section to small section

**Sareth:** For program level we reduce the meeting time from whole day to half day and have some energizing game. For M&E, using online tools more often for data collection for every six months. But the tool that applies with the target group is using Microsoft form for recording. We send the form to everyone for data collection. Regarding charity, maybe we forgot to think about the do-no-harm. Please consult with CCC as they have expertise on this regard especially the risk minimization.

## **Question 3: After discussed the above questions, what are the key learning would you consider to apply in your project/program implementation and M&E work?**

### **Laysoth HY:**

- Learn on how to request the donors for allocate budget expense for covid 19 protection,
- using online platforms to collect the data online, build close relation to local authority for activities discussion and permission. Build trust to local authority to monitor the public event, meeting, by using social distance and sanitation procedure strictly, the local authority allows to conduct it based on experience.
- Consult with donors for revised work plan or budget plan
- Consult with partners who expert in the area that we are not familiar with
- Individual assignment to students
- More online tools
- More online extension materials.

### Question and Answer:

**Question:** Besides, Google form, are there any tools we could use to collect the data?

**Answer:** actually, we have monkey survey. Google form and Kobo were designed amidst covid-19, but zoom and we work at the rural area not easy to access to internet. Kobo is good since we work in the community, our activist have smart phone we use Kobo is effective since it can use offline. For zoom and sky, our media team trained them and as a result, we observed they can use it around 60% to 70%.

The following are the discussion and sharing about M&E:

- We shall separate tools what we use for data collection and workshop. Zoom for workshop, google form and other use for data collection. Zoom, Kobo, monkey survey, have always both advance and disadvantage. For any tools you are familiar with, you can use it.
- Interest key take away, agree and make adaptation with new tool and self-adjustment. We, are the M&E, we meet the beneficiaries physically, we have sub office, are there any mechanism we can maintain the quality, what besides online platform we can maintain the quality. We cannot avoid the online platform but we modify and call check for quality and reflect. We can do small group like to do the qualitative at least we have information to do the cross-check.
- How to collect data with quality, we can do survey and cannot do quality. And the local authority does not allow to do. We do the data collection; we have field staff. We explain them clearly, they work closely with the community and we observe the information has quality.
- Draw the attention to the participant, the survey just wants to reflect and learn, meeting and zoom are the challenges and we can consider other tools.
- For me in one project, we can train them. Our Program Coordinator has better understanding the questionnaires and honestly, we train them and it depends on the way we do with field staff and the way we manage the data.
- I have two points for consideration. For internal staff, we have to be clear if any problem on quality, we have to check. Amidst of covid-19, we give a trust to them. Flexibility and budget allocation, we have to collect information, we have intern, outsider from our staff. They are in the hotspot how they can support us. If we have the resource, we can use the external source to verify the quality of data.

If we say the quality of data like Mr. Sean, we can do randomly check like call check then we can adjust the data. For tool to be used we can be flexible.

### **3.3.2. Breakout Room 2: Environment, agriculture, livelihood and food security, business development/social enterprise, and other**

**Question 1: What challenges have you faced related to program implementation and M&E work during the COVID-19 outbreak in Cambodia?**

- Put restriction from authority because of covid (Prevention on every type of gathering or training)
- Activity plan need to be revised

- Could not implement the plan according to original plan, so there will be unspent budget
- The beneficiary is also afraid of the field staff (might get infected with covid)
- Lockdown activities
- Teaching plans face to face cannot implement
- Amendment of revised plan, prolong process
- Changing internal regulations/ways of working (signature and way of work with government)
- Affect our implementation as we could not go to lockdown zone (Ex. (ភ្នំមីមេត្រីង) people with disability group with food insecurity)
- Events work online, challenge on data records (output, results) esp on tracking system
- Could not achieve target group plan
- Cannot conduct field monitoring
- Flow of human resources to implementing areas as restriction
- We try to divide group to smaller group and implement according to plan, but we still meet some problem that affect the result of implementation
- Reporting to donor need to be delay because of Covid
- Challenge with back donors, we try to push the work on field but it is not possible (agricultural cooperative)
- Ground issues (no pay loan as reported by beneficiaries)
- Data collection and consolidation (baseline, midline, endline): method face-to-face
- Busy virtual meetings

**Question 2: How did you overcome those challenges?**

- Revised budget (x2) to covid 19 related activities => some donors not allow
- Logframe adjustment (on mass activities gathering - LWD)
- Digital challenges to training online for youth beneficiaries
- Support on internet budget for staff to access online work
- Grant modification (explain and time consuming with donors)
- Collect data by online meeting
- Small data collection (Small group discussion online) for evidence to support
- Improved technology tools for collective work with beneficiaries (Zoom, Telegram)
- add budgets to online platform to allow other activities possible happen x2
- E-signature permission such as payroll (via bank sanctions)
- Precautions PPE budget requested for activities
- Electronic copy (ឯកសារ) is allowed this period
- Check with Prokas of Provincial or authority before field activities
- Have some field staff that could implement some activities?

**Question 3: After discussed the above questions, what are the key learning would you consider to apply in your project/program implementation and M&E work?**

- Revise budget with propose other activities and seek approval from donors
- Adjust logframe (add possible activities) to expense on leftover budget
- Lesson learnt for field evaluation

- New way of data collected virtually (updated performance indicator: clear means of verification)
- Improved technology tool with beneficiaries
- Adapted changes entirely on program system to support each other sectors (for normal functionality)
- Regular catch-up meetings for mutual support (wellbeing, shared challenge and solution)
- Projection on program activities and budget

### 3.3.3. Breakout Room 3: Health, WASH, nutrition, and other

#### **Question1: What challenges have you faced related to program implementation and M&E work during the COVID-19 outbreak in Cambodia?**

##### ***A) Field work, M & E***

- All community activities have been delayed.
- Limit in gathering people for meeting or workshop. It was delayed or organized in a small group
- Cannot meet clients directly to provide services to them
- Cannot collect data or information, conduct interview (MTR). It was delayed in conducting MTR or evaluation
- March to June activity plan was delayed
- Nothing to report to funding donors
- No M & E activity, cannot collect data due to school closure
- Community school: There was internet problem which was impossible to do distance learning by students. In regard to the meeting with teachers, it was done through internet but it was challenge in communication.
- It is not easy like face-to-face meetings. It is difficult for participants to ask questions.
- Need to revise log frame, pending the baseline survey. Reduce the scope of the baseline. Cannot do the end line survey. So, it cannot measure the progress to report to donors.
- Reduce the frequency of monitoring from 3 to one or two time.
- Cannot provide counselling to people with mental health problems and other families. Cannot organize community campaign.
- It was difficult to do need assessment for building the wells.
- People with psychosocial problem cannot access the mental health services because they afraid of infection of COVID-19
- Cannot collect supporting documents related to training or workshop. Cannot ask the participants for their signature or thumb print.
- Cannot provide awareness raising, collecting data. Need to revise log frame and explain to donor

##### ***B) Program***

- Organize Zoom meeting, training but it has problem in connection to internet. It is not stable and smoothly run.
- Allocate budget to support emergency packages. So, it shifts the budget from the support to

- beneficiaries for emergency support instead.
- Staff and community people need their own safety

**Question 2: How did you overcome those challenges?**

- Develop TeleMental health training, follow up support from distance.
- Use online survey or phone call
- Review and adjust work plan and log frame
- Organize a smaller group meeting, training, participants are wearing masks and keep social distance in following MoH safety instruction
- Use google form, and other platforms for training, supervision and data collection
- Coaching, follow up through phone call to doctors, nurses, VHSGs and clients
- Social media: clients can access information, can access the counselling through online
- Provide staff capacity building through online, develop new tools for continuing or maintaining the work in future. Develop project proposal for fund raising.
- Reduce the scope of baseline and end line survey, reduce the sampling.
- Provide a summary report about the total number of participants attached with photos due to no support documents could not be organized. It has been informed to finance department.
- Train staff on how to use digitalization technology and online facilitation skills

**Question 3: After discussed the above questions, what are the key learning would you consider to apply in your project/program implementation and M&E work?**

- Follow up with partner through phone call or online meeting
- Try to do monitoring with partners, remote support through phone call and social media. Develop new log frame by initiative new ideas that are possible to do
- Need to adapt new strategy, change new approach, using digitalization technology e.g. facilitation skills training through online
- Provide Modem to the target beneficiaries so that they can connect to internet and can access information or meetings through telegram
- summary report about total number of participants with actual photo to avoid of thumb print which is risking for infection
- Provide staff capacity building through online, develop new tools for continuing or maintaining the work in future. Develop project proposal for fund raising.

**Question and Answer:**

**Question:** Interesting with counselling or whether Facebook or video call? For lesson learn, access more technology, do you consider such to increase an IT staff? everyone will challenge the technologies and safety, hacker?

**Answer:** For digital, we have IT responsible to build up the capacity such install the app and train how to use including the security. Caritas, we have enough capacity. For counselling we use zoom,

therapy, we ask question, analyze the issue, For treatment by movement, for example, children cannot walk, the teacher explains from away.

### 3.3.4. Breakout Room 4: Education and child development

#### **Question 1: What challenges have you faced related to program implementation and M&E work during the COVID-19 outbreak in Cambodia?**

##### **This life:**

- We could not implement the activities in the community as planned, hence, M&E work is not possible too.
- The knowledge of ICT of community is limited.

##### **ISF:**

- We could not track real attendant of the athlete. We could only do zoom call to interview the athlete.
- Most of the athletes doesn't have smart phone.
- The school is closed. The student could not come to school, but they need to study through online which they face some challenges. They do not know how to use the technology and poor students do not have smartphone as well.
- We have some problem regarding the formative assessment of the monthly exam, 3-month exam and semester exam. The monitoring would be easier if we could take physical exam at least 70% to 80%. However, studying through online is a problem since sometimes the internet is cut off and the quality of teaching students has decreased.

##### **We World:**

- Mitigation to stop student from quit school
- The challenges are difficulty in monitor the student's attendant, and the validity of the attendant record from the teacher is still in questions. It is challenging since our NGO is working with students who is about to quit school.
- Challenge with how to collect the data and how to measure it. Regarding new project design, we could not work with field staff directly, so we collect the data with Google toolbox which is difficult for data entry as it does not like what we want it.

#### **Question 2: How did you overcome those challenges?**

- Regarding to fill in the form, at first we need to provide training to them and explain to them what the Google Form consist of and how to use it. After the training, we could see that their way of working has become better, and we need to use email alongside with it as well.
- Data collection through google form is convenient especially through collecting attendant. Before collect the attendant, we can tell that the class will start in 15 minutes, so the student will be ready.
- In the end of the session, there should be an evaluation for the process of working especially on the way of study through online, what the disturbance are.
- Input from facilitator: The use of google forum could be run smoothly without having email.
- 20 years ago, some students didn't attend physical class from Grade 1 to Grade 12, but they

still can continue their study abroad. Online learning will go on during this pandemic. And it requires the parents to obtain some knowledge on how to use it.

- Most of the tools are used for measurement.
  - We need to find the tools that use in education
  - Zoom might not be appropriate for education sector
  - In collection attendant, we could use through Zoom or send as video to trainer.
  - **Facilitator:** For M&E practitioner, how do we collect the data?
  - **Answer:** We need to look at the indicator
  - **Sokha:** There are two types, Education and Catch up of ISF.
- 
- It is easier for Weekly Assessment and Monthly Assessment.
  - Need to collect the attendant every day, and ask the parents why the student can't attend class whether there is no internet? They can't afford it? Or they don't have smartphone? If the parents don't have it, NGO will let the student borrow tablets to study.
  - For monthly test, the exam need to be conduct with video call. So the teacher needs to know whether they do it by themselves or have any help.
  - If the performance of the student is weak, the NGO will offer extra class for them.
  - The class monitor need to send attendant in every end week.
  - We monitor closely with the teacher to verified
  - Solution from Mr. Sophoan: We need to change the way of working to online. And the challenge for us is the knowledge of using technology.
  - We switch to use chatroom.
  - **Facilitator:** What does chatroom refer to?
  - **Answer:** Chatroom refer to Messenger Chatroom that could make video call.
  - **Facilitator:** When we change to study online, what are the challenge that we have faced? And how do we solve it?
  - **Chenda:** We put the first focus on our Trainer, and we need to build capacity for them. Normally, we put 3 days schedule. Then if we change to online platform how do we manage this? We double the days for training, for example from 2 days to 4 days. If the training is conducted through Zoom, we need to tell them how to use it.
  - **Facilitator:** From 2 days to 4 days, how do you allocate the hours of each day?
  - **Chenda:** We break to hours and to half day.
  - **Erik:** We refer to our donor's request as we need to adjusting the budget plan

**Question 3: After discussed the above questions, what are the key learning would you consider to apply in your project/program implementation and M&E work?**

- In order to encourage students' participation in online programs, we should discuss to allocate the budget to support those have been active in online programs.

**Question and Answer:**

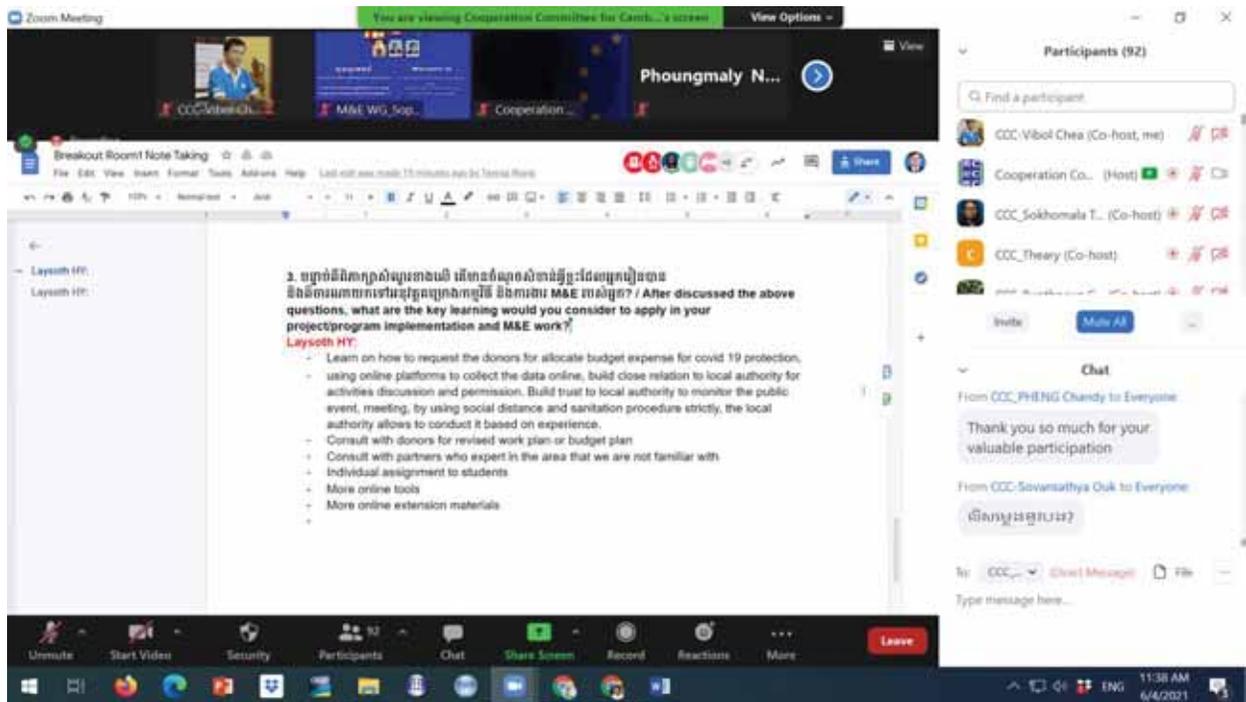
**Question1:** how does organization support children to learn the online?

**Answer1:** Around 10% to 20% drop out and will take action meeting with parents and some key questions will ask to their parents.

**Question2:** In general, students challenge on the online learning and how does your organization address the issue?

**Answer2:** for Phnom Penh, we conduct the assessment can you learn online? do you have smart phone? Around 10 questions. Our solution provides phone card weekly based on their attendance. If they have no phone to learn, we have small budget and lend them the tablet. Give some support to teacher for learning. We have two offices one in Chba Ampov and Boeng Tompun. Gave phone card them individual. Learning the whole week and then getting phone card for next.





## 4. Closing Remark

Closing remark was made by **Mr. Kong Bunna**, Ex-Senior Program Manager of Heifer International Cambodia and M&E Working Group member.

As my notice, I observe that everyone is interested in the topic. M&E working group paid much attention on the question. Everyone joint actively. Please everyone gets aware of covid-19 situation and learn. We challenge to implement the program and especially with the donors. we also challenge our personal safety. I am interested in question 1 and 2, I observe all four groups discuss very detail. Suggest everyone here in online like you see the surge of new case covid-19, please pay attention with your health. You raised the restriction of local authorities but actually for everyone safe. We responsible with our line manager, we get less achievement but still get the salary, a bit shy for me. We use the internet with very cost compared to other country. I shared with CCC one reading book very important. In government context, they paid much attention on the digital. Therefore, we have to adapt ourselves. Thanks to CCC's executive director, thanks to M&E working, wish to everyone good health and avoid from covid-19.

## 5. Feedback Survey Result

### 5.1. Feedback survey

After the M&E virtual learning forum completed, Ms. Than Sokhomala, GPP Officer, sent the request to participants to provide feedback on the Learning Forum through Google Form. Below is the result of feedback survey from 48 respondents who provided the feedback among 90 participants (exclude M&E Working Group members and organizers) participated in the virtual learning forum.

## 5.2. Overall rating of the learning forum

Based on the survey result, the overall rating on the forum is 3.2 out of 4. It means that generally participants were satisfied with the learning forum. Among the 8 rating statements, the top three rating of the satisfied level are on the statements of “Questions and interaction were encouraged through chart box” 93%, then “The facilitator was knowledgeable about the forum topics” 90%, and after that “The topic covered were relevant to me” 88%. In contrast, the highest percentage of unsatisfied rating is on “understand clearly on how to use ZOOM for learning forum” 28%, follow by “The time allocated for the forum was sufficient” 22%, and “The facilitator prepared very well” 20%. This reflected that the next forum should improve on time allocation and take care on which online platform to be used. Please see the table below:

<b>How do you feel about the statement below? Rating Scale from 1 to 4.</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Total</b>	<b>Average</b>
1=Very Unsatisfied, 2=Unsatisfied, 3=Satisfied, 4=Very Satisfied	%	%	%	%	%	
1. Questions and interaction were encouraged through Chart Box.	0	6	71	22	100	3.20
2. The topic covered were relevant to me.	4	8	53	35	100	3.20
3. The content was organized and easy to follow.	0	18	67	14	100	3.00
4. The facilitator was knowledgeable about the forum topics.	0	10	57	33	100	3.22
5. The facilitator prepared very well.	0	20	57	22	100	3.02
6. The forum objectives were met.	0	16	63	20	100	3.02
7. The time allocated for the forum was sufficient.	0	22	61	16	100	3.02
8. Understand clearly on how to use ZOOM for learning forum.	10	18	51	20	100	3.02
<b>Overall rating about the forum</b>						<b>3.20</b>

## 5.3. Areas that participants learned most from the forum

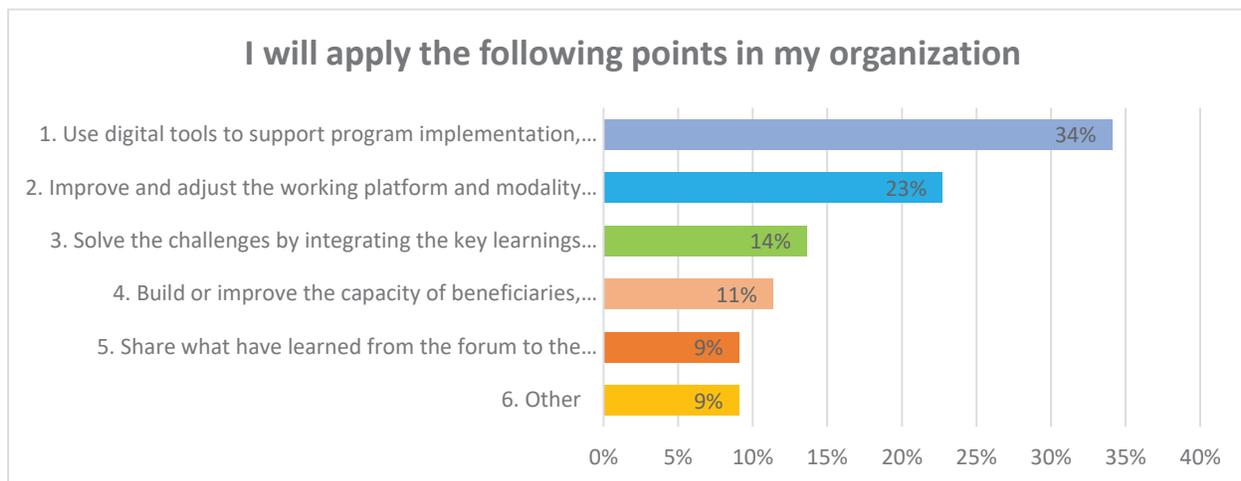
According to the feedback survey, participants expressed that what they have learned the most from the forum are:

- Challenges related to the practical program implementation and M&E work during the pandemic of COVID-19 and how to overcome those challenges.
- New approaches of program implementation and M&E work during the Covind-19 pandemic.
- Experiences, information, and best practices of program implementation and M&E work from each participated organization.
- Organization has to adapt to the new environment, and have to consider about the security of data and risk to the rightsholder.
- Data collection tools and methods.
- It is good to know and learn the different practices, strategies, and how to manage the task during COVID-19 pandemic from other participated NGOs.

## 5.4. The areas to be applied into the organization

According to the graphic below it shows that the top areas that participants would apply in their organizations include 1) use digital tools to support program implementation, monitoring, and data collection; and 2) improve and adjust the working platform and modality to online or consider small group or fewer people.

Graphic 1: Areas to be applied into the organization after the learning forum



## 6. Annex

### 6.1. Detail Agenda

Time	Key Contents	Resource persons
08:00-08:30	Open platform for online login	o CCC Team
08:30-08:40	Introduction objectives and ground rules	<b>Ms. Than Sokhomala</b> GPP Officer, CCC
08:40-08:50	Welcome and Opening Remarks	<b>Ms. Sin Putheary</b> Executive Director, CCC
08:50-10:00	<p><b>Session 1: Breakout session of sharing M&amp;E actual practices</b></p> <p>Introduction on Breakout Session</p> <p><b>Breakout Session</b></p> <ul style="list-style-type: none"> <li>- Breakout room 1: Advocacy, human rights, governance, policy, gender</li> <li>- Breakout room 2: Environment, agriculture, livelihood and food security, business development/social enterprise, and other</li> <li>- Breakout room 3: Health, WASH, nutrition, and other</li> </ul>	<p><b>Ms. Pheng Chandy</b> GPP Specialist, CCC</p> <p><b>M&amp;E Working Group Members</b> Ms. Laing Thyda Mr. Mar Sophal</p> <p>Ms. Kheang Sokleng Mr. Vang Sean</p> <p>Mr. Sun Buntha</p>

	<p>- Breakout room 4: Education and child development</p> <p><b>Each room discuss on the following questions:</b></p> <p>1. ក្នុងអំឡុងពេលវិវត្តន៍ជាលំដាប់នៃជម្ងឺកូវីដ ១៩ តើអ្នកមានបញ្ហាប្រឈមអ្វីខ្លះ ទាក់ទងទៅនឹងការអនុវត្តគម្រោង/កម្មវិធី និងការងារ M&amp;E? / What challenges have you faced related to project/program implementation and M&amp;E work during the COVID-19 outbreak in Cambodia?</p> <p>2. តើអ្នកបានដោះស្រាយបញ្ហាទាំងនោះយ៉ាងដូចម្តេច? / How did you overcome those challenges?</p> <p>3. យោងតាមលទ្ធផលនៃកិច្ចពិភាក្សាខាងលើ តើមានចំណុចសំខាន់អ្វីខ្លះដែលអ្នករៀនបាន និងពិចារណាយកទៅអនុវត្តគម្រោង/កម្មវិធី និងការងារ M&amp;E របស់អ្នក? / After discussed the above questions, what are the key learning would you consider to apply in your project/program implementation and M&amp;E work?</p>	<p>Mr. Kong Bunna</p> <p>Mr. Heng Kun</p> <p>Mr. Khim Narith</p>
10:00-10:05	Break	All
10:05-11:50	<p><b>Session 2: Plenary session of sharing M&amp;E actual practices</b></p> <p>- Presentation of each room in the plenary session</p> <p>- Question and Answer</p>	<p><b>Ms. Pheng Chandy</b> GPP Specialist, CCC</p> <p><b>Each room presenter and M&amp;E Working Group Members</b></p>
11:50-12:00	<b>Closing the event</b>	<p><b>Mr. Kong Bunna</b> Ex-Senior Program Manager Heifer International Cambodia and M&amp;E WG member</p>