

**Minutes**  
**The 24th Monitoring and Evaluation Learning Forum**

**“mWater Tool for Online and Offline Data Collection”**

2<sup>nd</sup> October 2020, 9:00 am – 12:00 pm

Virtual Platform through Google Meet

M&E Learning Forum :

**mWater Tool for Offline  
 and Online Data Collection**

**02 October 2020** | 9:30am to 12:00pm  
 Virtual Platform: **Google Meet**

Sessions :

- 1- Introduction to mWater tool
- 2- How to Use mWater tool

Registration :

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### Partnerships for Sustainable Development in Cambodia

# 1. Introduction

To respond to the needs of NGOs/Associations' Capacity Development and join the prevention and protection to the spread of Covid-19 through implementing the Cambodian Government's Instructions and Advisories, CCC with strong support and advice from the M&E Working Group (WG) will conduct the **24<sup>th</sup> Virtual Platform of Monitoring and Evaluation Learning Forum on "mWater Tool for Offline and Online Data Collection"** through Google Meet.

As the largest membership-based platform for Non-Governmental Organizations (NGOs) in Cambodia, by July 2020, the Cooperation Committee for Cambodia (CCC) has 175 International and Local NGOs as members and other networking with NGOs and Associations in 15 provinces, working on different development sectors in the country.

## 2. Objectives of the Learning Forum

- To increase understanding and knowledge on the **mWater Tool for Offline/Online Data Collection**.
- To build up more network and relationship among M&E practitioners and professionals for ongoing learning on M&E and related issues through online monitoring.

## 3. Process and Results

Mr. Sok Neng, the facilitator, greeted the participants. And introduce the ground rules for the participants as well as the objectives of the meeting. The forum was conducted via online (Google Meet) which there were 73 participants from both Local and International NGOs including CCC members and non-CCC members.

### 3.1. Setting the Ground Rules

The ground rules have been set with participants as below:

- Please stay in quiet room and make sure that your internet is stable enough.
- Use headphones/earphones is recommended for better learning experience.
- Mute and turn off your camera if it is not necessary.
- Do not disturb the guest speaker and other participants.
- Please introduce your full name, position and organization in chatbox.
- Please drop it in chatbox if you have any questions.
- Do not mute the guest speaker(s) and the facilitator. If this happened again and again to one participant, the facilitator has the right to remove the participant immediately.

### 3.2. Open Remarks

**Dr. EL Sotheary, Head of Program at CCC:**

“Greeting everyone, and I hope you are doing fine. Firstly, I would like to convey the greeting from ED as we have not meet for the whole year due to COVID-19 outbreak. Hopefully, the situation will become better in next year, and we could conduct forums in face to face instead.

I think this 24<sup>th</sup> M&E learning forum is conducted in the right timing as this is the last quarter of the year, and it is time for us to write report, to monitor our activities and so on. More or less what we have learned this morning will help us in enhancing our capacity as a M&E practitioner as well as enhancing the quality to control on the data collection in our report. In this occasion, I do not think this 24<sup>th</sup> M&E learning forum will be made possible, especially amidst of this outbreak, without the support of M&E working group consisting of 10 members who always help in checking the content of each learning forum, whether the previous learning forum is effective for the participants, and checking on what should be the next forum’s topic that respond best to the need of the participants. For this learning forum, the topic is a bit unfamiliar for me, but I am not sure how many of us has been familiar with this topic or has already been using this tools in their work already. However, I believe that our resource person has been using this in his work, and he must have been taking numerous benefit out of this tool; that is why he chose to share this tools to all the M&E practitioners. Moreover, we will get to know more together what mWater tool is, and how can it help our work by synchronizing with the existing tool that we have used. Although we might not have much time, I encourage for active discussion between our participants and the resource person. And, you can always drop your questions or raise recommendation to our WG in a better response to your current need.

I would like to announce that starting from 2021, CCC will start to implement our new Theory of Change 2021-2030 which will lead our project activities and interventions of CCC in the next 10 years; hence, we will have some new activities as well as some roll-on activities from old strategic plan such as development services and add on more according to the need of our CSOs. So, I hope that we will be able to meet with each other soon in face to face in next year. And I wish you enjoy working with your report start from now until the end of the year.

Thank you for your kind participation, thank to the organizers and team, thanks to the Working Groups especially the Resource Person who has spent his time in preparing the lesson for all of us. Now, I would like to officially open the 24<sup>th</sup> learning forum M&E. Thank you.”

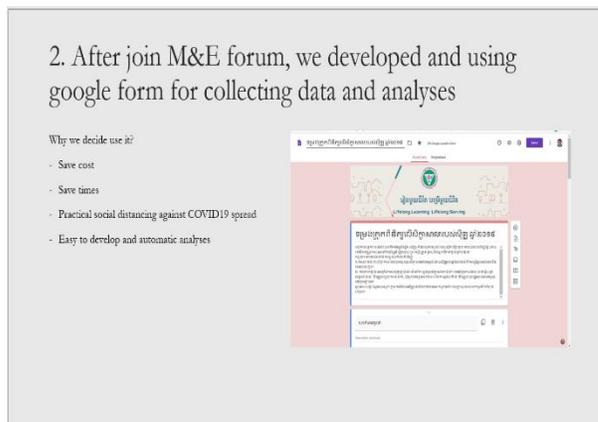
### 3.3. Reviewing Last Learning Forum Lesson

**Mr. Rous Sokun, *Project Officer at CLO:***

“Greeting all M&E practitioners. I participated in the last learning forum, and we have learned about how to collect and analyze data through google form. As my organization is a small

one, and before that we had used the old way of data collecting method which is through paper-based. We needed to go directly at the field, which we need to spend a lot of time and resources to get accurate data and information. And since CCC had offered learning forum last time and google form was raised as main topic, I and my organization were really interested in this topic. And I learned that Google has a lot of products and services that we can use. And among those, Google form can be used for free. As before, I could use questionnaire

Only on actual paper, but after the session, I have transferred the questionnaire to google form instead, and there are many various ways to use this tool. We can also test to preview our questionnaire in advance before sending out. After designing the questionnaires, I have sent them to my target groups. I find it really convenience as it could reach to our target groups, and we do not need to spend much money on resource person to collect the data. We can also save time to do other task as well.



**3.Pro and Con**

o PRO:

- No need to pay for using ( Free)
- Easy to develop Questionnaire
- Multi tools we can use without limitation
- Analyses form are acceptable

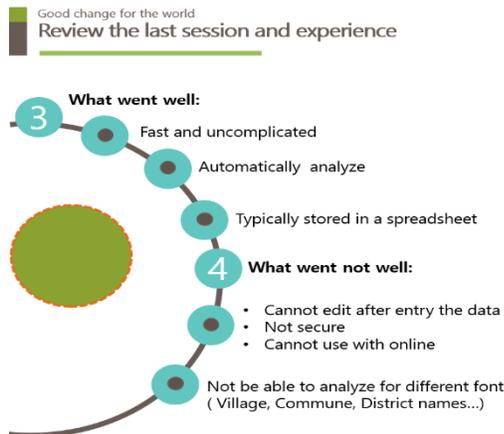
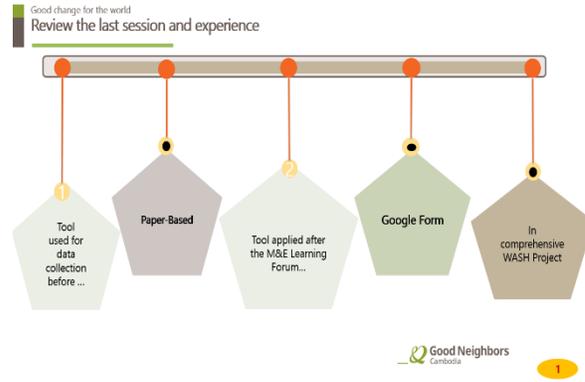
CON:

- Can't edit khmer fonts
- Have no top security for protecting data
- Could not edit the analyses results

And the challenges that we have faced so far is when the target group never experience in using this before at all, so they do not know how to fill the survey. Hence, we still need to use the paper based tool to get all the data. Another thing that I have found as challenge is the Khmer Font that is used in the google form, I do not know how to change the font in it. Hence, if anyone knows how to change the font, please share to us.”

**Mr. Chhem Phors, DME Assistant at Good Neighbor Cambodia:**

“Greeting to everyone, thank you CCC for allowing me to review the last forum lesson. In my organization, we have used paper based method to collect our data. And in analyzing the data, we have used SPSS as a tool. And after we have participated in the forum, we have learned about google form, hence, we use it in small project. We used google form for our comprehensive washed project.

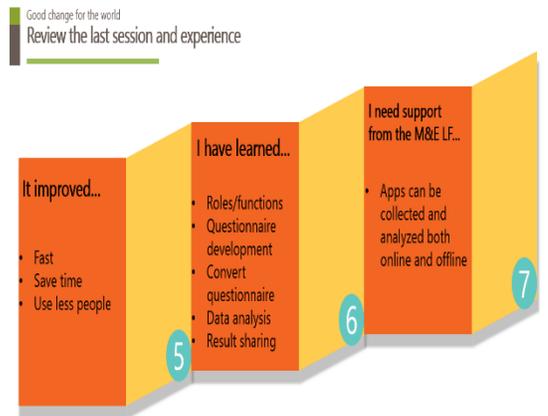


There are some advantages and disadvantages in using this form. As for advantages, I can see that it is fast and uncomplicated; it could automatically analyze and it is stored in spreadsheet that we can export it. As for disadvantages, once the data has been submitted we cannot edit it. The data that is kept may not be secure. We can't link the questions, in case when we want them to jump to other questions if they choose this or that answer. Furthermore, google form cannot be used in offline.

If you use google form, for the location information, I would highly recommend you to make the name of villages, communes, districts, provinces as multiple choices that they can select rather than let them fill in by themselves, since the way they write the names could be different, and it will be hard for us to analyze.

But all in all, I could see that it does make the work extra fast, it has saved time and used less resources. What I have learned about last lesson were the role and functions of google form, how to develop the questionnaire, how to make data analysis and how to share the result.

Lastly, for my suggestion, I would like to have this kind of forum in the next future regardless whether the app could be used online or offline. Thank you.”



### 3.4. The Presentations

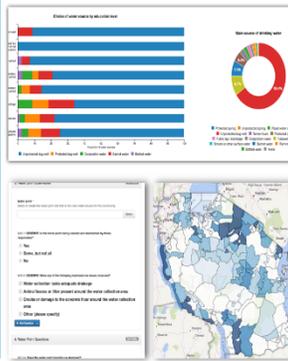
**Mr. Sun Buntha , MERL Specialist at Plan Int-Cambodia and M&E WG member:**

#### Partnerships for Sustainable Development in Cambodia

**mWater Portal Training**

**Modules:**

1. Portal overview
2. Survey design
3. Deployments
4. Cleaning and managing survey data
5. Sites – mapping and monitoring locations
6. Organizations – setting roles and permissions
7. Indicators
8. Maps, dashboards and storytelling with data



“Greeting, everyone! I know all of us as M&E Practitioners are really busy in this period due to annual report and develop new strategies, but we still come to share and learn together.

I would like to inform that this mWater tool is not that different from Google Form, KOBO or any other tools, but what I have learned is that mWater is a bit easier in case we want to skip questions in our questionnaires. And we can also

export it out in excel to work on the data.

Firstly, I will show you what mWater is. mWater is one of the tool that you can deploy or design questionnaire into the platform, and we can collect the data or update the data in our M&E work. It can also use in field data collection. This tool is created in the purpose of stopping the use of paper based method and change to use digital data collection method instead. And currently, there are over 75,000 users in the world in 180 countries. This tool was created in the purpose of collecting data in water and health field, but we can still use it in other sectors as well.

Next, let’s move to step of creating account:

**Step 1: Open the mWater Portal and click on the Sign Up Button**

**Step 2: Fill with email address, your name, username and other information. Or you can sign through your Gmail or your Facebook account. And that’s it.**

Once finished, you can also change your password in your User name -> My Account (On the top left side of the screen).

To get to the website, you can search in Google search bar as: **“mWater Portal”**. Please select the **“portal.mwater.co”**. There will be manual to guide on how to use this tool on the website.

**Step 1:** Open the mWater Portal and click the green **Signup Button**

Create an account



Section **2** Form design

- Basic Topics:
  - Creating a new form
  - Design view
  - Adding questions
  - Question types (overview)
  - Instructions
  - Sections
  - Conditions
  - Editing forms
  - Translate
  - Preview
  - Share (permissions)
- Advanced Topics:
  - Question options
  - Rosters
  - Matrix questions
  - Question groups
  - Assignments
  - Duplicating forms

To design the question, please go to **Surveys** Tap. And then click **Create New Survey**. You will be able to edit the title of survey by clicking on **Untitled Survey and** edit it.

You can click **+Add** and **Add Question** to start your questionnaire. There will be many types of questions that you can choose such as Number Questions, Dropdown Questions, Radio Button Question, Text Question,...etc. But I personally haven't used all of it yet. I have usually use Dropdown Question, Text Question, Multi-check Question, Date Question, Location Question, Image Question, Linkert Question...

Let me introduce you with Dropdown Question, supposed we are asking them about What province are you living in? You can first fill in the Question, and then create answer choices by adding answer option on "Choice" button; for example, Takeo, Kampot..etc. and you can play around with "Conditions" function with linked answer and question.

For the translation function, you can add another language as another form of the questionnaire. But I personally have not explored this part yet. As in Setting function, you can manage on giving the right on who can view data, manage data, input the data and many more. For responses function, those who allowed by the admin can check the data that has been submitted. In this function, you can export the responses as in excel and customized as you need for further use. And those with the right to edit can also edit/delete on the data. For visualization function, you can see the summary of data through charts in it but it cannot analyze with complicated data as what we wanted. For Activity function, it shows the activities of the enumerator on tracking how much data they this enumerator has collected...etc. I would like to add that mWater can be used both in computer and mobile phone. When we use computer, we need to be online when we first log in to the app. And then, we can stay offline and work on our data and submit.

Summary of roles and permissions			
Survey	Deployment	Organization	Site
(Design of a form)	(Set of responses to a form)	(Structured group of users)	(Location monitored over time)
<b>Admin</b> Can edit form design and view and edit all responses	<b>Enumerators</b> Can open the form in Surveyor App and submit responses	<b>Admin</b> Can create lower level branches and teams, add/remove users, change settings	<b>Managed By</b> User or organization that can edit or delete the site data
<b>Deploy</b> Can create new deployments	<b>Approvers</b> Can approve or reject responses		<b>Site privacy levels:</b> Protected (recommended): any user can see the basic site data and reference site in surveys Private: only the Managed By organization can view site Public: any user can view and edit the site data
<b>View</b> Can view the design of the form	<b>Managers</b> Can view, edit, or approve responses at any time	<b>Managers</b> Automatically added as managers to new deployments	
	<b>Viewer</b> Can view final approved responses	<b>Viewer</b> Automatically added as viewers to new deployments	

This is all that I could show you, for detail instruction you can go to manual that is available on the website. I would like to share this tool to you because I find it really convenient as we can use both online and offline, and it is fast just as like KOBO and Google form.”

Please see the detail of presentation below:



## 4. Questions and Answers session

Mr. Sok Neng, inform to the participants that he would facilitate the questions consolidated from the chartbox with the speaker. And he also requested to participants keep drop the question in the chartbox if they have any questions and suggestions. The questions and answers are list below:

### **Question 1: Why is it called mWater? Is it used particularly for water project?**

Answer 1: As I have mentioned earlier, since it was first created for water and health matter that is why it was named like this. But we can actually use in all context and all sectors as we need.

### **Question 2: How long can the data be stored in mWater?**

Answer 2: We can store the data as long as we want to delete it. And as far as I used it, it has not been disappeared or anything yet.

### **Question 3: Can we use the questionnaire that already designed in word/excel file and upload it? Or do we need to design the question in the app directly?**

Answer 3: I think we can upload in excel file. However, I have not done that personally yet. But it cannot be done with Microsoft Word.

### **Question 4: Can we create linking question for location such as from village to province?**

Answer 4: We can. But there will be a lot of work to be set when it needs to link until province; it depends.

### **Question 5: What is CSV? (Answer from participants)**

Answer 5: CSV is the same format in Excel, but for some program know only CSV but some Xls form. CSV files can be used with most any spreadsheet program, such as Microsoft Excel or Google Spreadsheets. They differ from other spreadsheets file types because

you can only have a single sheet in a file, they cannot save cell, column, or row. Also, you cannot save formulas in this format.

**Question 6: Can we use mWater in Khmer?**

Answer 6: We can use both in Khmer and English. And for those who have time to explore this app more, you can also switch from Khmer to English by using translation function.

**Question 7: Do you have guideline for mWater tool?**

Answer 7: You can find the manual in the app/website.

**Question 8: If we found some error in the data, can we reject and send back to Enumerator edit and verify?**

Answer 8: So far, I have not rejected any data yet. But if there is any error spotted, we will contact our enumerator for some clarification, and we will edit on the data that has been exported. And for some project, I set to allow our enumerator to edit on the data, so they can edit and re-send.

**Question 9: How to switch from English to Khmer and vice versa in mobile phone?**

Answer 9: It depends on the original question that we design whether we design in English or Khmer. And if both language versions exist, when you enter the data, you can change the language in the keyboard function; and it also depends whether the language keyboard has been installed or not too.

**Question 10: Do we have to set enumerator? What happens if we don't set the enumerator?**

Answer 10: We can set the enumerator if only the person has their user in it. In another way, we can send through link, and they can fill in through the link instead.

**Question 11: Can the translation be accurate?**

Answer 11: I supposed it is just like how we use google translation; hence, the accuracy may not be perfect.

**Question 12: Does mWater have skip code?**

Answer 12: We can skip by using conditions such as in location questions. We can put condition in question level and in section level.

**Question 13: How can we send link to our participants?**

Answer 13: I never send them in link. But I think the link can be sent through email or any channel that they could reach and open it.

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**Question 14: Can we use excel form to create questionnaires in mWater? Can we link data automatically to excel like in KOBO?**

Answer 14: We can upload excel in the app. But I am not sure whether we can link automatically like in KOBO. But I am sure that we can export from the mWater and work on it instead.

**Question 15: How much storage can we store in mWater?**

Answer 15: Sorry, I am not quite sure on this. I suggest we can read more in manual. But so far, I could create up to 100 questions and it works just fine.

**Question 16: Can we remove enumerator from enumerator list?**

Answer 16: We can add and delete them.

**Question 17: Besides showing graphs, does it help analyze on summary narrative description?**

Answer 17: No, it can be used only with easy data. There are a number of formulas to be explored. But I would rather use in excel instead.

**Question 18: For mWater and KOBO, which one is easier?**

Answer 18: I have never used KOBO before, so obviously mWater is easier for me.

**Question 19: Is it used only for survey?**

Answer 19: We can use it to monitor or track progress with monthly, annually...etc. Like my experience in sanitation work, I track the progress of my project too in this app.

**Question 20: Is mWater free? How secure is it?**

Answer 20: It is free. For the security, it is not as good as the licensed one, obviously. I think it is secure or not it depends on who we trust to be the enumerator.

**Question 21: Can we use mWater tool both online and offline?**

Answer 21: Yes, we can use both online and offline. We need to have access to internet only for logging in at first.

**Question 22: How to set multiple answer question in mWater tool?**

Answer 22: Yes, we can set the type of questionnaire in the app by choosing multi-checked question.

## 5. Closing Remark

**Mr. Khim Narith, M&E Learning Specialist ACILS and M&E WG members**

“Thank you for your participation in today’s learning forum as I know everyone is pretty busy with their own schedule. We know that M&E is really important especially for CSOs like us in monitoring our activities. I would like to say thank you to our guest speaker who has shared his experience on mWater tool to us. It could help us in our work, and it is also not much different from other tools that we have learned such as KOBO. It does not matter on which tool we use, but as one of the M&E practitioners, I would like to encourage all the practitioners to use the tool that we are most familiar of. If you think that mWater is best suit with your work, you can explore and learn more by yourself. If you are interested in KOBO, we will find a resource person who is good in using KOBO to share the experience in using it. So in the end, it still depends on us to select which tool to use in our work by not swaying around and using too many tool in our work that may lead to confusion. Again, thank you for participating in today’s forum, and I hope today’s lesson has helped you with your work. And I wish you all the best.”

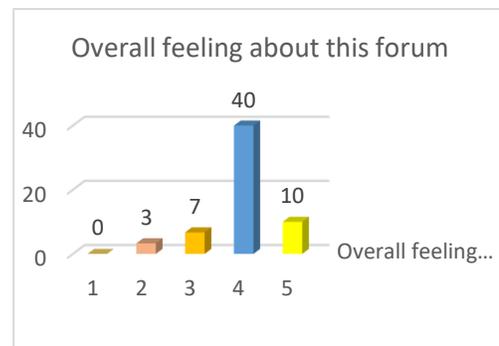
## 6. Feedback Survey Result

### 6.1. Feedback Survey Result

After the Monitoring and Evaluation virtual learning forum, Mr. Sok Neng, Learning Specialist, requested the participants to provide feedback on the Learning Forum through Google Form. Below is the result of feedback survey which were 30 responses who provided the feedback among 73 participants attended the virtual learning forum.

### 6.2. Overall Learning Forum

Based on the graphic showed that the participants wer satisfied to the learning forum because they provided rating 40% at the scale 4<sup>th</sup> and 10% at 5<sup>th</sup>. But, a few participants are not satisfied with the event which are 3% provided at scale 2<sup>nd</sup>.



The topic covered were relevant to me was provided 50% and 30% at the scaling 4<sup>th</sup> and 5<sup>th</sup> and the content was organized and easy to follow 40% and 3% as the higher and highest rating scale, but 20% provided at the scale 2<sup>nd</sup> which was indicated that the content should be improve for the next M&E learning forum. The speaker/facilitator was knowledgeable about the forum topics is 43%, 33% and 3% at the scale 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup>, it showed that they satisfied. Understand clearly on how to use Google Meet for learning forum 47%, 33% and 17% at scale

3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup>; it reflected that the participant know how to use Google Meet and the ground roles of the virtual platform. Please see the table below:

How do you feel about the statement below? Rating Scale from 1 to 5. 1=Very Unsatisfied, 5=Very Satisfied	1	2	3	4	5	Total	Average
	%	%	%	%	%	%	
1. Questions and interaction were encouraged through Chart Box.	3	0	20	57	20	100	4
2. The topic covered were relevant to me.	7	0	13	50	30	100	4
3. The content was organized and easy to follow.	0	20	30	47	3	100	3
4. The materials distributed were helpful	0	10	33	50	7	100	4
5. The speaker/facilitator was knowledgeable about the forum topics	3	17	43	33	3	100	3
6. The speaker/facilitator was well prepared.	3	17	37	33	10	100	3
7. The forum objectives were met	0	7	43	33	17	100	4
8. The time allocated for the forum was sufficient	0	10	37	40	13	100	4
9. Understand clearly on how to use Google Meet for learning forum.	0	3	47	33	17	100	4
Total Average							32

## 7. Annex

### 1. Detail Agenda

Time	Key Contents	Resource persons
09:00-09:30	Online registration to join the learning forum	<ul style="list-style-type: none"> <li>CCC Team</li> </ul>
09:30-09:40	Introduction objectives of learning forum, Group Rule setting and general announcements	<b>Mr. Sok Neng</b> Learning Specialist, CCC
09:40-09:50	Welcome and Opening Remarks	<b>Ms. El Sotheary</b> Head of Program, CCC
9:50-10:10	Session 1: Review last session and sharing experience	<b>Mr. Ros Sokun</b> Continuing Learning Org <b>Mr. Chhem Phors</b> Good Neighbor Cambodia
10:10-11:15	<b>Session 2: Presentation</b> <ul style="list-style-type: none"> <li>- Introduction to mWater tool</li> <li>- How to Use mWater tool</li> </ul>	<b>Speaker:</b> <b>Mr. Sun Buntha</b>

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11:15-11:50	<b>Session 3: Discussion</b> - Questions and Answers	MERL Specialist, Plan Int-Cambodia and M&E WG member
11:50-12:00	<b>Closing remark</b>	<b>Mr. Khim Narith</b> M&E Learning Specialist ACILS and M&E WG members

**Note:** CCC reserves the rights to change the agenda based on the availability of the speakers and time constraints.

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**Partnerships for Sustainable Development in Cambodia**

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