

# Expert Panel Evaluation 2010

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April 2010

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## Expert Panel Evaluation 2010

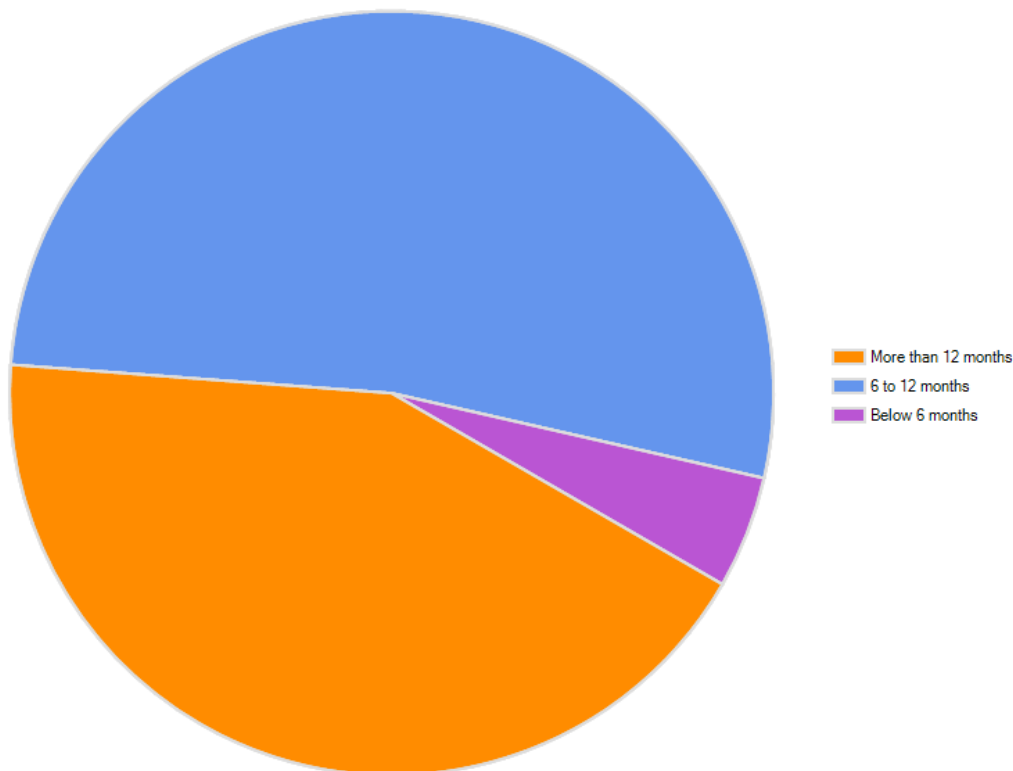
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In February 2010, AAI conducted our yearly online based evaluation with the AIDS Accountability Expert Panel. This year, twenty-one members had completed the survey by the deadline date. The purpose of the evaluation is to collect feedback on the strengths and weaknesses of the consultation process in 2009 and map members' interest in AAI's different ratings. Based on the evaluation findings we will plan for how to further improve our activities with the Expert Panel.

### Evaluation Summary

This summary outlines the evaluation results, comments from individual members and suggested AAI action points for each area. Survey participants could choose to be anonymous. In order to better understand individual comments, they were however required to state how long they had been members of the Panel.

Question 2. How long have you been a member of the AIDS Accountability Expert Panel?

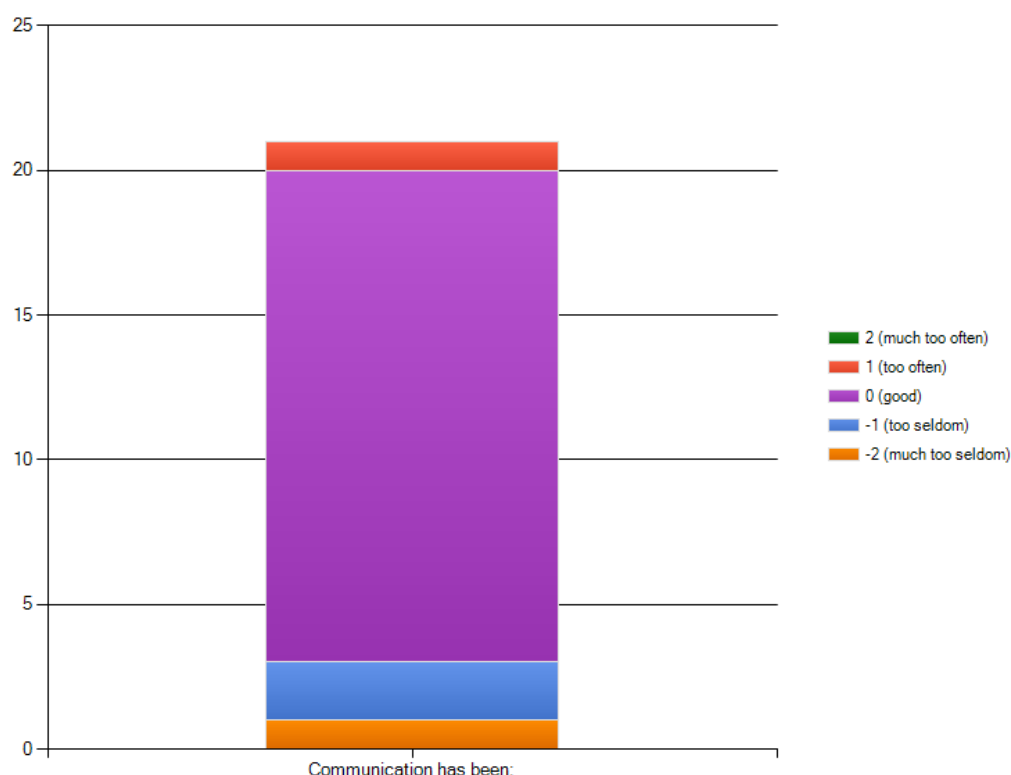


Nine participants had been part of the Expert Panel for more than 12 months, and 11 members between 6 and 12 months. One member joined the Expert Panel less than 6 months ago.

Question 3. During 2009, how did you experience the communication from AAI about our rating initiatives, in terms of frequency?

Background: During 2009 the Expert Panel received the following information by email:

- 1<sup>st</sup> quarter:
  - o Evaluation Request
  - o Evaluation Summary with information on 2009 consultations
  - o Newsletter
- 2<sup>nd</sup> quarter:
  - o Gender Consultation Request
  - o Verification Consultation Request
  - o Gender Consultation Summary
  - o Newsletter
- 3<sup>rd</sup> quarter:
  - o Gender Consultation II Request
  - o Newsletter
- 4<sup>th</sup> quarter:
  - o Verification Consultation Request
  - o Business Consultation Request
  - o Letter from Rodrigo re Women Scorecard
  - o Newsletter



The majority, 17 members, experienced the communication frequency from AAI to be good. One member felt the communication was too frequent, whilst 2 members felt it was too seldom. One Panel member felt the communication has been much too seldom.

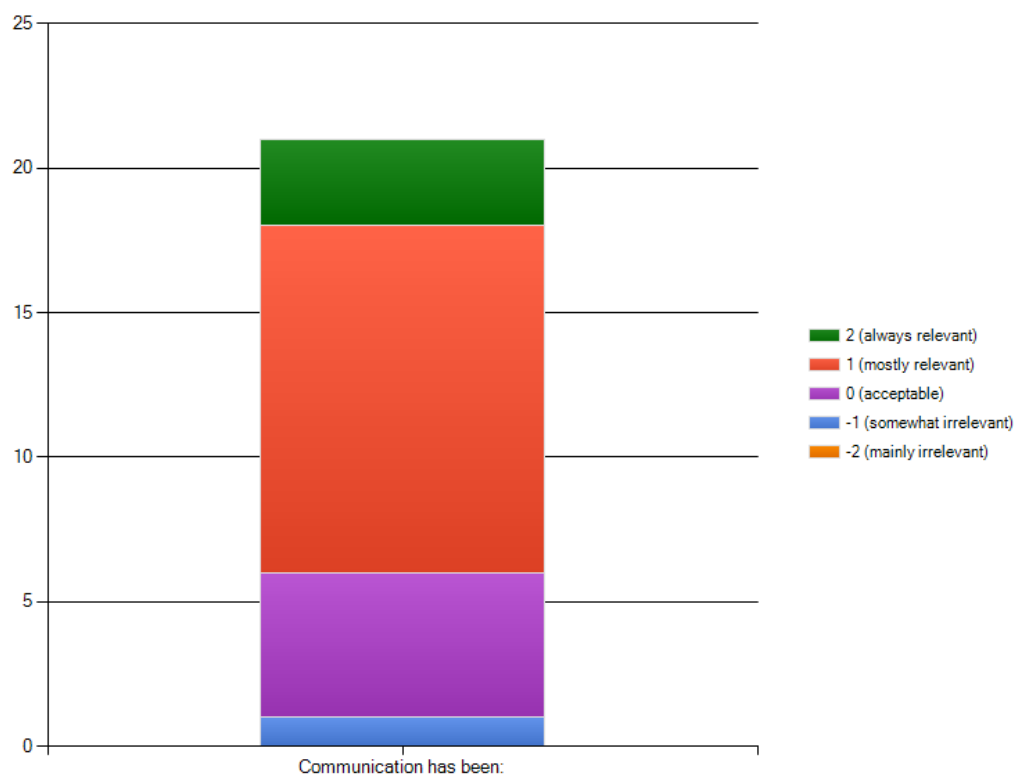
*Comments:*

- *I would recommend that regular monthly updates on the work of the AAI be sent to all members in order for us to be current on the priorities for and progress of the work begin done.*
- *In order to keep better up-to-date with AAI's rating activities and be more 'in the picture' as to what is currently going on, it would be great to receive a more frequent update by email. It doesn't have to be long and only needs to give a brief status update on the rating initiatives.*
- *The communication has not been overwhelming, it has been organised and targeted*
- *Communication has apparently been limited only to important activities and emails are not that frequent. The fact that they are infrequent makes me more likely to pay attention when I receive one.*
- *Not frequent enough and when it was coming, too much all at once*
- *The communication from AAI referred exactly to particular activities. It is good*
- *For me, the communication has been linked to feedback from me which I think is fine. Also, the status updates have also happened which is also good*

**Action:**

In 2010, we will be sending at least one email per month to Expert Panel members.

Question 4. During 2009, how did you experience the communication from AAI about our rating initiatives, in terms of relevance?



Twelve Panel members found the communication regarding our rating initiatives mostly relevant, 3 always relevant, and 5 rated the relevance as acceptable. One member experienced the communication from AAI regarding our rating initiatives as only somewhat relevant.

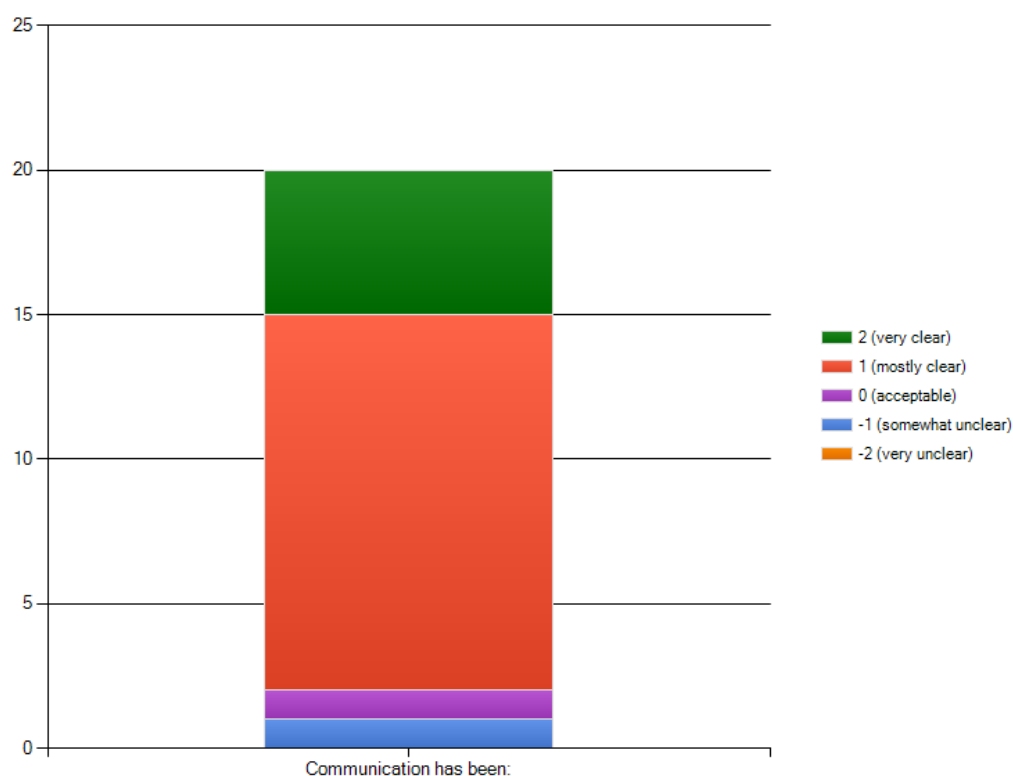
**Comments:**

- *Not easy to keep track where everything is going*
- *Co comments, it was indeed relevant*
- *This too I find fine*

**Action:**

We will provide a time plan for each rating or other research product that we ask the Panel to comment on.

Question 5. During 2009, how did you experience the communication from AAI about our rating initiatives, in terms of clarity?



Thirteen Panel members experienced AAI communication about our rating initiatives to be mostly clear, 2 very clear and 1 experienced the clarity of communication as acceptable. One member found AAI communication about our rating initiatives to be unclear.

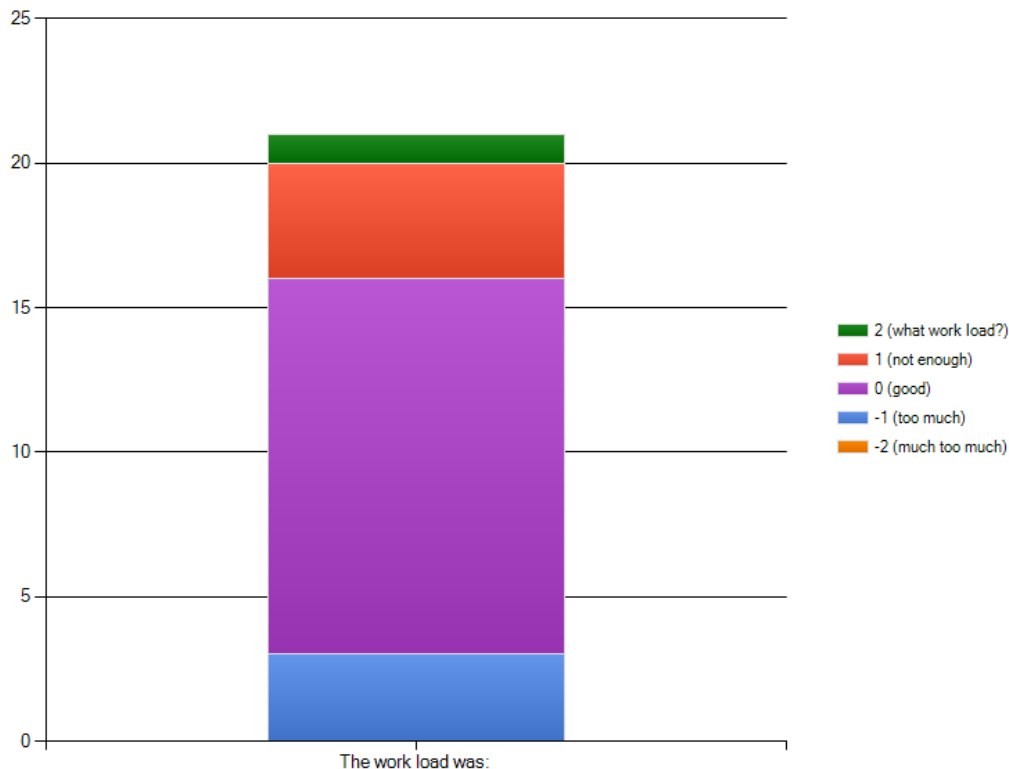
**Comments:**

- *As noted in a previous comment, I don't feel that the communications on the AAI process have been frequent enough. As such I don't feel informed about the work being done. While the communications have been clear (when provided), I'm not as clear about the overall priorities and current progress on the various initiatives.*
- *In terms of both relevance and clarity, it would have been useful to get a sense of the big picture. Sometimes engagement seemed too fragmented.*
- *Not always very clear*
- *The communication was very clear with exact tasks, methodology, deadlines etc.*

**Action:**

In May, 2010 we will make the overall strategy of AAI available for the Expert Panel on AAI's website.

Question 6. What was your experience of the workload as a member of the Panel?



The majority, 13 members, felt the workload was good, whilst 3 thought the workload was too much. Four members felt the workload was not enough, whilst 1 member indicated there was very little workload.

**Comments:**

- *I could spend more time working on AAI projects if that would be helpful to the process. I don't feel that I've really contributed at all to the work being done over the past year.*
- *The work load was fine and could even be a bit more if needed, if it truly helps to make a positive difference to AAI's work. It might be an idea to ask for feedback on small areas on a more frequent basis to provide constant feedback into the research and rating processes rather than to finish developing a system/tool. Waiting until the 'final product' is finished risks having to go back to the drawing board in a much more comprehensive way after receiving feedback to incorporate this feedback. In comparison my belief is that continuous, manageable feedback yields more efficient and better results.*
- *I consider that the work load is considerable if the issue under discussion is not totally in the field of my specific expertise because it will need updating of information which I do not use in my everyday work. As far as in 2009 there were not issues falling within my recent engagements, I was reluctant to provide contribution.*
- *I suppose it was not enough for me. I prefer to have more load.*
- *for me the workload has been fine for my present level of personal work. I would like to see my involvement increase after June when I am done with my masters.*

**Action:**

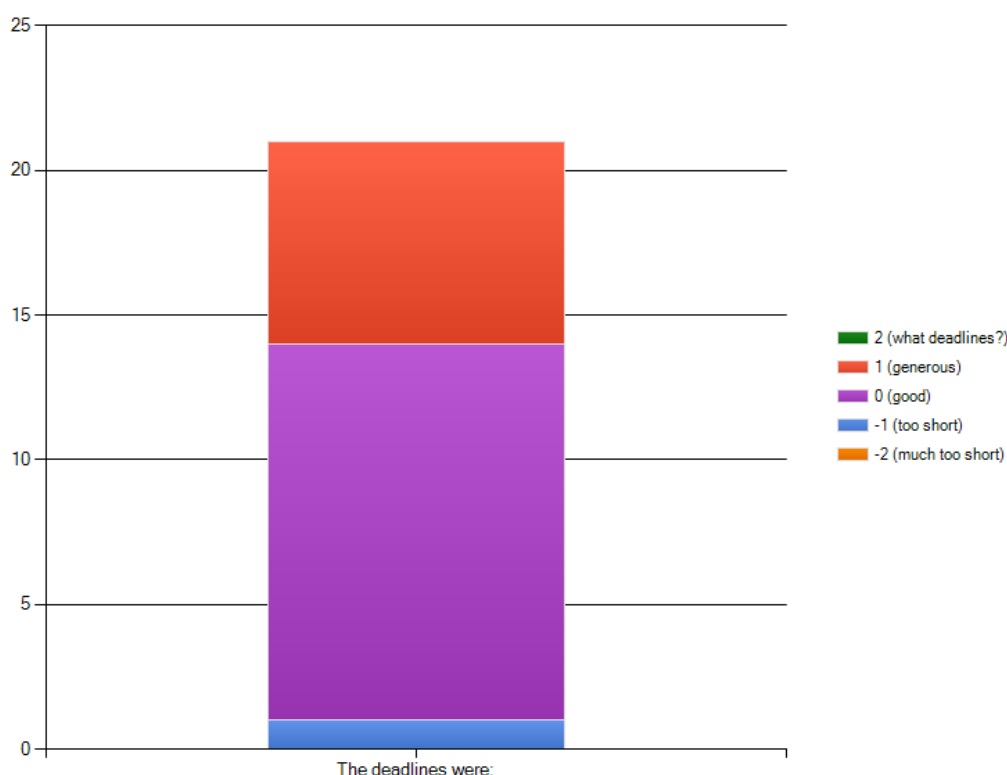
We will increase the number of consultations in 2010 to more than the five we did last year.

We will also increase the number of topics being covered to at least five; Sexual Diversity, the Business Ranking, UNAIDS Country Monitoring, the Country Scorecard 2011 and Youth. Additional topics may be included during the year.

### Question 7. What was your experience of the deadlines as a member of the Panel?

Background: In 2009, each consultation lasted two weeks. The following two models were applied:

- Panel members got a notification email one to two weeks in advance of the survey with a request to conduct the survey. Those who agreed to do the survey got the material. One week into a consultation, members got a reminder email.
- Instead of a notification/request email all members got the survey material emailed along with a request to participate.



Thirteen Panel members experienced the deadlines to be good, and 7 as generous. Only 1 member felt the deadlines were too short.

#### Comments:

- *Sometime deadline was conflict with other priority tasks.*
- *It was very good to have reminders on time.*
- *It is very much appreciated to have notice of an upcoming request for support as well as a deadline that allows a couple of weeks to do the work. Good system!*
- *I tried to conduct the stated deadlines. However, due to problems with high speed Internet in Armenia, sometimes it was difficult to respond within the deadlines.*
- *No problem at all. we were given a fair amount of time to respond*

### Action:

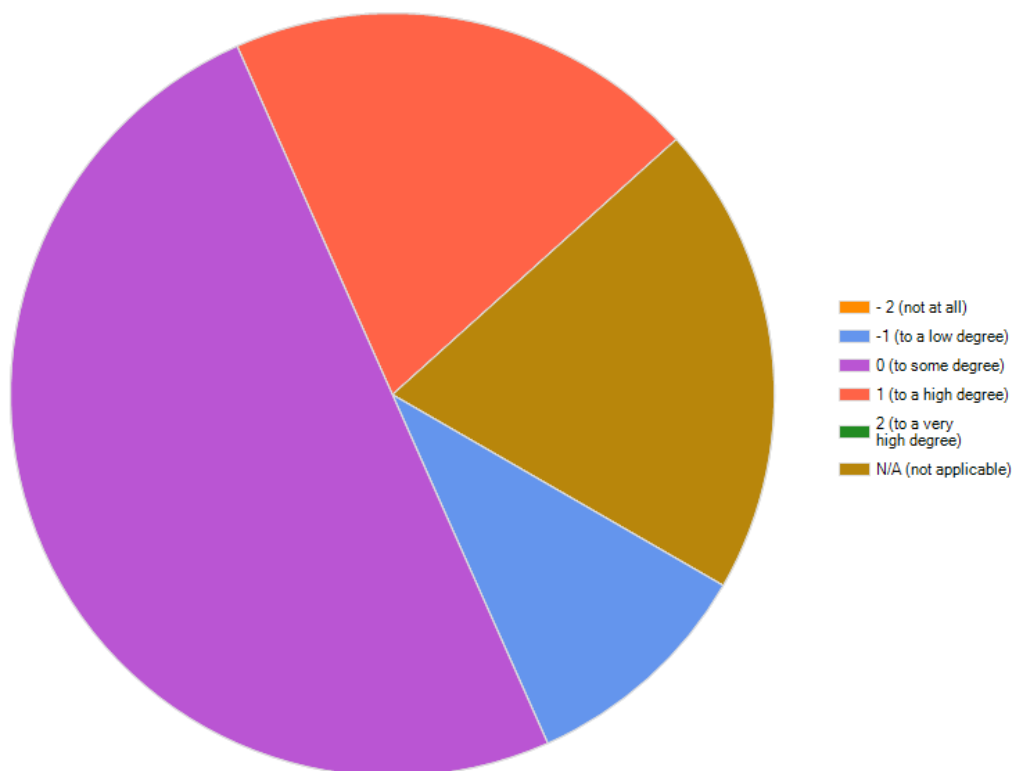
We will send notification emails one to two weeks ahead of each survey.

We will also look into possibilities for sending out sms-requests and reminders.

Question 8. To what extent did you feel your comments were taken into account by AAI in the development of the 2009 Scorecard on Women?

In 2009 the Panel feedback on the Scorecard on Women was presented in two ways:

- In a summary doc (the first round)
- Integrated in the updated proposals and a final letter (the second and final round)



Ten members felt their comments were taken into account by AAI in the development of the 2009 Scorecard on Women to some degree, whilst 4 members felt their comments were considered to a high degree. Two members felt their comments were only taken into account to a low degree, and 4 members found this question to be not applicable.

### Advise on improvements:

- *In my own opinion it too short time to evaluate this.*
- *There should be some feedback and rationale how/why my comments were not considered.*
- *It is not possible to reply to everyone. May be to submit a summary of discussions and the decision process. Pros and contras, why those or those decisions were taken.*
- *It would better to have some more communication if AAI sees it fit. As noted above, it did seem that communication was sometimes fragmented. While I am sure there was every effort made to have adequate consultation it didn't feel like one was working in a collective*

*towards common objectives. More effort can be put in creating a sense of a dialogue as opposed to members only submitting answers to a survey/questionnaire.*

- *Actually I did not hear from AAI about my comments. Hope this will be improved through effective communication. If someone like me commit himself/herself and sacrifice very scarce time in reading and commenting on the issue, AAI has to say something after receiving comments. I did not hear anything so far. Hence, strongly suggest there is a need for feedback on the comments.*
- *It's hard to tell how much influence my comments had as I don't think they were so terribly different from comments provided by others. However I was perfectly satisfied with the outcomes of the Scorecard so I have to assume my comments were taken into account!*

#### **Action:**

For each consultation we will develop a special document stating how the Expert Panel's feedback has been taken into account. We will also present the consultation results on AAI's website, on the Expert Panel page where Panel members can leave comments and interact with other members and AAI staff.

Question 9. Do you have any more general suggestions for how the consultation process can be improved?

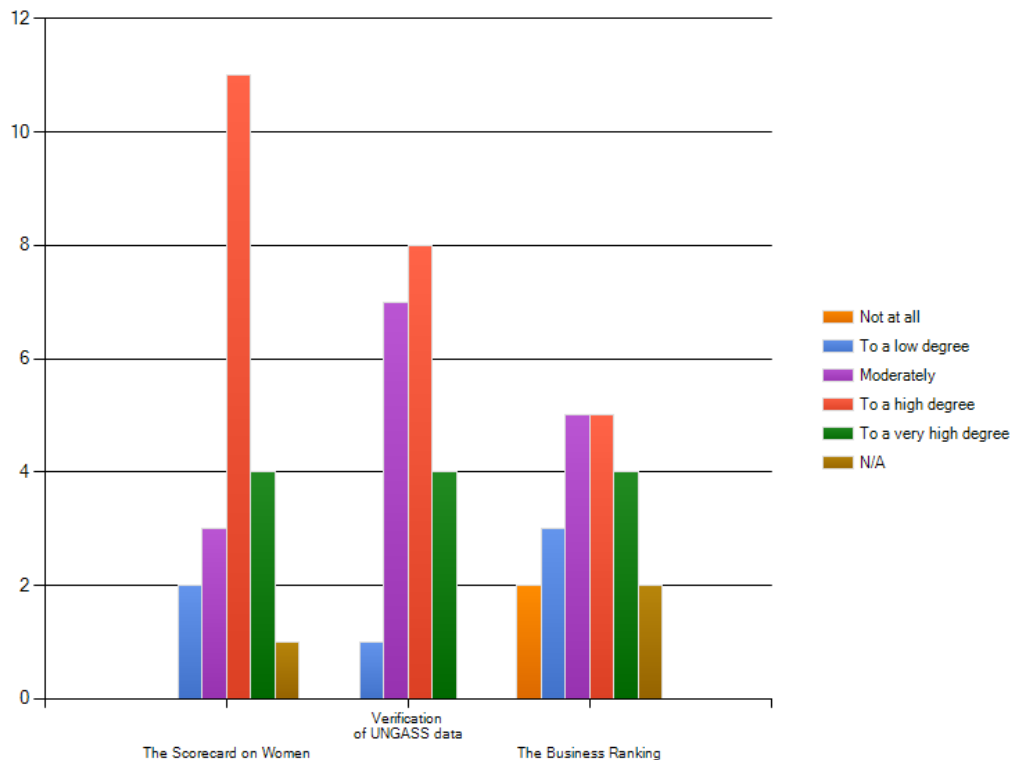
#### **Comments:**

- *Inclusion of more women, mix of expertise from academicians (researchers), consultants, donors, private and civil service institutions, NGOs and media. Plan for validation or related conferences/meetings of the results of such businesses..*
- *It is ok. more feedback on the decision process not only results. if no feedback on the process, the interest to be involved goes down.*
- *It might be better to institute a dialogue between panel members and AAI, and amongst panel members themselves. Though, this may not suit people who might think that takes up too much time. Will be good to have some communication amongst panel members. While it is more manageable for AAI to have isolated conversations with each panel member, for a more fulfilling engagement it might be useful to think of making the sphere of conversation and dialogue larger.*
- *I would like to suggest to receive in the beginning of the year an indicative agenda with all issues that will be discussed during the year in order to make a better choice for participation in specific discussions.*
- *I think one meeting of all panelists will be useful.*

#### **Action:**

See previous question. Also AAI is working with inviting more members in the Panel with the goal to achieve better geographical, gender and age balance.

#### Question 10. How would you rate your own interest in AAI's work during 2009?



The highest interest by the Panel members is in the Scorecard on Women, where 11 members indicated that had a high degree of interest, and 4 members a very high interest. Three members had a moderate interest, whilst 2 had a low degree of interest in the Scorecard on Women.

Panel members also expressed a strong interest in verification of UNGASS data, with 11 indicating they had a high degree and a further 4 a very high interest in this work. Seven members had only a moderate interest in this work, whilst 2 members indicated having a low degree of interest.

The responses relating to the Business Ranking were more spread, with 5 members indicating they had a high degree and 4 a very high degree of interest. Five members had a moderate interest in the Business ranking, whilst 3 had a low degree of interest, and 2 had no interest at all. A further 2 members felt the initiative was not applicable to them.

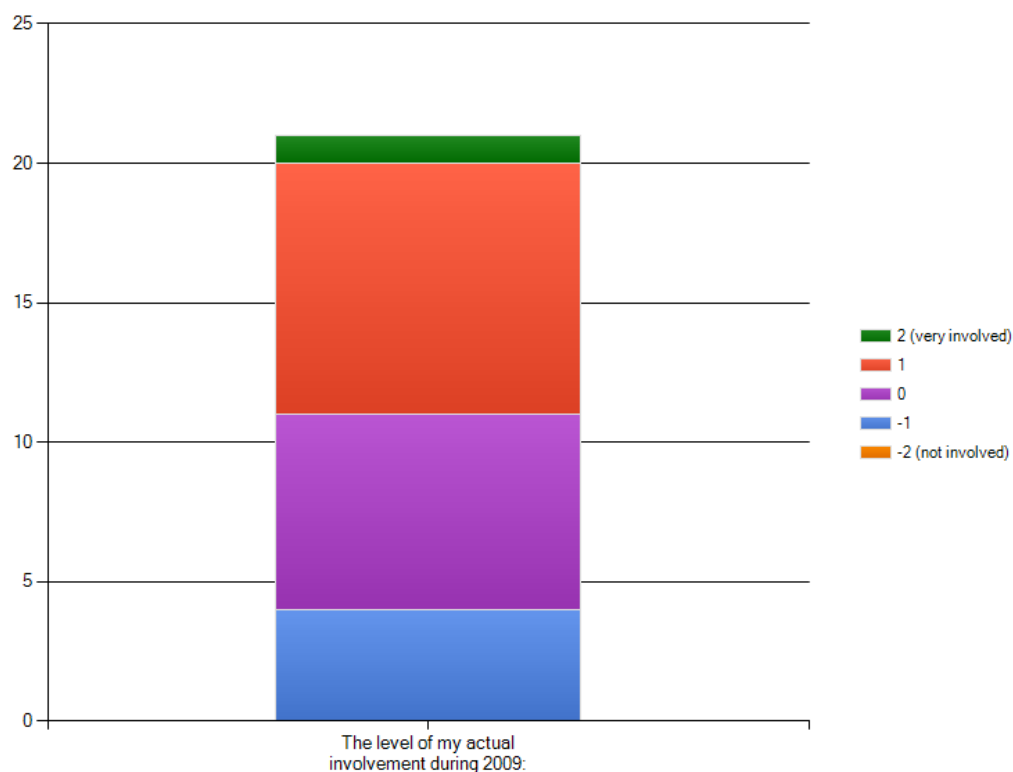
#### Comments:

- *I have limited expertise to be supportive in the second two of these areas.*
- *Since my area of work is in Corporate community involvement and NGO development and sustainability, all this 3 topics interest me with the Business ranking of most interest.*

#### Action:

We will increase the number of consultation topics in 2010. The UNAIDS Country Monitoring consultation will include issues that were raised in last year's survey on verification of UNGASS data.

Question 11. How would you rate your actual involvement in terms of the time and energy you spent on giving AAI feedback and other communication during 2009?



Seven Panel members felt they had a moderate level of involvement in terms of time and energy on giving AAI feedback and other communication in 2009, 9 members responded as having a higher level of involvement, and 1 member felt very involved. Four members felt they had less than moderate involvement in terms of time and energy they spent on giving AAI feedback and other communication during 2009.

#### Comments:

- *I spent as much time as I could and was warranted on each process but I feel it was an appropriate and relevant amount of time.*
- *I gave feedback to all I was asked to give feedback and look forward being involved in a larger capacity for the coming year*

#### Action:

We hope that this year's improvements in terms of more frequent and efficient communication and a wider variety of topics covered in Panel consultations will allow for a higher level of participation by Expert Panel members.