



DATA COLLECTION, MEASUREMENT AND EVALUATION IN THE COVID-19 ENVIRONMENT

A resource document

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May 2020

The COVID-19 (coronavirus) pandemic has significantly impacted the way that professionals work in the community services sector and beyond. Many workers and organisations have postponed face-to-face programs and/or have moved to an online environment to work and deliver services. This impacts the way they interact with clients, and as a consequence the way they will or won't be collecting data and measuring their outcomes/impact during and after this period.

At WESTIR Limited, we appreciate that collecting data and measuring outcomes/impact may be far from the minds of many professionals and organisations at the moment. But we are committed to keeping the discussion going on this topic.

Below is an overview of useful resources that we have encountered during the COVID-19 crisis so far. This is by no means exhaustive, but the links may assist you as you collect data, research, evaluate or measure outcomes/impact during this time.

International resources

[Adapting evaluations to the COVID-19 pandemic](#)

The *Evaluation Office of the United Nations Population Fund (UNFPA)* has developed guiding principles for adapting evaluations during the pandemic through a short video and document.

[Evaluation during crisis – COVID-19](#)

A video and infographic through the *Independent Evaluation Office of the United Nations Development Programme (UNDP)* shares a five step plan on how to evaluate effectively throughout the crisis: rethink evaluation plans and teams, evaluate the impact of COVID-19, collect data remotely, engage stakeholders virtually, share evaluations globally, and connect with evaluation networks.





[Adapting evaluation designs in times of COVID-19 \(coronavirus\): four questions to guide decisions](#)

The *World Bank Group* has created a decision tree to help evaluators make choices about evaluation design during the COVID-19 pandemic.

[Evaluating under fire: Managing impact during coronavirus](#)

A blog by UK-based organisation called the *National Council for Voluntary Organisations* (NCVO), which supports the voluntary sector in England, provides an overview of how organisations can use evaluation for decision-making, adapting data collection approaches, and how to evaluate new ways of working during the COVID-19 crisis.

[Impact support during COVID-19](#)

A free resource page by UK-based *Inspire Impact*, provides resources and online events to support you with evaluation during the COVID-19 crisis, some practical resources on how to collect and manage high-quality routine data, using social media to evaluate activities, and template forms to gather evidence.

[Rewiring How We Measure Impact in a Post-COVID-19 World](#)

A short opinion piece by *The Rockefeller Foundation* on how social research and evaluation may look in a post-COVID world and how we may have to change the way we work.

[Australian resources](#)

[SocialSuite COVID-19 Social Impact Assessment Tool](#)

SocialSuite has created a free social impact assessment survey that can be used by organisations to measure the impacts of COVID-19 on their client base. It tracks social impact over six domains: resilience, loneliness and social isolation, anxiety and fear around mortality, employment and income, access to basic needs and services, and sense of community and safety.





[Better Evaluation COVID-19 blog series](#)

Better Evaluation has started a blog series on adapting evaluation in time of COVID-19. The first blog (Part 1: Manage evaluations) is available through the link above.

[Doing Fieldwork in a Pandemic](#)

Deborah Lupton from NSW has initiated a crowdsourced document which provides a space for people to share methods for doing fieldwork in a pandemic. The document is now closed but has ideas for avoiding in-person interactions by using mediated forms that will achieve similar ends.

[UTS Social Impact Measurement Toolbox](#)

Two free online courses for not for profit organisations to gain a better understanding on how to better measure the social impact of their work. The courses are also supported by the [Social Impact Toolbox](#) website that helps organisations build their own theory of change, logic models and evaluation frameworks.

National and regional networks

There are also national and regional networks that you can connect with to get support around evaluation and impact measurement. They are sharing tips, tricks and resources to help professionals during the COVID-19 crisis. WESTIR Limited actively participates in activities through the [Australian Evaluation Society \(AES\)](#) and the [Social Impact Measurement Network of Australia \(SIMNA\)](#) and will provide updates on these activities as they occur.

