

DSW ADOPTION MONITORING FIELD PROTOCOL

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List of Abbreviations

CHW:	Community Health Worker
DSW:	Dispensers for Safe Water
FCR:	Free Chlorine Residual
FOT:	Field Operations Team
FO:	Field Officer
HH:	Household
ID:	Identification
KPI:	Key Performance Indicator
M&E:	Monitoring and Evaluation
MLE:	Monitoring Learning and Evaluation
DA:	Data analysis
PDM:	Program Data Management
SOP:	Standard Operating Procedure
TCR:	Total Chlorine Residual
USD:	United States Dollar
ILC:	In line chlorination
AM:	Adoption monitoring

1. Introduction

Dispensers for Safe Water (DSW) is a program implemented by Evidence Action in rural remote regions of Kenya, Uganda and Malawi. DSW installs chlorine dispensers next to commonly used water sources, enabling people to treat their water using a safe and pre-measured dose of chlorine. The chlorine stays active for 2-3 days, ensuring water doesn't get re-contaminated even when stored at home. Before installing a dispenser, DSW engages with communities to secure their buy-in. The communities appoint their own "dispenser promoter" who is a trusted individual who trains and encourages locals to use the dispenser, he/she also refills the dispenser and communicates to the program when the dispenser repairs are needed. The program has installed over 52,984 dispensers; 18,804 in Kenya, 16,233 in Malawi and 17,947 in Uganda. The dispenser numbers in Uganda and Malawi significantly increased following the 2022-2023 program expansion that resulted in the installation of an additional 12,000 dispensers in each of the two countries.

Adoption monitoring (AM) of the Safe Water Now programs is a crucial aspect of the program's MLE plan. AM is the routine performance monitoring of the SWN programs and collects key performance indicators (KPIs) such as chlorine adoption and device functionality rates from a representative sample of the devices throughout the year. Functionality indicators confirm that the outputs reported are reliable and adoption indicators serve to measure program performance toward desired outcomes (and serve as inputs into the cost-effectiveness (CE) models that provide estimates of program impact). AM sample sizes, tools, and frequency for DSW are crucial aspects of the AM design and dictate the level at which results can be reported as well as frequency of program feedback. Effective January 2023, the timelines for adoption monitoring were adjusted from bi-monthly to quarterly. Refer annex 2 the adoption monitoring [design note](#) for more details on the rationale for the AM redesign.

This document will act as a guide and will contain a set of best practices for the **Field Operations Team** regarding the procedures and processes to be followed when conducting adoption monitoring for both DSW program.

2. Teams and Roles

MLE Strategy Safe Water lead: Guides on the MLE-SWN scope of work in addition to providing budget, strategic and technical oversight of monitoring and evaluation activities. Develop and update monitoring frameworks, key performance indicators, survey questionnaires and identify right fit monitoring, research and evaluation methodology and sampling approaches.

Associate director MLE Delivery: Works closely with the MLE strategy and Delivery teams to provide budget, strategic and technical oversight of monitoring and evaluation activities.

Manager Field Operations, MLE: Recruits, trains, organizes, and oversees data collection teams, develops systems and M&E best practices for field teams and ensures adherence to budget availability.

Analysis team: Support in water point randomization, conduct timely and insightful analysis to track program KPIs and support program improvements. The team is responsible for analysing back-check data, conducting deeper analysis on the existing monitoring data to generate any trends on key performance indicators.

Quality assurance and quality control team: Support in development and implementation of systems and protocols for quality data and analysis including frequent data checks on consistent implementation as well lead in survey testing. The team keeps constant communication with different teams to ensure any data quality concern is escalated as soon as it arises. The team also works closely with the analysis team to ensure that timelines for bi-weekly rapid analysis and back checks are adhered to.

Programming and Data Management (PDM): The team is responsible for the programming of all the paper surveys and making any edits on electronic surveys as needed. They are also responsible for cleaning the adoption monitoring data upon completion of every monitoring round. They also manage both current and historical dispenser databases, compile and share performance reports for M&E Field Officers (FOs).

Senior Associates and Associates, Field Operations, MLE: They support with recruitment, training, organizing, and overseeing data collection activities, coordinating data management, preparing activity plans and budget and conduct quality control checks for data collectors. They conduct backcheck surveys and

offer infield support supervision to the MLE Officers. The Associates are the direct supervisors of the MLE Officers

Officers, Field Operations, MLE: They collect quality data from randomized households, submit it for cleaning and analysis, and later disseminate the results to the program teams. They also supervise short term staff posted in their designated offices in addition to managing any hard copy means of verification documents.

Short term staff (Casuals): They support in collecting monitoring and evaluation data in offices with higher number of water points, support with M&E work when M&E FOs have been assigned other duties or when away on leave.

Data Learning team: Facilitate internal MLE dissemination of results, develop digestible dashboards, donor reports and internal MLE reports and present MLE reports to programs.

Refer to annex 2: [organogram](#) MLE delivery organogram for more information on MLE teams and responsibilities.

3. Sampling Methodology

Samples of DSW water points will be selected at the **County/District** level using [Cochrane's Formula for Sample Sizes](#), with results reported at a 90% CL and 5% MoE annually, equalling roughly a 80-85% CL and 10% MoE per quarterly monitoring period.

4. Randomization Process

4.1 Generation of Randomised Waterpoints List

Every quarter, the analysis team shares the randomised list of water points for the three countries in MS Excel with the manager field operations team. The FO manager scrutinizes the randomised list before sharing with the FOT Senior associates and associates for further scrutiny before sharing with the respective field officers. The lists are then saved on a box file under the **planning, tracking and logistics** folder.

4.2 Generation of Random Order Numbers

Once every year, the analysis team generates and shares the random order numbers and shares as an Excel workbook with the Manager FOT. The FOT Associates transfer the information on the random order number to the MS Word random order forms. The order forms are then saved on a box file under the **planning, tracking and logistics** folder. At the start of every monitoring period, FOT Associates share the order forms with the MLE FOs.

Fig 1. Sample order list for 10 households

order_id	waterpoint_name	waterpoint_id	household_name	household_id	random_number	Random_Order_10	household_interviewed
1					0.4675712	4	
2					0.7147565	8	
3					0.6580603	5	
4					0.3919285	3	
5					0.6782393	7	
6					0.0270403	1	
7					0.6600981	6	

8					0.0393229	2	
9					0.8166911	10	
10					0.7863531	9	

Fig 2. Sample order form (10 Households)

Order for surveys	Household Name	Household ID	Target Respondent (Fill on the name)	Random Order Survey										Surveyed? (Circle one)	If No, reason not surveyed (# corresponding to reason above)
				10	20	30	40	50	60	70	80	90	100		
1														Yes / No	
2														Yes / No	
3														Yes / No	
4														Yes / No	
5														Yes / No	
6														Yes / No	
7														Yes / No	
8														Yes / No	
9														Yes / No	
10														Yes / No	

4.3 Infield Randomization

During adoption monitoring, one of the requirements is to administer community surveys to randomly selected households at a water point. The list of households is collected on the same day. This list is provided by the promoter or assistant since they are the ones who have a better understanding of water point users. A third party is invited to assist the promoter/assistant in listing all users and ensure none is left out. In case the village elder or CHW/HSA is available at the time of the visit, they can also be requested to assist the promoter/assistant in listing all users to ensure everyone is captured.

In cases where the promoter or the assistant is not available, the person who stays close to the water point or any other water point user who can give the required information is used. To avoid the bias that might arise from the promoter/person who lives closer to the water point by creating a systematically ordered arrangement of households (i.e. their friends and relatives being listed first), an in-field randomization will be conducted to ensure that a random sample of houses is surveyed.

➤ An infield randomization follows the following steps:

- First a random order is generated in excel that can accommodate either 10, 20, 30, 40, 50, up to 100 households. The need for multiple lists comes from the fact that in a water point with only 9 households, it would be difficult to follow a randomly ordered set of 100 numbers. Make sure that you have a blank copy of the infield randomization form for each water point visited.
- Fill the first section of the form with water point details
- Ask the promoter/person that lives closer to the water point **the number of households** that use the water source.
- After getting the overall number of users from the respondent, request them to give you the names of the household heads as you list in column two of the random order form. With the number of users listed, determine which random order list to use to select the households to survey. For example, for water points with 9, 17, 42, and 68 users, use the random orders on the columns with 10hh, 20hh, 50 and 70 hh respectively. Put a check mark (V) at the top of the

column with the applicable order number. This will enable the associates to confirm whether the correct random order was used during back checks or in field supervision.

- While listing the names, request the community leader to start with the name of the promoter and assistant promoter to avoid cases where the two are missed out amongst the users. A community survey should not be administered to the promoter's households in case their order number is sampled. Rather, the monitor should indicate not surveyed and the reason indicated based on the corresponding code provided i.e. in this case code 3, respondent is the promoter.
- The enumerator should start with the **Lowest** number on the "**Random Order**" list. In this case that would be the household with "Order id" = "1". Since we are only targeting 4 households, all the remaining random order numbers should be indicated "not surveyed" and the corresponding code (provided at the top right of the order form) indicated. For instance, households 5-10 will have code 8 which stands for target achieved.
- Moving down the "Random Order" list, start with the first number for which there is a household. In this case that is the number "6" with random order id 1 (in this case Joel Werunga fig. 4).
- Identify the first 4 hhs in the random order and visit them in your preferred order. Only share with the guide the name of a selected household at a time and request them to take you there. This prevents possible bias caused by the promoter/guide notifying other selected households about the visit. Assign a unique household ID to every household you visit. Household IDs comprise of 12 digits i.e. the first 8 digits are the water point ID followed by the 'number of the HH' as indicated on column 1 of the household order form. **Note that the allocated household number should be four digits.** In this case, the household ID for Joel Werunga's household would be **102034560006**.
- Indicate whether a respondent was found at that household (in this case you can see that the answer is "Yes". If "No" then indicate the corresponding code. For each household where you administer the survey, fill in the name of the respondent under the column labelled 'target respondent'. The rest should remain blank.
- Continue down the list of "Random Order" until the next number that has a corresponding household (in this case it is Household 8 with random order 2,Rael Gumo fig. 4)
- Visit that house, record whether the respondent was found, (in this case the respondent was found – indicated 'Yes').
- Continue in this fashion until:
 - All households have been visited
 - Or the day is over
 - Or you have collected the requested number of household visits (usually 4)
- Go back to the table labelled 'surveyed households' on the front page of the order form and indicate the last four digits of the household IDs for each household you surveyed.
- When you get to the office in the evening, please print a replacement copy for the one you used to record the hh list in the field.
- Keep the random list used in the hh list file provided at the office. The random order forms should be filed systematically from the highest administrative unit (County/district) to the lowest (village). The administrative units at each level should be listed and filed in alphabetical order as illustrated below

Figure 3: A sample format for filing order forms

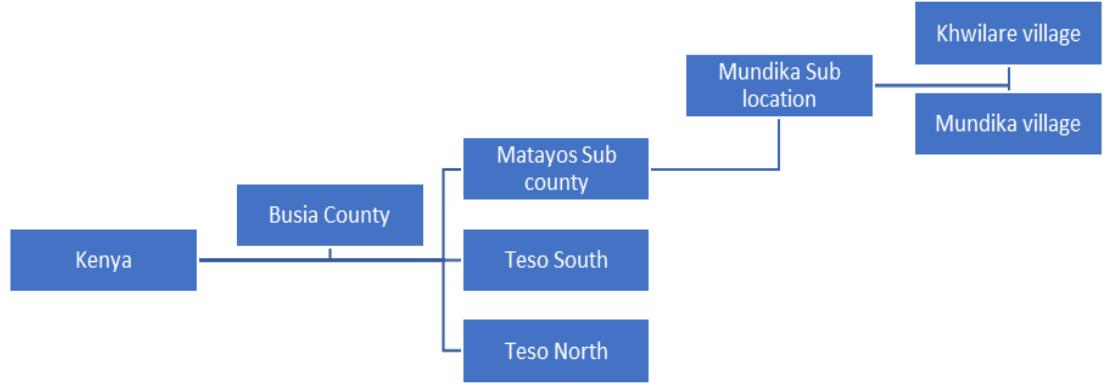


Figure 4: A sample of a filled order form

Order for surveys	Household Name	Household ID	Target Respondent (Fill on the name)	Random Order Survey										Surveyed? (Circle one)	If No, reason not surveyed (# corresponding to reason above)
				10	20	30	40	50	60	70	80	90	100		
1	Joseph Pesa			4										Yes / No	
2	Martin Were			8										Yes / No	
3	Paul chesa	102034560003	Rose Chesa	5										Yes / No	
4	Roselyne Weswa	102034560004	Roselyne Weswa	3										Yes / No	
5	Emmaculate Neema			7										Yes / No	
6	Joel Werunga	102034560006	Joel Werunga	1										Yes / No	
7	Robert Omino			6										Yes / No	
8	Rael Gumo	102034560008	Rael Gumo	2										Yes / No	
9	Peter Wamae			10										Yes / No	
10	Richard Olugo			9										Yes / No	

Note 1: The FO needs to clarify to the respondent the difference between a household and a compound to ensure correct information is collected. A household is defined as one where members cook on their own. A compound on the other hand is defined as one that comprises two or more households.

4.4 Water points and Household Replacement

4.4.1 Water Point Replacement

The field being dynamic, at times monitoring and evaluation field officers come across situations that render some of the randomized water points unfit for evaluation. Such water points end up being replaced. The field operations team is guided by four principles when deciding whether to monitor a water point. The four principles are;

1. Lack of consent from the land-owner or the community for us to survey a water point and the affiliated households, even though the water point and/or dispenser is present and functional.
2. Program exit from a community – i.e. when the program decides to pull out or uninstall dispensers from a community that was initially within program coverage.
3. Community exit from the program – i.e. when the community explicitly or implicitly, temporarily, or permanently decides to withdraw from the program.
4. Water points un-functionality – i.e. if the water point itself (not the dispenser) breaks down or it becomes inaccessible for any other reason – e.g. flooding etc—but the dispenser remains functional and in its place.

Note 2: Device vandalism falls under “community exit from program” principle. However, we limit vandalism to only explicitly clear and unreported cases of human damage to the device—i.e. for DSW where both the tank and the pvc pole are removed from the water point. This means that cases of broken valves, or cracked or missing casing could be treated as "suspected minor vandalism" if human effect is suspected but they count towards “normal” hardware issues that do not warrant the water point (and the affiliated households) not to be monitored.

Note 3: A spot check survey should be completed for all cases above apart from cases where consent is denied or the FO cannot access the water point. For vandalism cases, FOs are expected to interview the promoter to get more details regarding the device condition before proceeding to the replacement water point.

4.4.3 Tracking replacement water points

Before replacing a water point, the field officer should call the supervisor to seek permission and further guidance. If the water point is replaced, the FO should share feedback with the supervisor for him/her to update the same on the [adoption tracker](#) saved on drive. This feedback should be shared with the Associates at the beginning of every week.

The adoption tracker will capture;

1. Waterpoint details
2. If the waterpoint was visited or not
3. If it was replaced and the reasons for the replacement

4.4.4 Household replacement

A water point may qualify to be visited but some households within the same water point may not be viable for surveying. Such households should be skipped and replaced with the next viable household on the list. Reasons for not surveying a household include;

1. There is no eligible respondent in the household
2. Respondent did not consent to be interviewed
3. Respondent is the promoter
4. Household is inaccessible e.g. due to flooding, gate closed, fierce dog etc
5. Household is bereaved
6. Respondent is sick
7. Respondent is not at home

Note 4: FOs should fill out a community survey including at households that will be replaced. In such cases, the survey will end after recording the reason for replacement. This data is important in generating summaries about reasons for replacing households.

4.5 Storage of Order Forms

At the end of every data collection day, M&E FOs file all filled order forms. At the end of every monitoring period, the MLE FOs should submit the forms to the associates for filing

4.6 Safety of Randomised Waterpoint List

To avoid any possible cases of bias, the program implementation teams should not at any point have access to the randomised list of water points. In case M&E FOs use shared computers to download and print the list, they delete the folder including the copy on the recycle bin after they are done. Randomised lists are only saved on shared computers if the document is protected with a password. The associate supports the M&E FOs in ensuring that the system they use to get the lists is safe including guiding them on how to protect documents with passwords. Associates also check to confirm FOs are following the correct guidelines regarding the safety of randomised lists during their visits to field offices.

If the randomised list is accidentally accessed by the program implementation team, a new randomised list is provided immediately. The M&E FO notifies the associate about this occurrence, the associate then notifies the manager field operations team who in turn notifies the manager analysis to randomise and share a new list immediately. Water points that have been visited before the occurrence are retained. Any water point visited after the list is accessed is disqualified and replaced.

5. Adoption Monitoring Surveys

Three surveys are administered during adoption monitoring. Each of these surveys have guidelines and "frequently asked questions" that provide extra information/emphasis on key areas and questions in the survey. The guidelines serve as a critical tool for training and onboarding new staff. *Refer to annex 3 for the guidelines* Information from these surveys is what informs the key performance indicators for DSW. The surveys are;

5.1 Spot Check Survey

This survey is administered by the field officer through observation and recording of findings from the water point. The survey is expected to take an average of 10 minutes. It checks

1. Water point functionality
2. Water flow rate and appearance
3. Dispenser functionality
4. Dispenser information i.e. bar code
5. Dispenser placement
6. Presence of liquid chlorine

5.2 Promoter Survey

This survey is administered to one promoter per water point. It can be administered to either the main promoter or assistant promoter (whoever is available between the two). The survey is expected to take an average of 30 minutes. The survey it checks whether;

1. The promoter conducts promotional activities
2. The promoter's knowledge retention e.g. steps to follow when using the dispenser. The promoter is facing any challenges with the dispenser or community
3. The chlorine refills are correctly stored
4. The chlorine supply chain trend is implemented as required
5. The promoter has adopted the dispenser technology (this is determined by testing a sample of the promoter's drinking water using Total Chlorine and Free chlorine reagents).

Note 5: If both promoters are unavailable for a physical interview but there is someone at their household, the FO should confirm if the promoter can be reached via phone. If they can, the FO should test a sample of their drinking water and conduct the rest of the survey via phone. For promoters at a nearby location where the FO can travel, the FO should test their drinking water and conduct the rest of the survey where the promoter is. In cases where there is no one at home to provide water for testing but the promoter can be accessed (physically or via phone), the FO should proceed and administer the promoter survey and skip the water testing section.

5.3 Community Survey

This survey is administered at randomly selected households per water point. The target respondent is the person who fetches water for the household or the mother to the youngest child in the household. The survey should take on average 30 minutes per household. It checks;

1. Community's adoption to the dispenser (this is determined by testing a sample of the household's drinking water using Total Chlorine and Free chlorine reagents).
2. Community's knowledge about the dispenser and its use
3. Community's demographic and health information
4. Community's sanitation and hygiene practices
5. Community's engagement with the promoter
6. Community's knowledge retention

Refer to annex 4 [Adoption monitoring surveys](#)

6. Testing Water Samples

To determine if a household has treated their water or not, Field Officers will perform a simple test using the colour wheel kit and reagents. There will be a colour change in any water sample that will have traces of chlorine ranging from light pink to dark pink. Refer to annex 5: [Guidelines for using a colour wheel](#) and annex 6: [Total and Free chlorine explained](#).

7. Training and Refresher Training

Training of data collection staff is strongly linked to good data quality collection and processing, which is a key outcome of the MLE team. The field operations team is charged with the responsibility of training staff from all Programs within Evidence Action on data collection. This includes

- i) Data collection staff by MLE team members
- ii) Program staff who collect data as part of operation activities.

Training of field staff will likely happen in 5 situations:

1. **New Hires:** Training will be done to all new hires at the time of on boarding. The new staff will be trained on all instruments that s/he will be using, as well informed about the program goals and objectives.
2. **New Data Collection Instrument:** Whenever there is a new data collection instrument, a training is done to all the staff who are using the new data collection instrument.
3. **Revision of Data Collection Instrument:** Whenever there is a revision of an existing data collection instrument, the staff using it are trained on the revision.
4. **Refresher Training:** Whenever staff re-start a data collection activity after a break of more than 3 weeks, the staff are re-trained on the data collection instrument and processes.
5. **Deployment to a different office/working area:** Whenever staff are deployed to a different working area/office to go support data collection activities there, the staff trained on the differences in the data collection instrument process that they expect at the new working area/office.

Staff training will be categorised into four main categories namely;

- a) New staff training content or Comprehensive Training Package; this training is the most comprehensive and geared towards new staff, but any other staff can also benefit. This is typically a 4-day training.
- b) New instrument training content or Premium Training Package; this training is the second most comprehensive and geared towards staff interacting with a data collection instrument for the first time. The expectation is that only one or a few new instruments will be introduced at a time. The training is expected to take a shorter time compared to the comprehensive training package.
- c) Short Training Content or Basic Training Package; this training is the least comprehensive and geared towards staff interacting with a data collection instrument for the first time. This training is meant
 - (i) to train staff on changes in an existing data collection instrument,

- (ii) to train staff being deployed to support data collection at a different area/office. It typically takes a few minutes to half a day at the very most.
- d) Refresher/Retreat Training or Special Training Package. Program field managers, associates and Program leads identify areas that need emphasis and re-training. This package is therefore flexible in terms of duration and content and both are decided on depending on the need and budgetary consideration

Refer to annex 7: [Data collection training protocol](#) for more information on training of data collectors.

8. Staff Management and Reporting Structure

8.1 Management of M&E FOs

The Safe Water Program is spread across multiple countries_ Kenya, Uganda, and Malawi. The spread of activities across diverse geographic locations has necessitated the adoption of structures by MLE to ensure that we can be geographically close to the specific areas of operations, while at the same time operating within reasonable budgetary constraints.

MLE, which works closely with the programs, and in most cases shares their infrastructure, has adopted a matrix system of field staff management that will allow for synchronised and coordinated management of our M&E FOs with the support and involvement of the program staff. In this matrix system, Administrative Supervisor (dotted line) and Technical Supervisor (solid line) will both serve a vital role in the daily supervision of M&E field staff.

The coordinators and/or associate coordinators will serve as the administrative supervisors for M&E FOs while MLE field operations team associates will serve as their technical supervisors. In cases where the senior associate or associate's duty station is in a different location from their supervisor's, the program lead in the respective office will act as the technical supervisor for the senior associate or associate. For more information on this structure, refer to annex 8: [MLE management and reporting structure for M&E FOs](#).

8.2 Management of Short -Term Monitors

Given the dynamic nature of field activities, short term monitors will be called upon to support in conducting the quarterly evaluations. Short term monitors work on a casual basis for a few days to weeks a month, depending on field capacity needs. These staff will report directly to the respective field operations team associates or MLE FOs (dotted line) in offices where the associate is not stationed.

The short-term staff will be called upon to support in data collection under the following outlined situations;

1. When the number of evaluation water points is more than the working days within which adoption for a monitoring period should be completed.
2. When other data collection activities might interfere with the M&E FOs adoption monitoring schedule.
3. When a monitoring and evaluation FO is away on leave.
4. When there is a public holiday that reduces FO working days.
5. When the office has fewer water points

Short term staff will be pulled from the existing [casual data base](#) which is saved on google drive. The database is a living document and will be updated every quarter. If a short-term staff has not been engaged in adoption monitoring activities for more than one month, s/he will undergo a one-day training organised by the respective associate or designated M&E FOs.

8.3 Communication

Communication between field teams and their supervisors is vital and should happen as regularly as possible. If a field officer encounters any challenge in the field, s/he should report the same to the supervisor immediately. For offices where the FOs and associates are stationed in the same office, FOs will give feedback to the associate at the end of the day or the beginning of the following day.

For offices where the two parties mentioned above are stationed in different offices, FOs will write and submit a weekly report at the end of each week. In case a casual has been posted to a particular office, the

designated M&E FO will get the casual's feedback, combine with his/her's, and submit one report to the associate. The same applies to offices that have more than one M&E FO.

The reporting template to use can be accessed under *annex 9: FO reporting template*

There are also some field scenarios that warrant the FO to contact the supervisor immediately. These include but are not limited to;

1. When there is need to replace a water point
2. When the FO cannot meet the day's target due to situations encountered in the field e.g. illness, hostility, impassable roads, heavy rains, many water point replacements etc.
3. When there is a problem with the means of transport to the field
4. When the FO encounters an incident e.g. an accident

Note 5: Associates should have weekly meetings with the FOs across all offices. The meetings (mostly virtual) should be used to discuss among others;

1. Any emerging issues from an ongoing activity
2. Status updates on an ongoing activity
3. Departmental updates

9. Field Preparation and Logistics

Before going to the field all FOs MUST

1. Report to the office at 8:00 am.
2. Attend the morning brief meeting organized by the office lead or team lead i.e., coordinator, associate coordinator, Lead FO or MLE associate.
3. Ensure they have all necessary materials they need for data collection (figure 4 or annex 13).
4. Ensure that they have the correct version of both the paper and if any changes have been made (Associate/Lead FO will inform of any changes in versions)
5. Ensure they have at least 6 copies of paper surveys for backup in case electronic survey (Survey CTO) fails.
6. Board the specific motor cycle to the water points for the day.
7. Depart the office to the field by 9:00 a.m. or earlier

At the water point (for DSW);

Upon arrival at a water point, the FO should;

1. Visit the dispenser water point and conduct a spot check survey
2. Go to the promoter's place

At the promoter's place

1. Introduce yourself and the purpose of your visit
2. Seek consent for the interview
3. Get a list of water point household users. To ensure all users are listed without any recall bias, the FO should involve the promoter, assistant promoter, community members who stay close to the water point, village elders or community health workers. The FO should not rely on information given by just one person. The list should be collected first before administering the promoter survey to avoid any cases of bias. Conducting the promoter survey first before collecting the list of users may familiarize the promoter with the purpose of the visit (specifically testing of water). This may result in the promoter only listing households s/he is sure uses the dispenser.
4. Administer the promoter survey
5. Conduct in field randomization
6. Start visiting randomized households in your order of preference. In case a household is not present at the time of the visit, visit the next one on the randomized list until you achieve the day's target of 4 community surveys.

At community households;

1. Introduce yourself and the purpose of your visit
2. Seek consent for the interview
3. If you are using a guide, request him/her to stay away from the survey location
4. Administer the survey where the respondent feels comfortable i.e. in the house or outside.
5. Thank the household and move to the next household on the randomized list.

At the end of the day;

1. Give guide fee or translation fees if available
2. Let the guide /translator sign the payment form.
3. Thank them for their time and leave.

Upon arrival at the office;

1. Submit all surveys to the server or transfer all data to Survey CTO in case paper surveys were used.
2. File all filled order forms
3. Update personal inventory record.

Fig 5. Field staff daily targets

Field officer	Water points	Spot check survey	Promoter survey	Community survey
1	1	1	1	4

Fig 6. Field Officer checklist

Item	Quantity	Use
Smart phone	1	Electronic data collection
Paper survey (Promoter, spot check and community)	1 spot check, 1 promoter and 4 community surveys	Back up
Notebook	1	Taking notes and field observations
Pen	1	Writing
Colour wheel kit	1	Testing water samples
TRC and FCR reagents	Enough for the week i.e. 5*5	Testing water samples
Random order forms	1 per wp	In field randomization
Guide fee	3USD (Kenya)	Token of appreciation to guide
Guide form	1	Recording guide fee payment details
Staff card	1	Identification purposes
Contact and water point list	1	Direction
Bag	1	Carrying field materials
Power bank or extra battery	1	Back up in case of battery exhaustion

10. Quality control and Quality Assurance Checks

10.1 Targeted Back Checks

To ensure that the set standards are met and data collected is accurate, MLE will from time to time conduct back checks to selected water points based on the result of the evaluations. Targeted back checks will be conducted to selected water points that have a significant discrepancy between TRC and FCR readings and/or significant drop or increase in adoption numbers. These back checks will only be conducted if collected data cannot explain the reason for the discrepancy. Respective field operations team associates will conduct these checks on randomised water points shared by the analysis team. Households that were visited under the randomised water points and one promoter per randomised water point are interviewed.

The goals of back checks are to;

- a. Assess the effectiveness of the survey instrument
- b. Detect fraud in the data collection process
- c. Verify adherence to set data collection protocol/standards e.g. use of infield randomization protocol
- d. Identify source of any irregularities in the data
- e. Identify areas where further emphasis should be put during training or where retraining of data collection staff is needed
- f. Performance evaluation-This will be used to fairly and objectively evaluate the performance of field teams based on accuracy of data collected that will initiate discussions about areas that are well done and those poorly done.

Refer to annex 10 for [Back checks protocol](#), Annex 11 [community back check survey](#) and annex 12 [promoter back check survey](#)

10.2 Random Back Checks

Random backchecks will occur in six batches per quarter with each batch covering two weeks of the MP. WPs included in each batch will be mutually exclusive; a WP in one batch will not be included in any of the five other batches in the MP. The DA team will randomly select water points, such that 10% of Promoter Surveys and 10% of Community Surveys are backchecked every MP, stratified by FO who administered the original survey as well as by county/district. The sample will be selected on an ongoing basis and will be shared with the MLE-D Field Operations team to conduct the backchecks. MLE Field Operations Associates/Senior Associates will then administer the Promoter and Community Backcheck Surveys—abridged versions of the Promoter and Community Surveys which cover key questions to verify—via phone. The survey to use during routine random back checks can be accessed under annex 13:[Back check surveys](#)

10.3 In Field Supervision

To ensure M&E FOs follow the correct protocol and procedures, associates will periodically (once every quarter) accompany the FOs to the field and complete an infield supervision survey. The survey can be accessed under annex 14: [In field supervision survey](#).

The purpose of the survey is to confirm;

1. If the FO had all field requirements
2. If in field randomization was done correctly
3. If the FO administered the survey within the stipulated time frame
4. If the guide was involved during the visit and s/he was involved
5. If the correct flow of questions was followed with probing done and not prompting.
6. If the correct procedure for testing water samples was adhered to.

At the end of the supervision day, the associate will indicate whether the FO;

1. Is compliant with the full data collection protocol,
2. Required and was provided with instant or minor support/reminder/feedback,
3. Is significantly not compliant with data collection protocol and more MLE management intervention is required.

The completed form will be archived in a designated folder at the Regional Office. The MLE field manager will review the completed forms in the folder on quarterly basis.

10.4 Quality Reports

MLE prioritizes high-quality data collection for program teams. Alongside regular training sessions for data collection teams, sharing quality reports with field teams is vital in ensuring they understand their strengths and areas of improvement in data quality. To achieve this, the QA/QC team will share **productivity reports** for M&E FOs on a **quarterly basis**. The purpose of these reports is to highlight to the data collection teams their general work productivity for the current period against past periods. The reports will comprise of the following sections:

Section one: This section captures basic details e.g. Staff Name, and period of evaluation,

Section two: This section captures; total water points visited, total households visited, average HH per wp, percentage of targeted HH reached, percentage of HH that use the dispenser wp, HH that consented to be interviewed, those that gave a glass of water and those that were tested for TCR, total don't know in the survey.

Section three: This section captures; average survey completion time, average survey submission time, duplicate HH ids, number of surveys conducted within the same time, and number of surveys submitted after 24 hours.

Section four: This final section of the performance report captures the overall error rates and final FO ranking.

Associates will share these reports with FOs and give any feedback to the QA/QC team within a week after sharing of the report

Additionally, the QA/QC team will share **data quality check reports** on various variables **monthly** with the FOT manager and associates. These reports will prompt discussions to address highlighted issues, and possible solutions which may include but not limited to; retraining the data collection team, emphasising specific issues to affected officers and revising data collection tools and/or protocols. The real time quality check results are also available on the Data Quality Checks Dashboard. Refer to annex 15: *productivity report template* and annex Refer to annex 16: *Data Quality Checks Dashboard*

11. Inventory Management

Evidence Action invests a lot of resources on procurement of field materials and equipment for monitoring and evaluation purposes. These include but are not limited to reagents, water testing kits, smart phones and Idexx equipment. As such, all team members should practise stewardship when handling any assigned organization equipment and/or material. A proper inventory system is key in ensuring all these requirements are met. All team members should familiarize themselves with the existing inventory systems and play their role when it comes to usage of the same. Refer to annex 17 for: [inventory management records](#) and annex 18 for [SOP for data collection tools](#).

12. Program Team and M&E FO Interactions

M&E field officers play a major role of collecting adoption monitoring data which is later cleaned, analysed, and shared with program teams to enable them make informed decisions that would enhance program performance. To achieve this, the interaction between M&E FOs and program staff is key. Below are some of the key areas that should guide this interaction regarding adoption monitoring.

1. Sharing of feedback.

M&E FOs will share feedback with office leads regarding dispenser issues on the ground for immediate corrective action. This should be done daily after they come back from the field. Any further discussions on adoption should be organized between the program team and MLE leads based on need.

2. Participation in debrief meetings.

M&E FOs will attend and participate in the brief meetings organized by the program office leads. This is a good platform for the FOs to share their feedback, findings, and learnings from the field. The program team will use this feedback to plan on the way forward.

3. Not sharing sample results from the field.

M&E FOs are discouraged from sharing samples from the field since experiences from the past have indicated misuse of these figures to calculate ‘expected’ adoption figures. This is because adoption figures are weighted and may result in misunderstanding and/or mistrust between teams in case different figures are reported. Officers are also discouraged from sharing the list of sampled water points with the program teams after visiting the water points. Any requests to share such lists should be forwarded to the field operations associates for further discussion with the relevant program teams.

4. Sharing of activity plans & budget

Every three months (on the 25th of the third month), field operations team associates share work plan and budget with program team leads. These plans & budgets help the program team to be aware of the monitoring activities that will be happening in respective offices during a particular period. For offices where M&E FOs have both administrative and technical supervisors, the plan & budget helps the administrative supervisor to plan well in terms of logistical and financial support they are supposed to offer to the respective FOs. At the end of every three months, the associates prepare an actual expenditure report. Both budget and actual expenditure reports are saved on box for reference purposes.

5. Adoption dissemination meetings

At the end of every quarter, MLE FOs and associates disseminate adoption monitoring results to the field teams at the office level. The dissemination meetings started in 2021 with the following key objectives;

1. **Build the capacity of FOs.** This intervention enables FOs to directly deal with the outputs from the MLE’s analysis and learning departments for the adoption drivers’ report
2. **Scale MLE presence and visibility** within the SWN program. Increasing MLE’s footprint, particularly at the program’s decision-making stage enhances MLE’s relevance among programs.
3. **Enhance the working relationship** between the MLE and the SWN Program through constant interaction.
4. Continuously improve the **quality of data collected** by the MLE FOs.
5. Promote constant and timely sharing of reports

The DL team shares the analysis output with the MLE FOs who translate it to digestible PowerPoint presentations. The DL team reviews the final PPTs before sharing them with the FOs for dissemination. The Field Operation associates schedule the dissemination meetings with the program teams at office level. These dissemination meetings should happen during and not later than the second week of the month after the completion of the adoption monitoring data collection. Field operation associates document key recommendations and action points from these meetings on the adoption monitoring dissemination meeting’s notes document. Other MLE sub-team representatives join the dissemination meetings virtually to respond to data questions from the teams.

13. Annexes

1. Annex 1: [Adoption monitoring design](#)
2. Annex 2: [MLE organogram](#)
3. Annex 3: [Questionnaire guidelines](#)
4. Annex 4: [Adoption monitoring surveys](#)
5. Annex 5: [Guidelines for using a colour wheel.](#)
6. Annex 6: [Total and Free chlorine explained.](#)
7. Annex 7: [Data collection training protocol](#)
8. Annex 8: [MLE management and reporting structure for M&E FOs.](#)
9. Annex 9: [FO reporting template](#)
10. Annex 10: [Back check protocol](#)
11. Annex 11: [Community back check survey](#)
12. Annex 12: [Promoter backcheck survey](#)
13. Annex 13: [Back check surveys](#)
14. Annex 14: [In field supervision survey](#)
15. Annex 15: Productivity report template
16. Annex 16: [Data quality checks Dashboard](#)
17. Annex 17: [Inventory management records](#)
18. Annex 18: [SOP for data collection tools.](#)