Department of Technical Cooperation

End-of-Mission Report

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| **Report Title:** | **TCP Counterpart Survey** |
| **Project Number:** | **TAL-TCPC20230627-001** |
| **Project Title:** | **Surveys Development, Management, and Analysis of Data** |
| **Name of Expert:** | **Jaime Andrés Arau Pontones** |
| **Dates of Mission:** | **28 June – 16 October 2023** |
| **Counterpart:**  *Please provide full contact details for the Institute and main counterpart* |  |

**Terms of reference:**

The purpose of the event is to develop, review, distribute the surveys, analysis and visualisation of the results, in coordination with the responsible officer.

**- Function/Key results expected (Statement of Work):**

**Task 1:**

Survey development develop, reviewing and finalize Counterpart survey questions in consultation with relevant officers. Guiding the team in the selection of the most adequate survey platform and formats, review the flow and structure of the questionnaire (Likert Scale, Multiple Choice, Open-Ended Questions, etc). Perform quality check, testing and incorporation of feedback.

Finally validate with relevant officers.

**Task 2:**

Survey distribution: in consultation with relevant officers, define process for survey distribution and related documentation. In charge of coordination of survey translations in 3 languages, setting up of distribution list by country/region/language and FoA. Document the process and support regional division in sending out surveys. Provide troubleshooting support and monitoring response collection including technical adjustments, reminders and follow up.

**Task 3:** set up data analysis framework and analytical setting validated by responsible officers

**Duties performed by the expert:**

*Describe the work carried out to meet the terms of reference as set out above. Please include any technical, logistical, administrative and other problems encountered, and any other considerations of importance. Please include also the Agenda and List of persons met.*

*NOTE: Figures, tables and annexes should be mentioned in the body of the text and should be numbered in the order in which reference is made to them (e.g. Fig.1, Fig. 2, Table 1, Table 2, Annex 1, Annex 2, etc.). All attachments should be clearly labeled.*

**Survey development**

The first stage of the work included a detailed review of documentation of the logic, history, and objectives of IAEA’s TC PROGRAMME. In addition to these activities, a series of calls with relevant officers served to map the information needed to feed the research needs**.** Based on this assessment, the team worked on mapping the structure of the evaluation framework and the relationship between six Thematic Areas and over 20 Field of Activities.

An ongoing coordination between relevant officers and thematic experts led to a structured impact path for each of the relevant FOAs of the TC Programme. This coordination included a 3-day mission to Vienna. During the mission, key aspects of the architecture and content of the survey were discussed with the relevant officers.

Having a robust structure of the mechanisms in which the TC Programme is expected to contribute to the Institutions that are part of it was central to design an online questionnaire. Apart from considering the programmes’ logic and the inputs of the experts, the design of the questionnaire incorporated elements from Online Survey Methods to increase the response rates and decrease the likelihood of respondents quitting the questionnaire before it was submitted.

The first versions of the questionnaire were tested internally by the team that was working more closely in the design of the tool. Several iterations were conducted before a final pilot was conducted with 10 IAEA’s experts. The input and feedback of the experts was incorporated in the final version. It is worth mentioning that more than 20 version of the questionnaires were tested before having a final agreement.

**Translations**

Once the team had a final version of the questionnaire, a translation system was set so the text of the online tool could be translated in four different languages: Arabic, French, Russian, and Spanish. Online collaborative documents were developed so the translators could work effectively without having conflicted versions. Moreover, each translation was ‘connected’ with the online questionnaire via R scripts. This was essential to keep the translations on track with changes made in the questionnaire. After all the translations were finalized, the questionnaire was tested in all the languages to assure that none of the content was lost in translation.

**Sample**

The sample of over 11,000 counterparts was drawn from a list of projects that have been supported by the TCP over the past 25 years. This data included name, email, and institution of every CP.

**Software**

The online questionnaire was programmed using Survey Solutions, and the invitation emails were sent via Mail Chimp. To assure a full integration between the sample and the invitations, a series of scripts were programmed. These scripts merged the sample with the assignments generated in Survey Solutions to then create an audience in Mail Chimp. This was very important to consistently associate the campaigns with the status of the interviews.

**Deployment**

An invitation email was sent to 11, 612 counterparts on October 16th, 2023. From all the emails included in the sample, 2,199 (18.9%) were bounced by the system, either because the email did not exist or because the recipient’s server blocked it.

The responses rates will be monitored on daily basis. This monitoring will help the team to take actions in case the responses rates are low or if more responses are needed.

**Annex:**

A copy of the questionnaire in PDF format is included as a separate Annex.