

Note: all relevant comments from chapters 1-6 with feedback and responses for accuracy are included in italics

1. What is the name of your organization?

Feedback related to the evaluation process

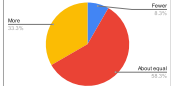
2. Approximately how many staff hours did your organization invest in our evaluation process? Please note that your response may help us determine the size of your participation grant.



We did not write above, and I received many different answers, who contributed data from their respective programs. Our estimate is 100 hours, but it might have been well beyond that up to 150 hours, or perhaps slightly less than 100 hours."

"It seems that we had a limited understanding of how complex, time consuming and challenging it is to describe a summary of work by an international organization. The amount of data country directors have to provide, the selection of it and making it coherent and concise for evaluators in their requested form is extremely laborious!"

3. Was this number of staff hours fewer, about equal to, or more than the number you expected to spend on the evaluation process?



4. Please rate your satisfaction with each stage of the evaluation process.

	Overall	Initial contact	General information request	Leadership and culture survey	Follow-up questions	Sharing of draft & report	Writing feedback & approval	Publication
Highly satisfied	3	5	5	5	2	4	4	3
Satisfied	7	5	5	6	6	5	7	4
Neutral	0	2	1	1	1	1	1	2
Dissatisfied	1	0	0	1	2	0	2	0
Highly dissatisfied	1	0	0	2	0	0	1	0

5. How do you feel about the amount of time allocated to respond to the following requests during the evaluation process?

	General information request	Culture survey	Follow-up questions	Preparing feedback & approval	Approving supplemental docs
More than enough time	0	1	1	1	1
Enough time	2	11	8	10	0
Not enough time	3	0	3	1	2

"This process with not having enough time, was the general review process being done in the summer period when our staff person working on it had 2 weeks off. I suggest that being in the summer and most staff in organizations take periods of the process should be a couple of weeks more."

"Some of the information was already reported and required hours on our side to read through why they used the case and apply it. The timeline to give documents were to be too short of every stage particularly for the approval which took was time consuming also. The evaluator staff was not clear or transparent about the release for the decision, it took multiple emails to understand it."

6. Please indicate your level of agreement with the following attributes of ACE's communication style during the process.

	Clear	Professional	Thoughtful	Timely
Strongly agree	3	5	5	4
Agree	5	5	5	7
Neither agree nor disagree	2	0	1	0
Disagree	0	0	0	1
Strongly disagree	0	0	1	0

"All communication was very professional and constructive. We have included 'Agree' (and not 'Strongly Agree') under 'Timely' as a few responses were received quite close to some deadlines. However, I don't expect us to be able to submit the needed material."

"Document submission, reviewing, receiving process can be generated more smoothly through various digital. For example, all writing process can be done via Google Docs. Other than these kind of efficiency increasing suggestions, we are very satisfied with the process and thank you for all the care for continuous help and support. There were some writing bias in our review and one table that should not be published got published. However, ACE was quick to respond when we bring this to your attention as thank you. I think these kind of errors is inevitable for this scale of work."

"We had the process very easy and we appreciate. The staff members making changes before publication were also responsive and helpful. This was my first year participating in the process and I thought you went on and straight forward, and I appreciate how communicative the ACE team was throughout."

7. Please leave any comments you have related to questions 2-6, or suggestions to improve the evaluation process more generally here.

Feedback related to the written review

8. How would you rate the overall quality of content (writing and graphics) for each of the criteria in your review?

	Review Overall	Overview	Programs	Cost Effectiveness	Room for More Funding	Leadership and Culture
Excellent	2	2	2	1	2	2
Very good	6	6	6	6	6	5
Good	3	2	2	1	1	3
Fair	1	1	1	1	1	0
Poor	0	1	1	3	2	2

"Perhaps the review could add a bit more on the highlights (and possible challenges) of each organization. E.g. explaining a bit more in-depth why X organization scores well on X programme. But perhaps this would be opening Pandora's Box and would result in a lot of follow-up questions to you?"

"I thought the review this year was more useful and less judgemental than in previous years. (Use the word 'useful')."

9. How would you rate the methodology for each of the criteria in your review?

	Programs	Cost Effectiveness	Room for More Funding	Leadership and Culture
Excellent	0	1	2	1
Very good	6	3	5	6
Good	2	4	2	2
Fair	0	3	1	1
Poor	2	1	2	2

"Some members of our organization have an opinion that ACE reviewer methodology approach is somewhat better to evaluate comprehensively. I think the information gathering articles from how this part is prepared in the review."

"Overall, I think the ACE content of the question and strategy (though maybe they need just more examples to help the scores that give their programming) and they try to be fair and it is a matter of not being too strict and then coming what programming they can with that."

"We had the RAMP calculation was a little bit in terms of the message that was being communicated. As we scored lower in this section, they may have reduced our overall funding prospects for 2023. This not allowing us to invest in the necessary infrastructure that would use us scale up as effectively as possible."

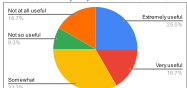
"Regarding leadership and culture we believe that the measurement and methodology was correctly by ACE. One area where the organization evaluated this criterion and ACE has better reporting has it is not possible to do better about the results of the survey or comments they make but we think this can be changing and have impact on the evaluation."

"Scores that we make or American-Equity have it easier in the evaluation process. Methodology for assessing leadership is not adequate, which is understandable because it requires a lot of expertise to assess organizational health properly. ACE should either drop organizational culture assessment or hire external consultants that we well equipped to take such tasks, especially in a culturally diverse environment."

10. How would you rate the accuracy of judgments, calculations, and estimates in each of the criteria in your review?

	Programs	Cost Effectiveness	Room for More Funding	Leadership and Culture
Excellent	3	3	2	2
Very good	3	3	2	2
Good	4	4	4	5
Fair	0	1	2	1
Poor	2	3	1	2

11. To what extent would you say the written review and other feedback from ACE, no matter the recommendation status, has been useful for your organization?



12. What changes, if any, are you considering making to your program/work given the information in the written review and/or other feedback from ACE?

"We have increased budget of the staff and our program. We had a meeting with the staff and we reviewing the use of our program. In the program's first, we will invest more time and effort in expanding our programs since our results were significant this year and we plan to continue such expansion."

"We have been very satisfied from this process, there were no clear recommendations."

"We have our budget publicly listed on our website in order to increase transparency. We added several new organizational projects. I don't know what other changes were that significant to our organization. I don't had ACE for this though, as I know there are other related to be had in an organizational review that helping us improve (e.g. another review is just highlighting which organizations are already doing good work)."

"We had already decided to add more resources and budget to expansion and production (though challenges), with the help of our equipment and rights added personnel in Q3 2022. As we had been very good in the same direction the review is significant in order to be more effective."

"We are working on updating our programmatic activities. And the review continues on in the importance of our focus on trying to target our resources to the work with most impact per dollar (e.g. work with long-lasting structural effects such as policy, corporate and institutional work, and work with the potential to have global effects) and we will keep focusing on the projects."

"We will focus more on high-impact opportunities and implement some training activities in the operations, and we will reconsider a couple of projects that cannot deliver the value they expect or functioning effectively."

"Based on ACE's feedback about RAMP and organizational sustainability, we are promoting the hiring of new staff to support with administrative activities, development projects and metrics tracking. ACE's feedback has also underscored the importance of reporting on successes in a different and more transparent format, to ensure that they are being more clearly communicated. The same applies to evaluate layout and content (several changes have already been implemented)."

"We are improving our transparency. We are working to improve our organizational structure to better accommodate the new programs. The equipment process should be related to improve our goal setting, data collecting and data reporting."

"We are strengthening the management of our work to better reflect what we believe the impacts and to encourage our team members to better measure the impact of the activities they propose and execute."

"We don't have any major changes, but we are looking at ways to have higher cost-effectiveness in specific programs."

"None."

13. Please leave any comments you have related to questions 8-12, or suggestions to improve the written review more generally here.

"The evaluation process is far from perfect, if doesn't include any interviews which would've very quickly updated misunderstandings and given us an opportunity to clarify some things."

"The review may sound a bit harsh, but I'm still pretty satisfied with ACE's process. I'm particularly impressed with the level of information ACE requested on our programming—no one has requested this much information from us before, and I think ACE had all it needs to get a really accurate view."