



INDEED

Evidence – Based Model for Evaluation of
Radicalisation Prevention and Mitigation

Deliverable 3.7

D3.7 Report describing the refined and optimised model and tool

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Abstract:

D3.7 Report describing the refined and optimized model and tool presents a brief reference to the feedback obtained during testing of the INDEED Evidence-Based Evaluation (EBE) Tool built on the Evidence-Based Evaluation Model (EBEM) at various stages of its development and during validation. This report also includes a plan for further work on EBE Tool and EBE Model, scope of activities, work organization and schedule, as well as mockups of the new version, which will be discussed, adapted and implemented in the EBE Tool application. The document is worth reading in relation to *D3.3 Developed EBEM-based Evaluation Tool that is tested and validated – available online, on mobile devices and offline* and *D3.4 Tool testing and validation report*.





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List of Acronyms

Acronym	Definition
INDEED	Strengthening a comprehensive approach to prevent and counteract radicalisation based on a universal evidence-based model for evaluation of radicalisation prevention and mitigation



PVE/CVE/DeRad	Preventing violent extremism/ countering violent extremism and de-radicalisation
SMART Hub	Stakeholder Multisectoral Anti-radicalisation Team Hub
EBE	Evidence-based Evaluation
DoA	Document of Action
NGO	Non-governmental organisation
EBE	Evidence-based evaluation
PPHS	Polish Platform for Homeland Security
UI	User Interface
UoH	University of Helsinki
UX	User Experience
HP	Hellenic Police
KEMEA	Center for Security Studies
LEA	Law Enforcement Agency
CT	Counter-Terrorism Unit
Q&A	Question and Answer
WP	Work Package



INDEED Project Overview

INDEED aims to strengthen the knowledge, capabilities and skills of PVE/CVE and De-radicalisation first-line practitioners and policy makers in designing, planning, implementation and in evaluating initiatives in the field, based on evidence-based approach. INDEED builds from the state-of-the-art, utilising the scientific and practical strengths of recent activities – enhancing them with complementary features to drive advancements and curb a growing rise of radical views and violent behaviour threatening security.

The INDEED methodological framework is based on the '5I' approach i.e 5 project phases: Identify; Involve; Innovate; Implement; Impact. At the core of INDEED's work methodology is an interdisciplinary and participatory approach, which includes the co-creation of individual project phases and implementing them with the close engagement of multi-sectoral stakeholders. The creation of SMART Hubs (Stakeholder Multisectoral Anti-Radicalisation Teams) as part of INDEED is intended to facilitate this process.

The selected results of the project are:

1. The Universal Evidence-Based Model (EBEM) for evaluation of radicalisation prevention and mitigation;
2. A practical EBEM-based Evaluation Tool;
3. A collection of user-friendly repositories (repositories of radicalisation factors and pathways into radicalisation; factors strengthening resilience to radicalisation; repositories of evidence-based practices) for practical use by practitioners and policy makers;
4. Targeted curricula and trainings (offline/online);
5. Lessons Learnt and Policy recommendations.

All results will be integrated and openly accessible in the INDEED multilingual Toolkit for practitioners and policy makers in the field for the entire lifecycle of PVE/CVE and De-radicalisation initiatives, from design to evaluation.

INDEED promotes the EU's values and principles; heeding multi-agency and cross-sectoral methods, including gender mainstreaming, societal dimensions and fundamental rights.



1 WORK PACKAGE 3 OVERVIEW

According to the INDEED Document of Action, for WP3 the overall objective is to develop a universal Evidence-Based Evaluation Model (EBEM) for radicalisation prevention and mitigation, and to develop an Evaluation Tool dedicated to the PVE/CVE and De-radicalisation initiatives. All 19 project partners have been involved in the design, development and verification of the EBEM to allow practitioners and policy makers have insights into the most up-to-date, ethical and legal evidence-based methods, techniques and tools for evaluation of: a) policies and strategies, b) long-term comprehensive programmes, c) short-term actions and d) ad-hoc interventions. The EBE Model and the Tool will ultimately enrich the knowledge of practitioners, policy-makers and other stakeholders on how to design and improve evidence-based evaluation. In addition, both the EBE Model and the Tool are an attempt to fill in the existing gap in the standardisation of the evaluation practice through an agile and flexible solution.

The development of the model and the Tool are foreseen as a iterative, continuous action enabling co-design and co-creation throughout the project to ensure a high-quality, user-friendly outcome. The WP3 tasks are built in upon the findings received from WP1 and WP2. The WP1 outcomes are essential for the conceptualisation and definition of the evidence-based evaluation practice both in the field related to PVE/CVE and De-radicalisation and beyond. The results of WP3 will be used in WP4 where the INDEED team conducts evidence-based evaluations of European, national, regional and local initiatives. The results will be implemented into the Toolkit for practitioners and policy makers and used during the trainings in WP5.



2 EBE TOOL TESTING AND VALIDATION SUMMARY

2.1 PROCESS

The process of developing EBE Tool and the entire EBE Toolkit was described in *D5.4 Toolkit for practitioners and policy makers including an e-learning suite*, and the stages of idea verification with end-users were consulted at many stages, which was presented in detail in *D3.4 Tool testing and validation report*. The whole process consisted of the following stages:

- (1) Validation/ tool conceptualisation/ improvement of the EBEM concept;
- (2) Analysis of Stage 1 results and their incorporation into the Tool;
- (3) Tool development process;
- (4) Further development and upgrade of the Tool through a reiterative process;
- (5) Pilot testing and validation of the Tool;
- (6) Final testing and validation of the Tool with external stakeholders;
- (7) Analysis and recommendations to be used in the validation report and then forwarded to the Task 3.4;
- (8) Planned refinement of the Tool – this stage is currently starting.

The final stage of EBE Tool production - refinement - is currently starting. The following chapters present relevant feedback and proposed views of an improved version of the application.

2.2 END-USERS' FEEDBACK

The table below presents a summary of the feedback, comments and suggestions we received at various stages of EBE Tool development from various end users. End-users were represented by different groups at different stages of testing and validation - at the workshop in Helsinki and the meeting in Sofia they were mainly Consortium and Advisory Board Members. Later, during validation, EBE Tool was used and checked for usability and other parameters in INDEED SMART Hubs. The results of testing and validation, a detailed description of procedures and measures are described in D3.4 - INDEED tool testing and validation report. The table below contains information about the event during which we received a given comment, comment/feedback/suggestion and the response from ITTI (technical creators of EBE Tool) to a given comment. The collected feedback is color-coded in the table below. The colours mean:

	Feedback concerns graphic design, UI and UX design.
	GDPR, privacy, security, terms of use related issues.
	Compatibility with other applications and plug-ins.
	Basic requirements and verification of assumptions resulting from the project proposal and GA.
	Substantive issues and issues directly related to the content presented in EBE Tool.
	Other



Table 1 Summary of feedback from testing and validation and ITTI response.

Stage/ event	Feedback	ITTI's response
First mock-ups/ Helsinki workshop (May 2023)	Picture in the background should be given stronger colours – and not many white spaces should be left in the background.	The comment concerns the graphical website of EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3. ITTI sticks to the colours established in the INDEED palette in EBE Tool, which is generally established and used on the INDEED website, Toolkit landing page etc.
	The fonts describing the different parts and sections of the Tool be bigger and more visible.	The problem is broader, because it is not enough to set the same font size. On different screens, devices and browsers, the sizes scale differently, hence the impression of differences. However, we are aware of these bugs and the final version of the app will be free from such issues.
	Ensure the font is compatible e.g. readable with other apps e.g. reading translators, reading aloud.	ITTI agrees with this comment and will include it in the final version of EBE Tool.
	Buttons should be bigger to ensure easy accessibility.	The comment concerns the graphical website of EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	Provide short description of stages.	ITTI agrees with this comment and will include it in the final version of EBE Tool.
	Start/ download options should be at top, ensuring better visibility.	The comment concerns the graphical website of EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	The Tool must provide an off-line option.	Yes, that is one of the requirements. We plan to solve this with the possibility of downloading content to a file, which was discussed and accepted.
	Ensure the EBEM determines the design and development of the Tool.	Agreed.



	The Tool must be GDPR compliance e.g. ethics, tips, suggestions.	Agreed. This is already done on various levels.
	The Tool must provide video teaser and explainer.	Agreed. All the required videos will be incorporated.
	After each field is completed a pop-up checklist to guide the evaluation/ensure all steps were adequately filled.	Agreed.
Pilot testing of first online version/ Sofia General Assembly; dedicated workshop (September 2023)	The Tool is logical and great when it comes to the structure and content, however more focus should be given to the visual/ design side to make the tool more professional/ modern/ more attractive. Visually, the tool looks a bit outdated.	The comment concerns the graphical website of EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	The colours used should be in line with INDEED's colours, as well as the same font (size and type) should be used throughout the Tool.	Well noted, ITTI agrees that this should be satisfied.
	It would be more helpful if, by clicking on a certain module, the page opened in a new window, instead of jumping back and forth all the time.	The comment concerns the UI and UX of the EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	The modules' buttons would be more attractive or accessible to users in bigger fonts and designs.	Well noted, we have designed and proposed a new visual version of EBE Tool also in this document.
	The modules should not be placed at the bottom of the website, it makes them less important, and the modules are "the heart" of the Tool.	The comment concerns the graphical website of EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	Technically, when clicking on a module, the start button is not intuitive to find, maybe relocate it. It takes too many clicks to find the modules and start button on the website.	The comment concerns the UI and UX of the EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	All sections should be of similar lengths and avoid providing too much information that could be unnecessary sometime.	Agreed. ITTI will take it into consideration when developing the final version EBE Tool.
	Whilst the Tool is very specific tool, training would be essential on how to use the Tool.	A training, instruction video will be added to the Tool.
	The feature of the Tool providing/ generating the final report is very useful.	Well noted.
	Technically, all parts of the Tool are not coherent, as some of the features of the Tool do not display properly on the mobile device e.g., some of the links seem to break after being clicked on mobile. Similarly, the format/ layout changes on different browsers e.g., displays differently on Google compared to Bing.	We are aware of these differences and this will not be an issue in the final version.



	There should be a clear notification that the SYSTEM does not save/ store data, as quitting means losing the progress.	Yes, this information can be found on the first page in the privacy terms tab.
	Instead of "Go back" to return to the homepage, it could be more helpful to add "Back to Homepage" button. Similarly, it would be more helpful to add an option to return to the first page of each Module and not just the Homepage.	The comment concerns the UI and UX of the EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	Also, add a "Go Back" button at the end; there is only a "Finish" button. So, it would be useful to have a "Go Back" to the previous stage as well.	Well noted. We are planning to change the position of buttons and navigation in the application.
	It would be more helpful to provide more guidance towards the toolkit, it might be helpful for first users and help them use the toolkit in a more adaptive and informed way.	Well noted. We plan to change the position of buttons and navigation in the application. Also, an introduction video, training how to use the tool will be provided.
	The tool needs to be more adapted to the PVE/CVE/ De-RAD initiatives, in the format and language, as well as in the content.	We adapted the latest version already by providing specifications on the challenges in P/CVE field. Since the contexts within PVE/CVE are so different, high level of details is impossible. Plus, it was emphasised that the tool should be used together with the INDEED e-guidebooks that feature examples. One of the latest ideas was to include those examples in the tool.
	Some specific knowledge about evaluation is needed for practitioners who want to evaluate but are not trained properly e.g., defining the specific data users/ practitioners need to evaluate to obtain the right/ desired outcome.	INDEED will provide extensive training for using the tool.
	The connection between guiding steps in each module and the types of the desired evaluation e.g., formative/ process/ outcome evaluation could be made clearer.	Well noted. We are planning to change the position of buttons and navigation in the application.
	The utility of the report should be clarified such as what the result could be used for.	Agreed. The report will be improved, will contain more details. Also, it will be possible to add your own notes and save the report in various formats (e.g. PDF, DOC).
	It would be more helpful if the report offered more information, providing the option for	Agreed. The report will be improved, will contain more



	practitioners to flag an aspect partially addressed, and to add comments.	details. Also, it will be possible to add your own notes and save the report in various formats (e.g. PDF, DOC).
	The report is more static. It is a filled-out report like a checklist instead of a personalised and dynamic report for a certain initiative.	Agreed. The report will be improved, will contain more details. Also, it will be possible to add your own notes and save the report in various formats (e.g. PDF, DOC).
	On the EBEM module page, after "The usage of the model is secure, and no personal data is collected", maybe a reference to our privacy statement - "for further information please see XXX", could be added.	This information can be found on the first page in the privacy terms tab. ITTI does not see the need to explain the rules of use, everything is written in the tab.
	Stage 1: "Choose the evaluator". In this section, it should be specified that the Tool is designed to support with "planning" an evaluation and indicate that the final evaluation is done by an individual or a group of individuals. This will help avoid automated individual decision-making, according to art. 22 of the GDPR.	The EBE tool does not provide automated decision-making. The tool is designed purely for planning evaluation. It does not provide any automatic evaluations.
	Stage 1: "Form the evaluation team". In this section there are several functions involved in the evaluation and are involved in the processing of personal data, for which should be regulating the privacy rules and given the appropriate information. For example: Respondents and data providers should receive information notices (containing the information prescribed by art. 13 of the GDPR) when interviewed.	ITTI has taken note. This issue is not obvious and will be discussed with the team working on EBE Tool.
	For data collectors and data managers, the privacy rules should be regulated e.g., are they data processors or authorised persons? Only after this, roles should be designated and, consequently, individuals or teams e.g., data processors or collectors should be appointed.	This information can be found on the first page in the privacy terms tab (agreed with UoH, VICESSE and ITTI). We do not see the need to explain the rules of use, everything is written in the tab.
First online version validation/ SMART Hubs (November 2023)	In general terms, functionality is excellent. The Tool is well-built, in a transparent way that allows the use of the texts provided. However, there are some areas that need improvement or additional attention. For instance, instead of using dots for each benchmark, consider using a soft, distinctive background for a more appealing look.	The comment concerns the UI and UX of the EBE Tool, the upgrade of which has already been proposed in the mock-ups in the chapter 3.3.
	The blue lines under the section names are short, and they could either be extended or removed to avoid appearing as a mistake.	The comment concerns the UI and UX of the EBE Tool, the upgrade of which has



	Also, using the Tool on a phone is more difficult and image and text do not scale to screen resolution on PCs. It was recommended that, first of all, it would be nice to have an X (close) symbol to click on in order to close the info boxes that pop up when clicking on the WHAT-WHO-HOW.	already been proposed in the mock-ups in the chapter 3.3. Problems related to displaying the context on different screens will also be removed in the final version of the EBE Tool.
	It might to be easy to figure out for all users that they need to click outside of the box to get back to the previous page. Secondly, similar to the hand/ pointer symbol that appears when going over with the mouse on the Modules, it would be useful to have a similar symbol when going over the questions (e.g. What do I need to remember when planning an initiative?). The colour change of the font when going over the text does not imply at first glance that one needs to click on it in order to have access to more information.	These are UI and UX issues that should be resolved with the latest version of the EBE Tool design, which was developed by a very experienced designer.
	More technically, a responder provided the following statistics about the technical functionality of the Tool following its testing and validation on different mediums. The Tool was evaluated with two tools Google Lighthouse and Siteimprove: 1)Google Lighthouse: 74 Performance 79 Accessibility 86 Best Practices 69 SEO 2) siteimprove.com: Accessibility score 100/100: Status A Failed 2, SEO score 66/100: Technical issues 89/100 Mobile issues 43/100 Content issues 45/100 Experience issues 60/100, Performance score 77/100: Speed index (SI)8/10 Largest content (LCP)12/25 Interactive (TTI)9/10 Blocking time (TBT)30/30 Layout shift (CLS)15/15, Page optimization score 65/100.	These numbers satisfy the requirements for application.
	The use is easy and intuitive in a good sense of it- the energy can focus on the subject matter, which certainly is a plus.	Well noted.



	However, to enhance the accessibility further it was recommended by the stakeholders that: As this project is international in scope, participants may have varying degrees of English proficiency and come from diverse professional backgrounds, understanding some words or concepts might be a challenge. To increase user-friendliness, the developer may consider including example boxes or sentences to clarify the meaning of specific instructions. Furthermore, in certain sections, the evaluation steps may not effectively guide the user. These sections require a more refined paragraph structure to ensure a smoother flow of information and instructions.	The automatic translation of the Tool is already possible and available e.g. using the Google Chrome plug-in. The final version of the tool will be translated in different languages. It was not the initial plan but INDEED recognised a need to have EBE Tool translated in order to increase the possibilities of its use in different countries.
	Completely user-friendly, maybe more beneficial if further work to increase adaptability to specific intervention (for example, on specific target users, sectors, or online interventions) is carried out on the Tool.	Well noted. The new version of the design is based on the existing framework and layout, so we want to maintain the level of user-friendliness assessment, but graphically the application will be improved.
	Some terms lack definitions (Context analysis, Theory of Change), and risk and protective factors' definitions should be defined in the context of planning objectives and their evaluation (usually used in the context of assessing individuals). It was reported by a respondent that "The tool is practical and useful. It contains good justification from theory and research. Maybe a better explanation of the theory of change needed with specific and practical examples."	INDEED will provide a glossary and will make sure that the tool is used together with the E-guidebooks, which explain those terms. This issue might be mitigated when the links to the INDEED e-guidebooks will work.
	Also, Language used is completely not so clear and sounds more theoretical rather practical to suit the stakeholders' routine needs and requirements. Currently, from the first-line practitioners' aspects, the language is challenging. To mitigate this challenge, where/ if possible, multi-language options should be added to the Tool.	UoH tested the language with INDEED practitioners and received different feedback, some understand well, some do not. This is all about English language proficiency. Could be mitigated with translation of the tool that is planned as part of the project.
	It is difficult to find the "start" button for the evaluation, the progress bar does not clearly show progress (remains at 0/100%).	Well noted. We consider this remark.
	For the success of online platforms, it is crucial to reduce uncertainties for users, often referred to as 'transaction cost.' The lower the transaction cost, the higher the	These are UI and UX issues that should be resolved with the latest version of the EBE Tool design, which was



	likelihood of user engagement with the platform.	developed by a very experienced designer.
	The Tool offers a low barrier to entry for users, and there are not any major issues with the visual content. The Tool is easy to use and engaging and can engage a critical mass of users.	Well noted. The new version of the design is based on the existing framework and layout, so we want to maintain the level of user-friendliness assessment, but graphically the application will be improved.
	Since the Tool is accessible and user-friendly, it is highly likely that its users will remain engaged with the tool, enhancing its sustainability. One respondent reposted "The tool is valuable and useful. I think it will be used in practice and will make work easier." Another respondent reported "I think that there is added value especially for the people who are fairly new or have only done specific kind of evaluations. It is also helpful that you can find this information in one place which saves time." It was reported that "In general, I find that the Tool will help to plan more precise objectives that can later be evaluated ... The tool is very useful and helps to evaluate initiatives by providing clear guidance and direction." Another respondent lamented "I like the Tool and I think it is very useful, I'm not sure how it is especially designed for PVE/CVE, to me it seems very applicable on all sorts of initiatives. I do not see this as an issue."	Well noted.
	This Tool could benefit from the inclusion of 'gamification' elements. Gamification has the potential to capture the user's attention and increase their engagement with the Tool. CENTRIC has prior experience in gamifying certain programmes, as they did for Europol. It might be worthwhile to explore this approach further.	Well noted. The new version of the design is based on the existing framework and layout but UI and UX are improved.
	When used to prepare the evaluation strategy for a project that has just finished, the Tool was very useful for that. However, if used for the same project as if it were starting now, the experience would be different. Also, the option to take notes and/ or customise the final document with specific project information is missing, or, if there is, it is not visible easily. Also, the fact that stakeholders cannot review and edit the evaluation proposal/ plan is a pain-point because the situation can change from one module to another, and, it would be helpful if the stakeholders are able to go back to a	This has to be discussed and agreed between UoH, PPS and ITTI during SCRUM Team Meeting on 18 th December 2023.



	previous module without starting all over again.	
	It would be great if users could take notes about individual steps in the evaluation process (next to ticking boxes). Alternatively, it would be great if users could download an evaluation plan/ report before starting a module to add personal notes.	Agreed. The report will be improved, will contain more details. Also, it will be possible to add your own notes and save the report in various formats (e.g. PDF, DOC).
	To efficiently understand the purposes of the tool and how to act in each stage, the practitioners would require some background knowledge on evaluation (even if just to make them acquainted with the terminology used), and their attention to the need to incorporate evidence-based evaluation practices should already been heightened (i.e., some EU MSs might not be that keen on incorporating evaluation procedures or even understand such benefits).	Agreed, this is the reason why INDEED included the e-guidebooks in EBE Tool.



3 REFINEMENT PLAN

3.1 SCOPE

The scope of refinement will concern both the content and the technical side of the application. In terms of content and texts, UoH will analyse feedback, needs and opportunities as well as the best solutions on how to organize knowledge to fit the application. ITTI will focus on improving the visuals and UX. Based on the feedback collected during workshops and validation in SMART Hubs, it can be stated that in general the application is rated well, but there is considerable room for improvement. Therefore, ITTI proposed a new design and improved UX plan in the form of mock-ups located later in this document. The mock-ups were developed by an experienced UI and UX designer. The project is based on the existing application but proposes seemingly small changes that are intended to improve the reception of the application and encourage users to use it not only for professional and substantive reasons, but also for ease of use and user-friendliness.

3.2 WORK ORGANISATION AND SCHEDULE

Task T3.4 Refining the INDEED Evidence-Based Evaluation Model and the tool is led by ITTI and its participants are CENTRIC, UoH, LPR, KWPG, HP, RMP, MoJ, GDES, PMM. ITTI, CENTRIC and UoH will act as the main implementers and decision-makers, while the others will act as representatives of end users and stakeholders. The task is scheduled for months 23-34 and should be completed in July 2024. ITTI plans to organize the team's work based on the SCRUM methodology, i.e. conduct regular meetings, assign smaller tasks and regularly verify the progress and compliance of the tasks performed with the assumptions, requirements and plan. Team meetings will be held every two weeks on a set date and time from December 2023 until the end of the assignment. If necessary, additional ad-hoc meetings will also be held in various participant configurations.

3.3 MOCK-UPS OF REFINED INDEED TOOL

Based on all the data collected from end-users and partners involved in the project, a decision was made on the scope of graphic refinement of the EBE Tool. In accordance with the work plan specified at the proposal stage, INDEED, as part of WP3, envisaged a task (T3.4 Refining the EBE model and the tool) devoted to improving the model and the tool itself. In terms of the EBEM itself (available here: <https://www.toolkit.indeedproject.eu/EbemView>) there was little feedback, but the project partners anticipate minor changes in the UI itself and possible further adaptation of the content to more up-to-date knowledge, improvement of the structure and easier communication. The scope and type of changes will be determined during work under the task. EBE Tool will be improved mainly in terms of visuals, graphics, UI and UX design. ITTI conducted a thorough analysis of the feedback obtained during meetings and during validation in SMART Hubs and designed new desktops for individual views in EBE Tool, based on the existing layouts and formula. The rest of the chapter contains a proposal in the form of detailed, polished interface mock-ups developed in Figma¹.

¹ A collaborative web application for interface design, with additional offline features enabled by desktop applications for macOS and Windows.



INDEED

Evidence-Based Model for Evaluation of
Radicalisation Prevention and Mitigation

D3.7 Report describing the refined and optimised model and
tool
Version: 1.0

Figure 1 INDEED EBE Tool First Page mock-up.

**INDEED**

CONTACTADMINISTRATIONHELP

PL

INDEED TOOL

EVIDENCE-BASED EVALUATION OF PVE/CVE AND DE-RADICALISATION INITIATIVES AND CASES

INTRODUCTION

The INDEED evaluation Tool helps you to plan and conduct evidence-based evaluations of PVE/CVE and De-radicalisation initiatives. It can be used at all stages of the evaluation of an initiative. It is suitable for a wide range of initiatives implemented in different sectors and contexts. It also offers instructions on planning and conducting more limited evaluations that focus on ad-hoc actions and single cases.

The tool is based on the Evidence-Based Evaluation Model developed by INDEED. The tool includes information, step-by-step instructions and in-depth information on all key aspects of evaluation.



WHAT?

The INDEED Tool provides practical guidance and solutions towards the development of evidence-based evaluation of different PVE/CVE and De-radicalisation initiatives, ad-hoc actions and cases unfolding in various contexts. It is relevant for all initiatives in the field, regardless of their scope, sector, funder, implementer or location. It is based on the Evidence-Based Evaluation Model (EBEM) developed in the INDEED project.

WHO?

The Tool provides step-by-step instructions for planning and conducting most common types of evaluation, i.e. formative, process and outcome evaluations. It also provides recommendations on how to design PVE/CVE initiatives with evaluation in mind. Because advance planning is one key element of useful and relevant evidence-based evaluations. For those initiatives that have started without an evaluation plan, the tool provides instructions on what kind of options are available and how to develop the initiative so that it can be evaluated more comprehensively in the future.

HOW?

While the Tool contains a lot of information on all key aspects of evaluation it is also important to recognize that evidence-based evaluation often requires additional knowledge and skills, especially concerning evaluation designs and methods. The Tool provides the Resource bank containing such resources.

INDEED

STRONGLY EMPHASIZES AND RECOMMENDS THE IMPORTANCE OF THINKING ABOUT EVALUATION STARTING FROM THE STAGE OF INITIATIVE DESIGNING

GET STARTED

Choose the module that is closest to where you are with the initiative and to what you would like to learn more about.

CHOOSE

Choose one of the modules

1

EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

2

EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES

3

EVIDENCE-BASED EVALUATION OF COMPLETED INITIATIVES

4

EVIDENCE-BASED EVALUATION OF SINGLE CASES

MODULE 1

If you are starting your initiative and would like to find out what you should know about evaluation at this point. This module may be useful also when you are redesigning an already existing initiative.

MODULE 2

If you have started your initiative and you would like to know how it is going.

MODULE 3

If your initiative has already ended or is about to end and you would like to evaluate it.

MODULE 4

If you like to evaluate how you have done in one or a small number of cases. These cases may have situations that you have handled as part of your daily work on an ad-hoc basis, or these can be activities taken as part of an initiative.

PRIVACY AND TERMS OF USE

The Tool, as any other website collects all users IP addresses. The decision of the Court of Justice of the European Union decision dated 8 October 2016, considers IP address to be personal data. The ITI will temporarily store IP addresses for the period of 30 days for the operation purposes, after that they are deleted from the system.

HELP US IMPROVE THE TOOLS

If you used our tool and you have your suggestions on how to improve it, please send your suggestions to us.
If you noticed any irregularities in the work of the tool, please kindly inform us.
If you just wish to share any useful materials that could be added to the tool, we will be happy to consider them as well.

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Figure 2 Module 1 first page - planning your initiative with evaluation in mind.

1 MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

BACK

INTRODUCTION

Module 1 provides guidance for evidence-based evaluation from the very start of the process of the initiative design. It is proven both by literature and practice that it is important to think about evaluation at the point when the initiative is only at the planning stage. This way, the initiative and its monitoring practices are designed in the way that they support evaluation best. It is also possible to do your first evaluation already at the planning or piloting stage.



PLANNING YOUR INITIATIVE WITH EVALUATION IN MIND

FORMATIVE EVALUATION

PLANNING YOUR INITIATIVE WITH EVALUATION IN MIND

What do I need to remember when planning an initiative?

Designing initiatives with evaluation in mind



How to integrate evaluation in the initiative plan?

Step 1. Check your evidence

Step 2. Setting objectives

Step 3. Develop a theory of change

Step 4. Develop monitoring and indicators

Step 5. Decide on the evaluation schedule

Conducting Ethical evaluations

Evaluation of various PVE/CVE and De-radicalisation initiatives from the point of view of their efficiency, impact or effectiveness is an important instrument. However, the success and credibility of these initiatives significantly hinge on the integration of ethical considerations concerning gender, ethical, legal, and societal dimensions. These ethical aspects are enshrined in the human-rights based approach. If these aspects are taken into consideration and implemented at all stages of the evaluation process, then one can conclude that evaluation was pursued ethically.

Gender Equality:

Gender considerations are fundamental for ethical evaluation of initiatives. By addressing gender disparities and the unique experiences of different genders, evaluations can uncover valuable insights and provide recommendations that promote gender equality. This is particularly crucial in sectors, where gender biases may persist. Evaluations should undertake a gender-sensitive approach, especially for those initiatives that were not gender-sensitive in their design, meaning that their understanding of radicalisation, their methods of intervention, their inclusion of stakeholders and clients did not include any gender aspects. When evaluating, it is important to be aware of and fully disassociate oneself from mainstreaming of sexist and/or misogynist rhetoric and practices, which are deeply interlinked with and are often at the core of radicalised and extremist ideologies and movements.

Ethical Integrity and Research Ethics:

Ethical evaluation of projects prioritises the principles of integrity, honesty, and transparency. Evaluators and evaluation teams applying research methods should adhere to established ethical standards, including informed consent, confidentiality, and protection of participant rights. Failing to uphold these principles can compromise the validity and ethical standing of the evaluation. A critical aspect of human-rights-based approach is non-discrimination, which prohibits any form of discrimination based on race, gender, age, disability, or other characteristics. Ethical evaluations aim to uncover disparities and inequalities, highlighting areas where discrimination may exist.

Legal Compliance and Human Rights:

Ethical evaluations align with legal and human rights frameworks. Assessing programs and policies against legal standards ensures that they uphold individual and collective rights. Ethical evaluations help identify any potential violations and offer recommendations for corrective action, contributing to legal compliance and accountability.

In an era of increasing data collection, ethical evaluations protect data privacy and confidentiality. Evaluators should secure data, use it responsibly, and ensure that participants' personal information remains confidential. This safeguards the rights and dignity of those involved.

Societal Impact and Responsiveness:

One of the key tenets of human-rights-based approach is participation, emphasising the importance of involving all stakeholders in decision-making processes. In evaluation ethical considerations involve ensuring that all relevant voices, including marginalised and vulnerable groups, are heard. Ethical evaluations engage with communities and beneficiaries, respecting their autonomy and rights to information, consent, and confidentiality. Ethical evaluations are responsive to the broader societal context. They consider the potential consequences and impacts of policies and programs on communities and society as a whole. By addressing ethical aspects, evaluations help prevent harm, promote positive societal change, and foster trust between stakeholders and institutions.

Ethical evaluations engage with communities and stakeholders throughout the process. This collaborative approach does not only enhance the relevance of the evaluation but also fosters ownership and accountability among those affected by the programs and policies under review.

Inclusion of vulnerable groups:

Including vulnerable groups in research as part of evaluation process is of paramount importance as it strives to amplify their voices, address their unique needs, and contribute to beneficial outcomes. Such inclusion fosters social justice, informs policies that cater to the marginalized, and enhances the overall quality and relevance of research findings. By engaging vulnerable groups, researchers can uncover new insights and, in the process, hinder further exclusion and discrimination. However, this does not happen without risks. Vulnerable participants may face heightened ethical, legal, physical and psychological vulnerabilities, including privacy breaches, stigma, re-traumatisation, or harm resulting from participation. Thus, the ethical conduct of evaluators when dealing with vulnerable groups is imperative. It requires meticulous consideration of individuals' well-being, cultural sensitivity, and safeguarding their rights throughout the research journey. Balancing between the importance of inclusion and responsibility to protect is a critical aspect of ethical research involving vulnerable populations.

Further information:

For more information on ethics in evaluation please find link to E-guidebook 1.

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Figure 3 Module 1 first page - formative evaluation view.

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MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

← BACK

INTRUDUCTION

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PLANNING YOUR INITIATIVE WITH EVALUATION IN MIND

FORMATIVE EVALUATION

FORMATIVE EVALUATION

Evidence-based formative evaluation aims at improving initiative design by conducting an evaluation based on the principles of evidence-based evaluation. These principles highlight the importance of involving stakeholders in the evaluation process and producing analysis of the initiative based on appropriate and good quality evidence (See principles of evidence-based evaluation [EBEM](#))

Formative evaluation is conducted at the point when the initiative is being planned, typically when the initiative's plan is almost finalised or its first pilot implementation is conducted. It evaluates the initiative plan before it is fully implemented to see whether the plan is sound and works as intended. It can also be done when an already implemented initiative is redesigned..

There are two main ways to approach formative evaluation:

1. Evaluate the initiative plan itself – for example, whether it is based on sound assumptions about radicalisation that are supported by scientific knowledge, or whether it addresses all key needs and requirements identified in the planning phase.

2. Evaluate the pilot implementation of the initiative plan – for example, to see whether the initiative plan can be implemented as intended, how those involved experience it and whether there are any unaddressed issues that need to be solved.

When doing an evaluation, it is important to think about Ethics. Many organisations have the Professional Code of Conduct or Code of Professional Ethics that is generally applicable to an evaluation. A good basis for further consideration of ethical issues is provided by a human-rights-based approach (HRBA - participation, accountability, non-discrimination and equality, empowerment and legality). Several tips and recommendations are included in the instructions for formative evaluation in this tool. For more information about HRBA and its application to evaluation, please check the E-guidebooks 1 and 2

Start

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Radicalisation Prevention and Mitigation

D3.7 Report describing the refined and optimised model and
tool
Version: 1.0

Figure 4 Module 1 formative evaluation - Stage 1 view.

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1 MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

← BACK

GO TO NEXT MODULE →

FORMATIVE EVALUATION

STAGE 1 : PREPARE

- ☐ Map relevant [stakeholders](#)
- ☐ Check available [resources](#)
- ☐ Choose the [evaluator](#)
- ☐ Form the [evaluation team](#)
- ☐ Review [initiative's documentation](#)
- ☐ Review the Ethics checklist [PDF](#)
- ☐ Review quality standards for evaluation checklist [PDF](#)

Next >



CLICK ON the underlined keywords for more information
CHECK the step when you completed it to active the progress bar

PROGRESS BAR 33/100%

PREPARE 57/100%

DESIGN 0/100%

EXECUTE 0/100%

UTILISE 0/100%

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Version: 1.0

Figure 5 Module 1 formative evaluation - Stage 1 view with information about the resources displayed in the notebook.

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MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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GO TO NEXT MODULE →

FORMATIVE EVALUATION

STAGE 1 : PREPARE

- ☒ Map relevant [stakeholders](#)
- ☒ Check available [resources](#)
- ☒ Choose the [evaluator](#)
- ☐ Form the [evaluation team](#)
- ☐ Review [initiative's documentation](#)
- ☐ Review the Ethics checklist [PDF](#)
- ☐ Review quality standards for evaluation checklist [PDF](#)

< PreviousNext >

RESOURCES

Evaluation requires that the necessary resources are available. There should be an appropriate budget for it. It is also important to consider time, motivation and intellectual resources that are needed from those who will be involved in the evaluation. Knowing the resources early on is important because it will set limits to what kind of evaluation is possible to conduct. It is better to conduct a more limited evaluation well than aim for a more ambitious evaluation without having proper resources to conduct it.

PROGRESS BAR 33/100%

PREPARE 57/100%

DESIGN 0/100%

EXECUTE 0/100%

UTILISE 0/100%

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Figure 6 Module 1 formative evaluation - Stage 2 view.

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MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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FORMATIVE EVALUATION

STAGE 2 : DESIGN

☒ Set

evaluation objectives, questions and indicators

☐ Choose the

evaluation design, data and methods

☐ Agree on the

timeline and roles

☐ Set up a

data management plan

☐ Finalise and agree upon the Evaluation Action Plan

PDF

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EVALUATION DESIGN, DATA AND METHODS

Evaluation design sets the overall structure and scope of the evaluation through addressing research design. Evaluation methods supplement it by defining how the data will be collected and analysed. The choice for design and methods is influenced by the available resources and expertise available. For formative evaluation, it is typical to use quite simple research designs. If the objective is to analyse whether the underlying assumptions about radicalisation are supported by scientific knowledge, evaluation usually involves qualitative analysis of the initiative plan in the light of scientific publications on radicalisation. When evaluating the pilot implementation, interviews and surveys among key stakeholders can be used to collect their views and experiences. This can be supplemented by monitoring documentation such as records of activities conducted and number of people reached. More information about research design, [click here](#)

PROGRESS BAR 33/100%

PREPARE 57/100%

DESIGN 0/100%

EXECUTE 0/100%

UTILISE 0/100%

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Figure 7 Module 1 formative evaluation - Stage 3 view.

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1 MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

← BACK

GO TO NEXT MODULE →

FORMATIVE EVALUATION

STAGE 3 : EXECUTE

☒ Keep track of the evaluation process

☐ Communicate with stakeholders

☐ Collect and manage the data

☐ Analyse the data and form conclusions

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Next >

TRACK OF THE EVALUATION PROCESS

In order to ensure transparency and keep the evaluation process on track, follow and document the progress of the evaluation carefully. It is particularly important to document in detail any deviations from the original evaluation action plan. Careful tracking is also needed to identify any challenge as early as possible.

PROGRESS BAR 33/100%

PREPARE 100/100%

DESIGN 100/100%

EXECUTE 25/100%

UTILISE 0/100%

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Figure 8 Module 1 formative evaluation - results view.

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MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

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GO TO NEXT MODULE →

FORMATIVE EVALUATION

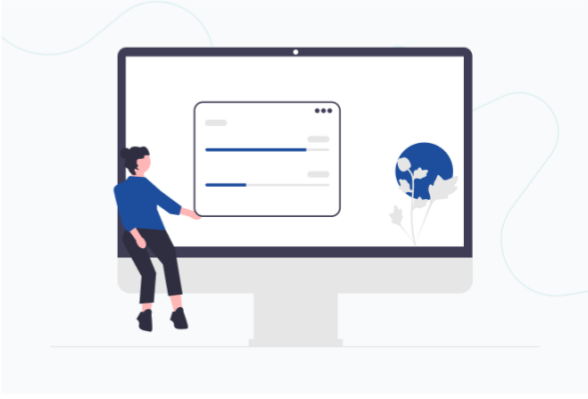
RESULTS MODULE 1

See the report

Clear all and go to the first page

< Previous

GO TO THE NEXT MODULE →



PROGRESS BAR 33/100%

PREPARE 100/100%

DESIGN 100/100%

EXECUTE 25/100%

UTILISE 60/100%

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Figure 9 Module 1 formative evaluation - report view.

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MODULE 1: EVIDENCE-BASED EVALUATION AS PART OF INITIATIVE DESIGN

← BACK

MODULE 1 REPORT 33/100%

STAGE 1 : PREPARE 0/100%

Map relevant stakeholders

Check available resources

Choose the evaluator

Form the evaluation team

Review initiative's documentation

Review the Ethics checklist PDF

Review quality standards for evaluation checklist PDF

STAGE 2 : DESIGN 20/100%

Set evaluation objectives, questions and indicators

Choose the evaluation design, data and methods

Agree on the timeline and roles

Set up a data management plan

Finalise and agree upon the Evaluation Action Plan PDF

STAGE 3 : EXECUTE

Discuss results with stakeholders

Prepare results for presentation

Decide on the following steps

Share recommendations

Manage the collected data

STAGE 3 : EXECUTE

Keep track of the evaluation process

Communicate with stakeholders

Collect and manage the data

Analyse the data and form conclusions

WHAT WOULD YOU LIKE TO DO NEXT?

Print the report

Clear all and go to the first page

GO TO THE NEXT MODULE →



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Figure 10 Module 2 formative evaluation - What are my options view.

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2MODULE 2: EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES

[← BACK](#)

ABOUT

Module 2 is developed to support evaluation of ongoing initiatives. The module directs you towards the evidence-based evaluation of your initiative, starting from where you are with your evaluation plans. It helps you implement evaluations that were already foreseen when the initiative was planned. It also provides instructions of how to get started with evaluation when no such plans exist.



[WHAT ARE MY OPTIONS?](#)

[PROCESS EVALUATION](#)

WHAT ARE MY OPTIONS?

Main types of evaluation available for an ongoing initiative

Process evaluation looks at how the initiative's implementation is going, for example by looking at whether the implementation is in line with the initiative plan, how the participants experience the initiative and how the cooperation between different stakeholders is working. For more information, see the process evaluation tab in this module.

Formative evaluation is useful when the initiative's implementation is still in its early stages and its working methods are still being developed. It evaluates the feasibility and soundness of the initiative plan, as well as its early/pilot implementation. Formative evaluation can also be conducted when the initiative is being redesigned. For more information, see [Module 1](#).

Outcome evaluation measures the effects of the initiative. It is a common way to determine whether the initiative has met its objectives and produced an intended outcome. However, in terms of on-going initiatives, there can be done only the evaluation of intermediate outcomes and effects, since the initiative is not yet completed. In any case, for more information on outcome evaluation, see [Module 3](#).

[Requirements for evaluation](#)

[Conducting Ethical evaluations](#)

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Figure 11 Module 1 formative evaluation - What are my options view with second tab extended.

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MODULE 2: EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES

 BACK

ABOUT

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WHAT ARE MY OPTIONS?

PROCESS EVALUATION

WHAT ARE MY OPTIONS?

Main types of evaluation available for an ongoing initiative >

Requirements for evaluation v

In an ideal case, the decision about how and when evaluation will be conducted is made already when the initiative is planned. At the same time, it is still common that evaluations are not foreseen when initiatives are originally designed. In such situations, the available options are usually more limited, but it is still almost always possible to do some form of evaluation using the evidence-based approach.

What kind of evaluations can be done even when not originally planned depends on how the initiative has been implemented and documented. Three aspects are particularly important:

Initiative's objectives

Evaluation requires that initiative's objectives are clearly defined. These objectives should be put on paper, agreed upon by involved stakeholders and be up to date. If the objectives are only lacking documentation but there is a clear consensus about what they are among the key stakeholders, it may be possible that there is enough clarity about objectives to conduct evaluation. If the initiative's objectives were not clearly defined on paper before evaluation, it is important to think about how that may affect the results of the evaluation.

THEORY OF CHANGE

DATA

As a general rule, if there is enough clarity about the initiative's objectives and theory of change, it is usually possible to conduct a process evaluation of at least some aspects of the initiative. A high-quality outcome evaluation is rarely possible without an existing evaluation plan and corresponding monitoring practices. One option that is always open for new and redesigned initiatives is formative evaluation of its objectives and theory of change.

If no evaluations have been done before, it is good to start with less demanding evaluation types. Establishing solid evaluation practices can be seen as a process that starts by establishing supporting practices and progressing towards more complex evaluations. For an already ongoing initiatives, this can proceed, for example, through the following stages:

- Elaborating on the initiative's objectives and theory of change
- Introduction of the evaluation plan and supporting monitoring practices
- Process evaluation of the initiative's implementation
- Formative evaluation (if/when the initiative is redesigned)
- Outcome evaluation of the initiative's results

Conducting Ethical evaluations >

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Figure 12 Module 1 formative evaluation - What are my options view presenting the option of displaying information in the second tab.

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MODULE 2: EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES

BACK

ABOUT

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WHAT ARE MY OPTIONS?

PROCESS EVALUATION

WHAT ARE MY OPTIONS?

Main types of evaluation available for an ongoing initiative >

Requirements for evaluation v

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What kind of evaluations can be done even when not originally planned depends on how the initiative has been implemented and documented. Three aspects are particularly important:

INITIATIVES OBJECTIVES

THEORY OF CHANGE

Data

A lot depends on the availability of data. If there is rich, systematic and detailed documentation of the initiative's implementation, there may be enough data to evaluate its implementation over time. It should, however, be very carefully assessed whether the data is sufficient.

As a general rule, if there is enough clarity about the initiative's objectives and theory of change, it is usually possible to conduct a process evaluation of at least some aspects of the initiative. A high-quality outcome evaluation is rarely possible without an existing evaluation plan and corresponding monitoring practices. One option that is always open for new and redesigned initiatives is formative evaluation of its objectives and theory of change.

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Conducting Ethical evaluations >

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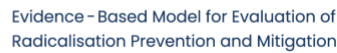


Figure 13 Module 2 What are my options view.


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[ADMINISTRATION](#)
[HELP](#)



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MODULE 2: EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES


[BACK](#)

ABOUT

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[WHAT ARE MY OPTIONS?](#)

[PROCESS EVALUATION](#)

WHAT ARE MY OPTIONS?

Main types of evaluation available for an ongoing initiative

Requirements for evaluation

Conducting Ethical evaluations

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Ethical evaluations align with legal and human rights frameworks. Assessing programs and policies against legal standards ensures that they uphold individual and collective rights. Ethical evaluations help identify any potential violations and offer recommendations for corrective action, contributing to legal compliance and accountability. In an era of increasing data collection, ethical evaluations protect data privacy and confidentiality. Evaluators should secure data, use it responsibly, and ensure that participants' personal information remains confidential. This safeguards the rights and dignity of those involved.

Societal Impact and Responsiveness:

One of the key tenets of human-rights-based approach is participation, emphasising the importance of involving all stakeholders in decision-making processes. In evaluation ethical considerations involve ensuring that all relevant voices, including marginalised and vulnerable groups, are heard. Ethical evaluations engage with communities and beneficiaries, respecting their autonomy and rights to information, consent, and confidentiality. Ethical evaluations are responsive to the broader societal context. They consider the potential consequences and impacts of policies and programs on communities and society as a whole. By addressing ethical aspects, evaluations help prevent harm, promote positive societal change, and foster trust between stakeholders and institutions. Ethical evaluations engage with communities and stakeholders throughout the process. This collaborative approach does not only enhance the relevance of the evaluation but also fosters ownership and accountability among those affected by the programs and policies under review.

Inclusion of vulnerable groups:

Including vulnerable groups in research as part of evaluation process is of paramount importance as it strives to amplify their voices, address their unique needs, and contribute to beneficial outcomes. Such inclusion fosters social justice, informs policies that cater to the marginalized, and enhances the overall quality and relevance of research findings. By engaging vulnerable groups, researchers can uncover new insights and, in the process, hinder further exclusion and discrimination. However, this does not happen without risks. Vulnerable participants may face heightened ethical, legal, physical and psychological vulnerabilities, including privacy breaches, stigma, re-traumatisation, or harm resulting from participation. Thus, the ethical conduct of evaluators when dealing with vulnerable groups is imperative. It requires meticulous consideration of individuals' well-being, cultural sensitivity, and safeguarding their rights throughout the research journey. Balancing between the importance of inclusion and responsibility to protect is a critical aspect of ethical research involving vulnerable populations.

Further information:

For more information on ethics in evaluation please find link to E-guidebook 1.



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Figure 14 Module 2 - Process evaluation view.

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2 MODULE 2: EVIDENCE-BASED EVALUATION OF ONGOING INITIATIVES

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ABOUT

Module 2 is developed to support evaluation of ongoing initiatives. The module directs you towards the evidence-based evaluation of your initiative, starting from where you are with your evaluation plans. It helps you implement evaluations that were already foreseen when the initiative was planned. It also provides instructions of how to get started with evaluation when no such plans exist.



[WHAT ARE MY OPTIONS?](#) [PROCESS EVALUATION](#)

PROCESS EVALUATION

Process evaluation allows for learning about the actual implementation of your initiative in the actual context. It can tell you about how the implementation of the initiative is going, whether it follows the original plan and whether the experiences support the theory of change about how the initiative is supposed to reach its objectives. Process evaluation can be conducted at any stage of the initiative, but it is most typically conducted for initiatives that have already been implemented for some time and are expected to continue in the future, but it can also be conducted for initiatives that are ending.

The next steps will walk you through the stages of the evaluation process. All through this process, it is important to think about Ethics. Many organisations have the Professional Code of Conduct or Code of Professional Ethics that is generally applicable to an evaluation. A good basis for further consideration of ethical issues is provided by a human-rights-based approach (HRBA - participation, accountability, non-discrimination and equality, empowerment and legality). Several tips and recommendations are included in the instructions for Process evaluation in this tool. For more information about HRBA and its application to evaluation, please check the [E-guidebooks 1 and 2](#).

Typical questions that process evaluations can answer are:

- How is the implementation of the initiative going?
- Is the initiative (or some of its activities) being implemented according to the plan?
- How well has the initiative reached its target group?
- How do participants experience the initiative?
- How are key stakeholders working together to achieve the objectives?
- How much are key stakeholders involved in the initiative?
- Have there been any obstacles when implementing the initiative?

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Figure 15 Module 4 What, Why, When, How? view.

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4 MODULE 4: EVIDENCE-BASED EVALUATION OF SINGLE CASES

[BACK](#)

ABOUT

Module 4 introduces evaluation of cases grounding on the principles of evidence-based evaluation. Such evaluation is usually called "case-based evaluation". Case-based evaluation may be performed in two ways: by focusing on only one single case in order to maximally extract lessons learnt or by addressing a limited number of cases to establish common patterns between them. Module 4 is designed especially with such situations in the field of PVE/CVE and De-radicalisation in mind where evaluations are difficult to arrange due to limited access to data or other issues that restrict the possibilities of involving external people in evaluations.



WHAT, WHY, WHEN, WHO?

CASE-BASED EVALUATION

WHAT, WHY, WHEN, WHO?

What is case-based evaluation and what is it good for?

Case-based evaluation in the field of PVE/CVE and De-radicalisation is not the same as risk assessment. It is rather a limited form of evaluation that focuses only on one case, or a very small number of cases. It aims at deep analysis of how and why the intervention has worked or has not.

Case-based evaluation is not an alternative to the more large-scale evaluation types described in the INDEED Tool (formative/process/outcome). It is rather a supplementary process that can help learn about your own practices and improve your actions. It can be completed by an internal evaluator and does not require extensive knowledge in evaluation methods and practices.

Case-based evaluation can support you in developing your initiative or practices. It helps you analyse systematically and in detail how the case in question was handled and why it was handled that way, as well as what could be learned from it.

A major advantage of the case-based evaluation is that it does not require a lot of resources, and it can be conducted internally. It neither takes as much time as a full-scale evaluation. Therefore, it can be conducted more often and it does not require a lot of planning and preparation.

Case-based evaluation can also look at a limited number of cases and compare them to each other. Using this type of evaluation can provide some insights into what may account for differences between those cases. The more cases are included, the more time and resources are also needed for processing them.

It is, however, important to be very clear about its limitations. Case-based evaluation cannot replace full-scale formative/process/outcome evaluations. Its findings are not generalisable, in other words, it does not tell how your initiative is going but rather how you have done in the analysed cases. The results of such evaluations are mainly useful for your professional environment and might not be transferable to other environments and sectors.

What is a case?

What kind of case makes a good case for evaluation?

Who can conduct case-based evaluation?

Conducting Ethical evaluations

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Figure 16 Module 4 Case-based evaluation view.

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4 MODULE 4: EVIDENCE-BASED EVALUATION OF SINGLE CASES

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ABOUT

Module 4 introduces evaluation of cases grounding on the principles of evidence-based evaluation. Such evaluation is usually called "case-based evaluation". Case-based evaluation may be performed in two ways: by focusing on only one single case in order to maximally extract lessons learnt or by addressing a limited number of cases to establish common patterns between them. Module 4 is designed especially with such situations in the field of PVE/CVE and De-radicalisation in mind where evaluations are difficult to arrange due to limited access to data or other issues that restrict the possibilities of involving external people in evaluations.



WHAT, WHY, WHEN, WHO?

CASE-BASED EVALUATION

CASE-BASED EVALUATION

Case-based evaluation can, in principle, be completed by following the same principles and stages as process or outcome evaluation. As it is more limited in scope and simple in its design than most other evaluations, we have developed a more compact view that guides through the process in 6 steps. Click on each step to receive more details on the evaluation process.

Start

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Figure 17 Module 4 Case-based evaluation view.

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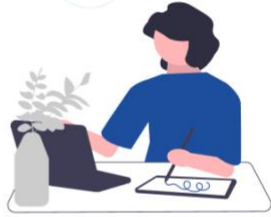
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4 MODULE 4: EVIDENCE-BASED EVALUATION OF SINGLE CASES

[← BACK](#) | [GO TO NEXT MODULE →](#)

CASE-BASED EVALUATION



CLICK ON the step for more information

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Figure 18 Module 4 Case-based evaluation view with information of Step 1 displayed.

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4 MODULE 4: EVIDENCE-BASED EVALUATION OF SINGLE CASES

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CASE-BASED EVALUATION



```
graph LR; 1((1 Step 1  
SELECT THE CASE)) --> 2((2 Step 2  
MAP AND INVITE  
STAKEHOLDERS)); 2 --> 3((3 Step 3  
DEFINE OBJECTIVES  
AND EVALUATION  
QUESTIONS)); 3 --> 4((4 Step 4  
SELECT DATA  
AND METHODS)); 4 --> 5((5 Step 5  
COLLECT AND  
ANALYSE YOUR DATA)); 5 --> 6((6 Step 6  
UTILISE THE RESULTS)); 6 --> 1;
```

1. SELECT THE CASE

- Decide which case you would like to evaluate.
- Check that there will be enough information about the case in order to conduct a sound evaluation. For example, there should be comprehensive information on all actors involved, chronology and nature of all taken actions.
- You may also consider choosing one more or several cases. Having more than one case is useful for being able to compare the findings between cases and thereby gain a deeper understanding of why the cases turned out to work the way they did.
- When you choose which case (and how many of them) you will focus on, try to estimate what kind of resources (time, personnel, funding) you may need to perform the evaluation, as well as how you can acquire the needed resources.

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3.4 FURTHER WORK PLAN

Most of the comments summarised in Table 1 were taken into account in the mock-ups presented in Chapter 3.3. This mainly concerns improving the graphic design, UI and UX of the EBE Tool. There are a few issues left to discuss and find the best solution, e.g. adding notes, form, appearance of the report and others. Most likely, the team will decide and implement the ability to print the report to a doc file, which will address and resolve several end-user comments. The above mock-ups do not take into account several of the above-mentioned comments, e.g. stages descriptions, report printing, clear correlation of EBE Tool with E-Guidebooks, more information about the usability of reports. The possibilities and best options for adding these elements will be analysed and proposed.

The team deciding on the appearance and content of EBE Tool will take into account all the above-mentioned remarks and comments and will try to mitigate errors in the most effective way. We will try to provide a high-quality tool that will have a direct impact on the everyday work of end-users. In the following months of the INDEED project, the UoH, PPHS, ITTI team will continue to work on improving the EBE Tool and consult ideas and progress within the consortium and the Advisory Board.