

The WoW's Approach to Monitoring and Evaluation (M&E)

The WoW Learning Center is committed to continuously improving our courses. All participants are invited to complete three surveys, and some will be invited to participate in interviews. Your feedback helps us understand what works well, how learning is applied in the workplace, and how we can continue supporting all MSF managers.

YOUR FEEDBACK MATTERS!

PRE-COURSE SURVEY

This survey asks you to reflect on:

- Your current management skills and practices.
- Your expectations and motivations for the course.
- Your workplace context and learning environment.

Why is this important?

The pre-course survey establishes a baseline of participants' management practices before starting the WoW course. It allows us to assess how the WoW course supports learning and the transformation of management practices over time.

END-OF-COURSE SURVEY

This survey asks about:

- Your experience of the course content, facilitation, learning environment, and preparation process.
- What you feel you learned during the course.
- What tools or practices you intend to apply in your workplace.

Why is this important?

These surveys give us insight into your WoW experience, helping us understand what worked well and what can be improved while your experiences are still fresh. This feedback is especially valuable for guiding future course improvements.

6-MONTH FOLLOW-UP SURVEY

This survey focuses on:

- Whether and how you have been able to apply what you learned in the course in your workplace.
- Factors that supported or hindered your application of learning.
- Your reflections on long-term changes in your management practices and beliefs.

Why is this important?

Real change takes time. This survey helps us understand how the Ways of Working shapes management practices in the long-term across different MSF contexts.

FOLLOW-UP INTERVIEWS

A small sample of participants will be invited to participate in confidential interviews to explore their experiences in more depth. Interviews will add nuance to survey findings and produce more meaningful results on our courses.

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FREQUENTLY ASKED QUESTIONS (FAQ)

HOW IS MY FEEDBACK USED?

- To collect timely feedback on the WoW courses to ensure they remain relevant and accessible.
- To strengthen support for applying learning in diverse workplace contexts.
- To demonstrate the value of inclusive, discussion-based management practices.
- To continuously adapt WoW programs to participant needs.

HOW IS MY DATA AND PRIVACY PROTECTED?

- Participation in all surveys and interviews is voluntary.
- Survey responses are confidential and reported only in aggregate.
- Individual responses are not shared outside the M&E team in the WoW Learning Center.
- Full details are available in the WoW data privacy notice.

What is Monitoring and Evaluation?

Monitoring and evaluation allows the WoW Learning Center to assess how well the WoW courses are working, who they are working for to ensure they remain relevant and accessible to MSF staff. Monitoring is the routine collection and analysis of data to track our activities to make sure things are going as planned. Evaluation is the systematic gathering and analysis of data to answer specific questions. Evaluation allows us to determine what has been achieved, what worked well and what could be improved in order to make recommendations for future WoW courses.

How is my data stored and for how long?

The WoW Learning Center stores participants' personal data in a secure database. We use appropriate technical and organizational measures and precautions to protect your personal data and prevent the loss, misuse, or alteration of your personal data. The WoW Learning Center will store participant data as long as the WoW program is active. Participants can request to be removed from the WoW database at any time.

Who has access to my data?

A limited number of staff with specific roles is authorized to access the information. Participants' data is shared only with the WoW Learning Center for the purpose of carrying out the WoW Program. Currently, the WoW Learning Center is hosted by MSF USA, therefore MSF USA IT Department may also have access to the data for providing IT support services.

Why do you collect personal information?

We collect limited personal data such as gender, nationality and employment information to understand who the course is reaching and whether participants' experiences differ across roles, locations, or contexts. This allows us to make adjustments to ensure that the course is relevant and accessible to all participants. We do not collect any personal data in the surveys that allows the direct identification of participants (such as name, surname, or email address). Participation in surveys and interviews is voluntary, and you can choose not to respond to any survey or interview question.

Who can I contact for more information?

Participants can contact madeleine.smith@newyork.msf.org for more information.

Thank you for your participation! Your feedback helps us improve WoW courses and strengthens evidence about how the *Ways of Working* supports managers and teams across MSF.

For any questions about the WoW's M&E approach, contact madeleine.smith@newyork.msf.org.