FREQUENTLY ASKED QUESTIONS (FAQs)

ABOUT THE TOOL

1. **What is the M4I Monitoring and Evaluation (M&E) platform?**

   'Measure for Impact' (**M4I**) is essentially a Monitoring and Evaluation (M&E) tool, a custom-built platform to help non-profit organizations effectively monitor their projects and efficiently measure the impact of their development work.

2. **Who can use this tool?**

   The M4I is an Open Access social impact analytical platform. It is accessible, free-of-charge to all purpose-driven, registered non-profit organizations with valid documentation.

3. **Why should I use this tool?**

   The M4I tool provides organizations instant project tracking updates in terms of program inputs, program outputs and program outcomes as well as ready-to-use visualization dashboards to gauge developmental impact on beneficiary population.

4. **How does this tool add value my organization? What resources will I save by using this tool?**

   M4I is an automated solution for organizing, analyzing and interpreting social development program data as well as for generating custom reports embedded with insightful info-graphics.

   The M4I tool can effectively help organizations save valuable man-hours and financial resources by automating manual project monitoring activities.

USING THE TOOL

PROJECTS

1. **How many projects can I add?**

   You can add multiple projects from the 'Add new project' button in your 'Organization dashboard' which appears after you successfully set-up and verify your account. For the user guide and more details, click here.

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2. **Why can't I see the project I just added?**

Refresh your 'Organization dashboard' after adding a project and check again. For more details, refer to user guide here or contact us here.

3. **How do I remove or delete a project?**

Choose the project you want to delete. Then click on 'Project Settings' tab, and click on 'Remove this project' button. The project will be deleted.

PROGRAMS

1. **How many programs can I add?**

Organizations can add as many programs as desired within a project by clicking on the 'Add Program' button after selecting the project from the 'Organization Dashboard'.

2. **Why can't I see the program I just added?**

Refresh your 'Project dashboard' after adding a program and check again. For more details, refer to user guide here or contact us here.

3. **How can I remove a program?**

Click on the 🗑 (Delete) icon next to your program to delete it.

BENEFICIARIES

1. **How many beneficiaries can I manually add at one time?**

You can add one beneficiary at a time by clicking on the 'Add Beneficiary' button after selecting the project from the 'Organization Dashboard'.

2. **How many beneficiaries can I upload in one go?**

You can upload multiple beneficiaries, limited to 500 at a time, by clicking on the 'Upload beneficiaries' button.

3. **Why can't I upload beneficiaries?**

   First, download the sample Excel format by clicking on the 'Upload beneficiaries' button, then click 'Download Sample sheet'. One sample entry has been inserted for your reference. Enter your existing beneficiary information in the file and save it on your computer. Click on 'Choose file' to select the beneficiary information file you just saved. Click on 'Upload from Excel' to upload the chosen file into the system. Refresh your 'Project dashboard' after adding a program and check again. For more details, refer to user guide <u>here</u> or contact us <u>here</u>.

4. **Why are some of my beneficiaries missing that I imported?**

   The M4I tool does not accept erroneous entries in the Excel spreadsheet uploaded to the project. Typical errors can be

   - Mis-specified beneficiary fields such as Gender, Religion, Caste, Education, District name

   - Spelling mistakes in entering the above fields

   If there are errors in your file, the system will show you a message to correct invalid entries and re-upload the file. For more details, refer to user guide <u>here</u> or contact us <u>here</u>.

5. **How do I remove beneficiaries?**

   Click on the beneficiary you wish to delete and click on 🗑 'Delete Beneficiary' button in the top right corner.

6. **How can I correct beneficiaries' data?**

   Click on the beneficiary you wish to edit and click on 🗑 'Delete Beneficiary' button in the top right corner. Re-upload the beneficiary information from your system file.

REPORTS

1. **Why can't I see the output graphics of the program?**

   The system will only show output for the data that has been entered correctly. Kindly visit the beneficiary database and cross-check for valid information.

2. **Why can't I see the outcome graphics of the program?**

   The system will only show outcome for the data that has been entered correctly. Kindly visit the beneficiary database and cross-check for valid information.

3. **How do I create specific results for a program?**

   Highly customized reports are available only to the premium users of our platform. Kindly upgrade to the premium version to have access to this feature.

4. **How do I download the programme status report?**

   Select the Reports tab in the sidebar and click on 'Analytics' button. Choose the parameter for which you wish to view the progress by clicking on 'View'. Click on 'View' above the sub-parameter of interest. Click 'Download' for the output & outcome you wish to download in a JPEG format.

5. **How do I download the overall project status report?**

   Select the Reports tab in the sidebar and click on 'Analytics' button. On the top-right of your screen, click on 'Download Project Snapshot' button to download an overview of project, including number of beneficiaries, baseline and endline completion status and demographic breakup.

DATA STORAGE

1. **How long can I store the data on the system?**

   Free users can store data on the platform for a duration of 3 years or 12 quarters. For paid users of the platform, the duration period can be determined on a case-by-case basis.

2. **Can I download the data?**

   Yes. Beneficiary data can be downloaded onto your system by clicking on 'Beneficiaries' tab on the side-bar, then clicking on 'Download beneficiaries' button. The downloaded report will be in an Excel (.xlsx) format.

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3. **How can I backup my data?**

The data is automatically backed-up daily by the platform. There is no need to manually back-up data.

4. **How do I authenticate a new user from my organization to use the platform?**

New users to an existing organization can be added by sending them an invitation to be on the platform. The users will be verified by the M4I team to onboard them onto the platform.

DATA SECURITY

1. **How do I secure my data?**

The data on the platform is stored on cloud-based infrastructure. The data in-transit between the end user and platform is encrypted using SSL certificates.

2. **Who else has access to the data?**

The data on the platform is available only to the users of the organization. Different organizations cannot access each other's data between them.

OTHER

1. **What are Project Settings?**

The 'Project Settings' button will assist you to generate the optimal number of sample beneficiaries needed to conduct project endline assessment, while maintaining the accuracy of the estimate. The tool automatically generates a list of beneficiaries required for endline analysis based on the **confidence interval** and **margin of error** specified by you.

2. **What is a 'Confidence Interval'?**

The Confidence Interval specifies the certainty associated with a sampling method. A 90% Confidence Interval implies that we would expect 90% of the various, randomized sample estimates to include the population parameter (for example, average beneficiary income).

3. **How do I select a different margin of error?**

The Open Access version of the tool has a pre-selected 5% level of margin of error.

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VALUE ADDED SERVICES

1. **What are the types of services can I choose from?**

   The premium version of the tool gives you the access to a large set of customizations to the already existing features and enables you to monitor and evaluate your projects with higher precision and nuanced analysis.

2. **What additional services/benefits do I get in the premium feature?**

   You get access to customized analytical parameters and enhanced report formats in the premium version of the tool.

3. **Can I get a customized tool in the premium feature?**

   Yes. The premium feature will further customize the existing tool features.

4. **How do I access the platform after a term of 3 years or 12 quarters?**

   You will have to subscribe to the premium feature of the tool after 3 years or 12 quarters.

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