

# Observation/Survey by ELEVATE

## Overview

ELEVATE's **Observation** is an open-source software capability designed to help organizations collect authentic, actionable data and insights at scale. It empowers stakeholders to establish baselines, identify gaps, implement continuous improvement initiatives, and make data-driven decisions through collaborative planning.

Acquiring reliable, comprehensive data that accurately reflects the current state of an organization, community, or individual is often a challenge when setting up context and gathering evidence for improvement programs. The **Survey** capability addresses this need by utilizing advanced technology to enable both governmental and non-governmental organizations to collect large-scale data at regular intervals, ensuring a robust foundation for informed decision-making and strategic action.

## Who Is This For?

Any individual or institution that requires tools to collect empirical data or feedback in sectors such as education, healthcare, community building, etc.

## How It Works

### Observations with Rubrics

These observations are guided by predefined criteria, using a rubric-driven quality framework. This approach enables the quantification of both objective parameters (e.g., number of toilets) and subjective factors (e.g., effectiveness of teacher instructions). Each observation is assessed and ranked based on these measurable standards, providing clear, actionable insights.

### Observations without Rubrics

For specific processes or functions, observation forms are circulated to gather data (e.g., observing the mid-day meal process). The platform can host a centralized repository of these forms, capturing valuable insights that can be readily accessed to inform future actions and improvements.

### Surveys

Surveys gather feedback and opinions from respondents, providing data on events, activities, or processes. These surveys are not tied to any specific entity, and each survey can only be filled out once. Additionally, surveys can be time-bound, with the creator setting a defined period for responses. Once the survey expires, it becomes inaccessible, though any data submitted before the expiration remains available for analysis.

## Reports and Analysis

Both observation and survey reports offer stakeholders the insights they need to make informed decisions. These reports provide data on the adoption, usage, and completion of observations, giving state administrators and report viewers a comprehensive view of the collected information to guide future planning and actions.

## Key Benefits

- **Establish Baselines and Identify Gaps:** Observation is a powerful tool for assessing the current situation, identifying gaps, and planning targeted interventions, making learning and development more context-aware and relevant.
- **Comprehensive Evaluations and Accreditation:** Observations with rubrics enable thorough evaluations, supporting accreditation processes and ensuring that assessments are both standardized and objective.
- **Structured Leadership Visits:** Observation forms help leaders organize their visits, ensuring a systematic approach to data collection and enabling them to gather valuable insights that drive informed decision-making.
- **Actionable Feedback:** Surveys capture the opinions and feedback of respondents, providing crucial data that informs leadership decisions and drives continuous improvements.
- **Speed and Scale:** Surveys allow for rapid data collection at scale, enabling organizations to gather large volumes of feedback efficiently and use it to make timely, impactful changes.

## Representative Use Cases

### Observation Capability

1. Comprehensive Assessment of Schools by the HMs on the basis of a framework like Shala Siddhi or School Quality Assessment and Assurance, SQAA
2. Class observation for a class/teacher in a school by the CRPs for all schools in a cluster on a weekly basis.
3. An observation of the daily processes and functioning of the school by a BEO
4. Observation of the mid-day meal process in a school by HMs

### Surveys Capability

1. CRP sends a survey form to teachers for feedback on a Cluster Academic Meeting.
2. A survey is rolled out for all teachers in the state to collect details of the student dropout or enrollment.
3. A survey is rolled out to assess the overall state of mental well-being of education staff.
4. A survey is rolled out to gather feedback from different officers regarding the program implementation like NIPUN Bharat.
5. Healthcare: Assess the quality standards of all government and private hospitals, record the needs and requirements of all healthcare professionals
6. Agriculture: Evaluate sustainable farming practices in agricultural farms. Gather feedback and opinion from farmers on their training sessions.

## Adoptions:

### 1. Adopter: Karmayogi Bharat

Karmayogi Bharat (KB), is the National Programme for the Capacity Building of Civil Servants in India. It uses the iGOT Karmayogi platform to upskill civil servants. With the help of ELEVATE's '**Observation**' feature, they integrated surveys to gather real-time user feedback, improving iGOT platform's navigation, content, and overall experience. ELEVATE has played a key role in helping Karmayogi Bharat continuously evolve and empower civil servants.

### 2. Adopter : Aastrika

Aastrika, aims to improve maternal healthcare for women in remote villages of India. Partnering with the Government of Uttar Pradesh, Aastrika has adopted **ELEVATE's Observation capability** to assess and enhance the competencies of ASHA (Accredited Social Health Activist) workers. Using observation forms and rubrics, the platform evaluates healthcare workers across key skills such as basic maternal care, delivery support, among others. Senior medical professionals conduct assessments, generating scores and insights that highlight strengths and areas for improvement.

These insights guide the design of targeted training and mentorship programs, empowering ASHA workers to deliver high-quality care. By addressing competency gaps, Aastrika strengthens healthcare delivery, ensuring better support for pregnant women in underserved and remote regions of India.