User Guide for the CAF Self Assessment eTool

Introduction

The CAF Self Assessment e-Tool - developed at the CAF Resource Centre (RC) – is an easy-to-use application that supports organisational self-assessments with the CAF in view of achieving consensus on strengths, areas of improvement and scores. The tool compiles the individual input of those who are part of the self-assessment group (SAG) and provides the chair of the SAG with a coherent document including all individual evidences (strengths/ areas of improvement) and scores as input for the consensus dialogue/process.

The CAF Self Assessment eTool is free of charge and put at the disposal of individual organisations that apply the CAF or have taken an official decision to do so.
Other interested persons can ask the CAF RC for access codes (mailto: caf@eipa.eu) to try out the online eTool.

This guide explains the necessary steps allowing you to use the e-Tool in your organisation

The different steps

I. Registration
1. Request registration as a user (by Organisation administrator)

II. Starting up the self-assessment

2. Organisation administrator creates SAG(s) and SAG administrator(s)
3. SAG administrator creates assessor accounts

III. Individual scoring
4. Individual assessors carry out self-assessment individually

IV. Consensus meeting
5. Preparation: SAG administrator gathers the results, prepares the consensus meeting
6. Implementation: Consensus meeting
7. Final results (strengths, areas of improvement, scores)
8. Next step: Ready to proceed with the action plan ...

Preliminary remark

The online eTool is available at caf.eipa.eu

You can always interrupt your visit and the introduction of the results of your self-assessment, if you wish. However, in this case, **you have to save your input i.e. "Submit values**". We suggest to do this on a regular basis.

<h3 align="center">I. Registration</h3>

In order to get access to the facilities of the e-Tool, your organisation has to register with the CAF RC, which can be done via the CAF website and the registration form provided there under CAF User Registration: http://caf.eipa.eu/3/107/

Once you have filled out the registration form, the CAF RC will process your request as soon as possible, activate your account and inform you that you are able to start using the e-Tool.

Explanation in Theory

II. Starting up the self-assessment

The person organising the CAF within this organisation (called *Organisation administrator*) can now start applying the e-Tool. The following steps need to be taken:

1. Go to the CAF website (caf.eipa.eu) and login with your username and password under: CAF Self Assessment e-Tool > Login (for registered users only).

2. Create one or more *Self Assessment Groups* (SAG's)
    a. Depending on how many SAG's are present in an organisation, accounts are created for the SAG(s).

3. Appoint the chair of each SAG as a *SAG administrator* and create his/her account
    a. ! It is <u>always</u> necessary to create a SAG administrator account, even if the organisation administrator and the SAG administrator are one and the same person and there is only one SAG; only the SAG administrator can consult the combined SA results of his SAG, not the organisation administrator!
    b. Please note that the login and password for the Organisation Administrator and the SAG administrator and/or assessor have to be different!

4. The Organisation administrator and/or the SAG administrator creates individual *accounts for the assessors* within his/her SAG
    a. ! The SAG administrator has to create for him/herself an account as individual assessor (cf. remark below)

Hierarchy/ structure
The only person that has all the possibilities and insight into the data provided by SAG administrators and Individual Assessors is the Organisation Administrator. Each SAG administrator can manage the details of his/her SAG.
Important remark: the SAG administrator should have two accounts for himself i.e.
a) an account as SAG administrator where he introduces the input from the SAG, resulting from the consensus meeting (see point IV)
b) an "individual assessor account" for his individual input as assessor/ member of the group.

!!! One person with different functions:
Please note that you have to use different logins and passwords if you need different accounts for one and the same person
e.g. One person being at the same time the organisation administrator, a SAG administrator and an individual assessor should create 3 accounts for him/herself and needs 3 different logins and passwords

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The following picture illustrates the hierarchy we have created for the tool:

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                        ┌─────────────┐
                        │ Organisati  │
                        │     on      │
                        │ Administr   │
                        │    ator     │
                        │  (contact   │
                        │   person)   │
                        └─────────────┘
            ┌──────────────────┼──────────────────┐
     ┌──────────┐        ┌──────────┐        ┌──────────┐
     │   SAG    │        │   SAG    │        │   SAG    │
     │ Administr│        │ Administr│        │ Administr│
     │  ator of │        │  ator of │        │  ator of │
     │  SAG I   │        │  SAG II  │        │  SAG III │
     └──────────┘        └──────────┘        └──────────┘
   ┌─────┼─────┐       ┌─────┼─────┐       ┌─────┼─────┐
```

| Individual Assessor | Individual Assessor | Individual Assessor | Individual Assessor | Individual Assessor | Individual Assessor | Individual Assessor | Individual Assessor | Individual Assessor |
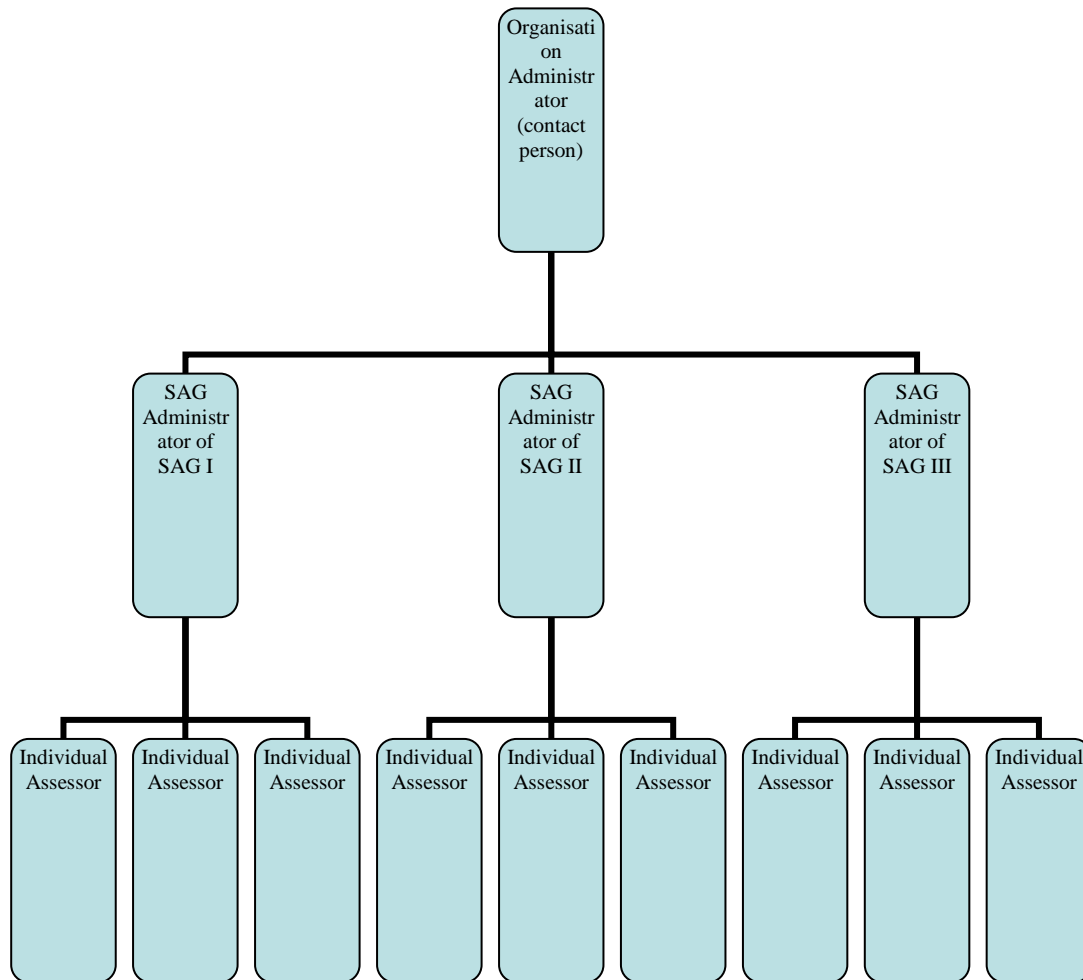
Explanation in Practice

The organisation administrator - in practice (level 1)

The **_organisation administrator_** logs in at **_http://caf.eipa.eu/3/98/_** and has access to the Self-Assessment Tool (IV - in blue) where he has two options:
- (A) SAG Management &
- (B) Accounts Management

Status: Orgadministrator

CAF User: Organisation X
[Logout]

🔍 Search CAF Users

🔍 Good Practices

ℹ️ View Results: [I] [IV]
    ➔ View [I] the SA results of the organisation
    ➔ View [IV] the SA results of the SAGs

I. CAF self-assessment results	**➔**
IV. Self-Assessment Tool	**➔ information individual SA Results at the disposal of the Group administrator**
▸ SAG Management	**➔ Create SAG(s)**
▸ Accounts Management	**➔ Create/Edit SAG administrator(s) and (optional) individual assessors**

▶ Contact us

(A) SAG Management

To create accounts for SAG(s) click on the icon "SAG Management" and the following screen will be displayed:

SAG MANAGEMENT

New entry

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

SAG 1
Organisation X
[See this SAG's assessors]
    ✎ edit ✖ delete

SAG 2
Organisation X
[See this SAG's assessors]
    ✎ edit ✖ delete

SAG 3
Organisation X
[See this SAG's assessors]
    ✎ edit ✖ delete

"New Entry": here the organisation administrator can create new/additional SAGs.
As an organisation administrator you can at any stage edit the details of the SAGs or delete them.

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(B) Accounts Management

The icon "Accounts Management" allows you

- to create SAG administrators and (optional) individual assessor profiles.   The latter can be also done at the level of the group administrator. (see screen 1)

- once the organisation administrator has created SAG administrators and possibly also individual assessors, he has to inform these people about their login data so that they are able to login individually

SCREEN 1 - ACCOUNTS MANAGEMENT

Showing accounts for CAF user **Organisation X**

Create new account

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Name	Level	Organization	SAG	Choices
Ann Stoffels	Self Assessment Group Administrator	Organisation X	SAG 2	edit delete
Ann Stoffels	Individual Assessor	Organisation X	SAG 2	edit delete
assessor 1 demo	Individual Assessor	Organisation X	SAG 1	edit delete
Assessor2 name	Individual Assessor	Organisation X	SAG 1	edit delete

Once these accounts have been created, the organisation administrator can at any time edit/delete the different accounts (see screen 2):

SCREEN 2 - ACCOUNTS MANAGEMENT

Login *	demo 4
Password *	xxxxxxxx
Level	Self Assessment Group Administrator
Organization	Organisation X
Self Assessment Group	SAG 2
Name *	Ann Stoffels
E-mail *	test@eipa-nl.com
Telephone	
Date added	2006-09-22
Is activated?	Yes

<div style="border:1px solid black; padding:8px;">

The SAG administrator - in practice (level 2)

</div>

The *SAG administrator* logs in at ***http://caf.eipa.eu/3/98/*** and has access to the Self-Assessment Tool (IV - in blue) where he has the same options:
- (A) SAG Management &
- (B) Accounts Management

(A) SAG Management

The SAG administrator can edit the details of his own SAG and update the information.

(B) Accounts Management

The icon "Accounts Management" allows the group administrator to create individual assessor-profiles and subsequently to edit/ delete these.

Once the group administrator has created accounts for the individual assessors, he has to inform them about their login data, so that they can login individually.

III. Individual evaluation supported by the e-Tool

Once the Organisation Administrator has created all SAG's and their Administrators, and all SAG Administrators have created the accounts for their Individual Assessors, the Individual Assessors can access the e-Tool and enter keywords on strengths, areas of improvement and scoring. In order to do so he also goes to the CAF website (www.eipa.eu/caf.htm) and logs in with his username and password under CAF Self Assessment e-Tool > Login (for registered users only).

<div style="border:1px solid black; padding:8px;">

The individual assessor - in practice (level 3) – see also Annex 2

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assessor 1
Status: Assessor
SAG: SAG 1
CAF User: Organisation X
[Logout]

Search CAF Users

Good Practices

View Results: [I]

| Account Management |
| I. CAF self-assessment Results |
| |
| Contact us |

He can submit his personal input (keywords on strengths, areas of improvement and scores) under "I. CAF self-assessment results".
He can interrupt the work and continue later; in that case he should "submit" the results, even if he has not finalised the job. At each stage (but only <u>after</u> submission of the input), he can look at the input he has given under "View Results [I]" and make a printout.
He has the possibility to access his own account settings under "Account Management".

IV. The Consensus Meeting supported by the e-Tool

Before the consensus meeting each Individual Assessor should submit his/her keywords on strengths, areas of improvement, suggestions for improvement and his/her scores.

> ## The SAG administrator - in practice

Group Admin SAG1 Status: GroupAdmin SAG: SAG 1 CAF User: Apogee [Logout]	
Search CAF Users	
Good Practices	
View Results: [I] [IV]	**→ View [I] the SA results of the SAG (at group level) = OUTPUT** **→ View [IV] analysis of individual SA Results**
I. CAF self-assessment results	
IV. Self-Assessment Tool	**→ analysis of individual SA Results at the disposal of the Group administrator**
▸ SAG Management	**→ Edit details of the SAG**
▸ Accounts Management	**→ Create/Edit individual assessors of the SAG**
Contact us	

i.e. once all Individual Assessors have submitted their input, the SAG Administrator has at its disposal (under IV. Self-Assessment Tool or View Results IV) the following information:

(A) information on the individual input : strengths, areas of improvement and scores

Scores for:
SAG 1 of Organisation X

Scores per Evaluator:
- assessor 1 demo: See submitted scores
- Assessor2 name: See submitted scores
- Assessor3 name: See submitted scores
- Assessor4 name: See submitted scores

(B) information on the overall input regarding strengths and areas of improvement

Submitted Strengths and Areas of Improvements by Assessor - <u>click to view report</u>

The Group Administrator has the possibility to see all strengths and areas of improvement by using the "click to view report"-function:

Strengths and Areas of Improvement by Assessor

(Sub)Criterion	Strengths	Areas of Improvement
1. Leadership		
1.1 Provide direction to the organisation by developing its mission, vison and values	A vision and a mission for the administration was elaborated three years ago	Nothing has been done yet in the area of values statement and code of conduct Employees, customers/citizens and other stakeholders have not been involved up to now in the vision and mission definition process.

(C) information on the overall input regarding scores

All criteria and sub-criteria are shown with the scores each Individual Assessor has submitted and some calculations allowing to see important gaps, differences in opinion.

Criteria & Sub-criteria scores by Assessor

	assessor 1 demo	Assessor2 name	Assessor3 name	Assessor4 name	Min	Max	Median	Mean
1. Leadership								
1.1 Provide direction to the organisation by developing its mission, vison and values	40	20	20	44	20	44	30	31
1.2 Develop and implement a system for the management of the organisation, performance and change	25	25	22	40	22			

The SAG administrator should export these files to a Word or Excel file, in order to
- make a synthesis before the meeting
- create a consensus document during the meeting, which will be the basis of the final report

At the consensus meeting this input is available for discussion (i.e. can be shown on the screen if the necessary facilities are available – computer/beamer/ internet connection). The SAG administrator can also distribute the documents he/she has elaborated in another way, depending on the needs and possibilities within the organisation.

Once consensus has been reached among the members of the SAG the SAG Administrator is responsible for introducing the results of the SAG. To do this he has to log in with his status as SAG Administrator and indicate the final results of the consensus meeting under "I. CAF self-assessment resutls".

Confidentiality
All the data an organisation administrator and its staff submit through the eTool are confidential and neither accessible for the CAF Resource Centre nor for other registered organisations.
An organisation decides whether - after having used the e-Tool and having reached a final result - it submits the final self-assessment results to the EIPA CAF RC. If so, EIPA can use them to establish average scores, which can be shared with the outside world.

Annex 1: map of the different levels of administration of the eTool

Different levels	I. CAF SA results Input	IV SA tool Output
	Step 7 SA results of the organisation Option: Transmit SA results to EIPA **Step 6** SA results of the SAG **Step 4** Individual SA results	Summary of SAG groups (if completed) **Step 5** Summary of individual assessors (if completed) -

The diagram in the first column shows:
- Organisation Administrator (contact person)
  - SAG Administrator of SAG I
    - Individual Assessor, Individual Assessor, Individual Assessor
  - SAG Administrator of SAG II
    - Individual Assessor, Individual Assessor, Individual Assessor
  - SAG Administrator of SAG III
    - Individual Assessor, Individual Assessor, Individual Assessor

Annex 2: CAF eTool - Short user guide for individual assessors

The CAF self-assessment e-tool is a unique instrument for a CAF self-evaluation and was developed by the CAF Resource Centre at the European Institute of Public Administration (EIPA). It is an easy-to-use online application to support organisations in doing their self-evaluation, focusing on reaching consensus on strengths, areas of improvement and scores.

The tool collects the individual input of the participants and leaders of the self-assessment groups. The chairperson of each group has the report with all collected evidence (strengths and weaknesses) and scores, which shall serve as an input for the subsequent dialogue and consensus meeting.

As soon as the individual accounts have been created by the Self Assessment Group (SAG) administrator, each assessor can conduct the self-evaluation via the e-tool by inserting his/her thoughts about the strengths and areas of improvement, and the scores he would award his organization.

The individual assessor in practice:

1. Log in via the CAF website www.eipa.eu/caf
2. Click on "CAF Self Assessment e-Tool" > "Login (for registered users only)"
3. Insert your individual login and password
4. Choose for your language on the upper right side

Assessor3 name
Status: Assessor
SAG: ZEG1
CAF User: Apogee - TEST
[Logout]

Search CAF Users
Good Practices
View Results: [I]

| Accounts Management |
| I. CAF self-assessment results |
| |
| Contact us |

Under I. CAF self-assessment results you can insert your individual input (strengths, areas of improvement, scores).

You can stop with the evaluation in between and continue again later, if you wish. However, **in this case, you have to save your input before you logout ("Submit values").**

Any time you want to you can look at your input **(but only if you have clicked "Submit values" after your previous visit)** and print it out by clicking on the "print" button in the upper right corner.
Under "**Accounts Management"** you have access to your personal information.