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FEEDBACK ON REPORTING 2016

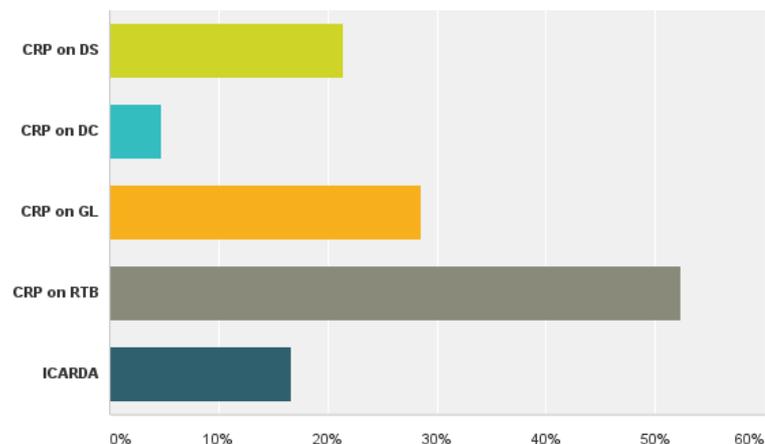
What We Learned

Users and organizations

- 360 users from 27 organizations used MEL for their annual reporting
- 42 users (12%) from 7 organizations (26%) provided their feedback in SurveyMonkey
- 4 CRPs and 1 Center used MEL for their reporting

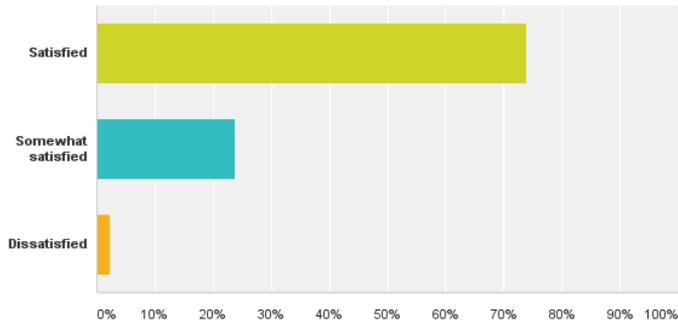
Q2 To which CRP(s)/Center(s) did you report?

Answered: 42 Skipped: 0



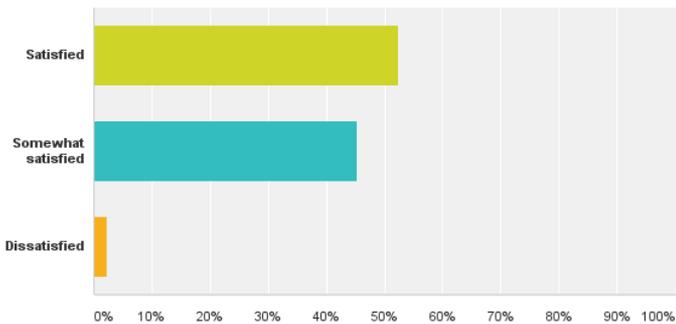
Q3 Look and feel

Answered: 42 Skipped: 0



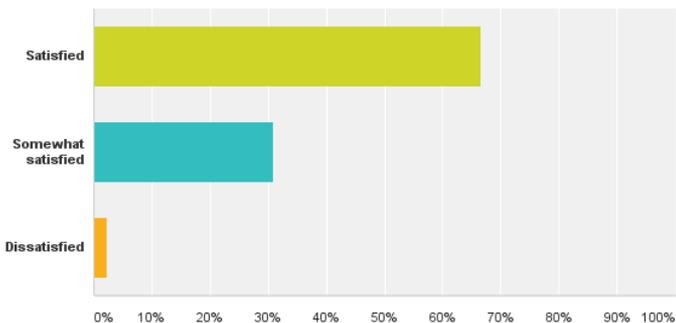
Q4 Usability

Answered: 42 Skipped: 0



Q5 Reporting features

Answered: 42 Skipped: 0



Overall satisfaction

- Respondents are overall satisfied with the MEL experience

Nevertheless they:

- Reported complicated or long uploading process (50%)
- Reported difficulties with the log-in process (30%)
- Asked for changes in user's settings/rights (30%)
- Asked for improvement in the user interface (30%)

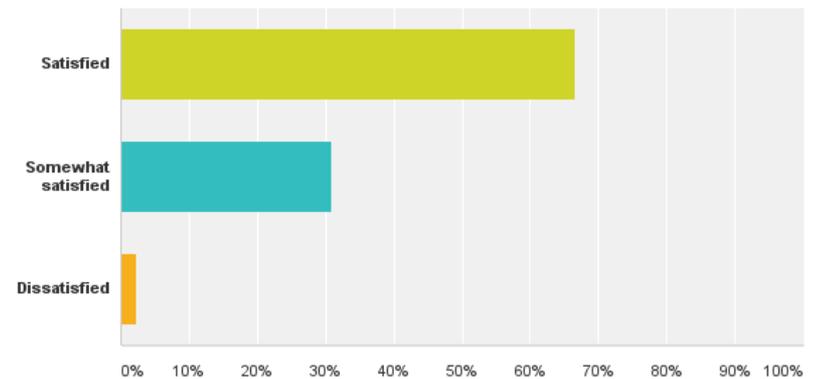
Satisfaction with the reporting process

- Respondents are generally satisfied with the reporting process but...

- ... there is still room for improvement if we want to make the reporting time-efficient for all

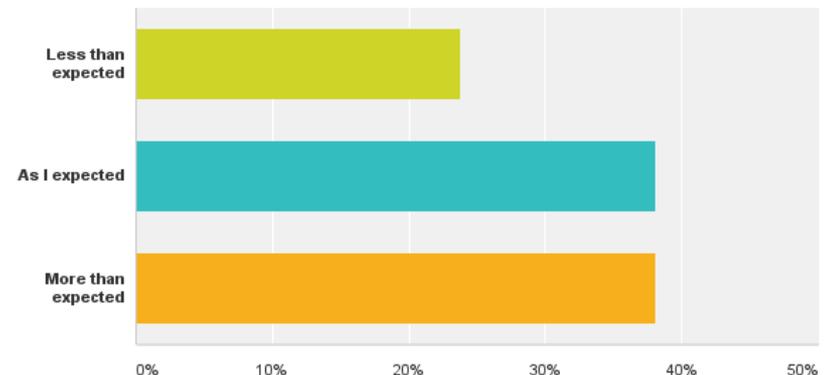
Q9 Overall, are you satisfied with the reporting process?

Answered: 42 Skipped: 0



Q8 In your perspective, how much time did the reporting require?

Answered: 42 Skipped: 0

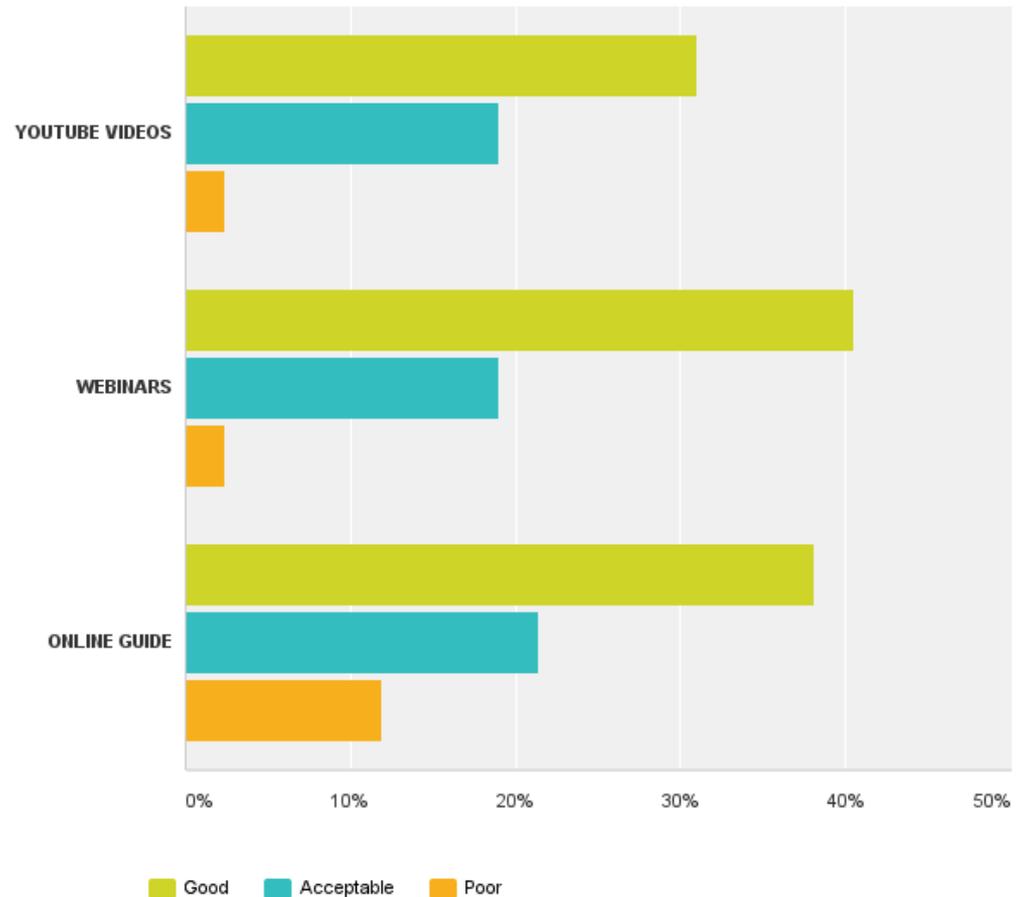


Process and learning materials

- Most of the respondents (70%) found the reporting process clearly presented
- They used the learning materials (videos 55%, webinars 64%, online guide 73%) and rated them as presented in the graph

Q12 How would you rate the support provided by MEL learning materials?

Answered: 42 Skipped: 0



Assistance and training

Overall positive appreciation

- 75% of the respondents contacted the MEL team for assistance
- 80% received the required support
- 78% received the required support quickly or very quickly

Suggestions for improvement

- Have MEL champions well trained in each region
- Organize more webinars
- Improve guidelines and training materials
- Get regular feedback from users and work with a group of “key” users that will provide suggestions and test new features
- Think about incentives for using MEL

What we should improve

- Avoid double reporting and make better integration with other reporting tools used by the Centers.
- Always look for simple solutions and friendly interfaces.
 - Improve online help, pop-up messages and provide regular trainings.
- Create different users' profile with different rights for Cluster Leaders, Centre Focal Points, etc.
 - Revise edit rights for the users.
- Reporting process should be happening all-year round.
 - Reporting deliverables should be “one-click” process.



Would you like to have more details on the results of the survey?

Click [here](#) or contact us at:

MEL-Support@cgiar.org

