Sitakhela Likusasa Impact Evaluation

Evaluating the Effectiveness of Incentives to improve HIV Prevention Outcomes for Young Females in Eswatini

Standard Operating Procedure - # 6

Collecting Enrolment and Attendance Information for Education Incentives for the Sitakhela Likusasa Impact Evaluation

Document 0 in a series of 20 Standard Operating Procedures

<table>
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<th>Version date</th>
<th>11 May 2019</th>
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<td>Status</td>
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Standard Operating Procedure - # 6

Collecting Enrolment and Attendance Information for Education Incentives for the Sitakhela Likusasa Impact Evaluation

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List of Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFM</td>
<td>Assistant Field Manager</td>
</tr>
<tr>
<td>AGYW</td>
<td>Adolescent girls and young women</td>
</tr>
<tr>
<td>AIDS</td>
<td>Acquired Immunodeficiency Syndrome</td>
</tr>
<tr>
<td>EI</td>
<td>Education Incentive (Study Sub arm) Previously referred to as CCT</td>
</tr>
<tr>
<td>EI&amp;R</td>
<td>Education Incentive and Raffle (Study Sub arm) Previously referred to as CCT_R</td>
</tr>
<tr>
<td>MoH</td>
<td>Ministry of Health</td>
</tr>
<tr>
<td>NERCHA</td>
<td>National Emergency Response Council on HIV and AIDS in Eswatini</td>
</tr>
<tr>
<td>RA</td>
<td>Research Assistant</td>
</tr>
<tr>
<td>SL</td>
<td>Sitakhela Likusasa</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
</tr>
<tr>
<td>SP</td>
<td>Study participant – an adolescent girl or young woman enrolled in the Sitakhela Likusasa Study</td>
</tr>
<tr>
<td>STU</td>
<td>Short courses, Tertiary including university, technical and vocational classes and Upgrading classes</td>
</tr>
<tr>
<td>WB</td>
<td>World Bank</td>
</tr>
</tbody>
</table>
### 1 Introduction to this Standard Operating Procedure

The goal of this standard operating procedure (SOP) is to:

(a) Define how the achievement of the conditionalities associated with Education Incentives 1 to 8 will be monitored; and

(b) Define the role of MOET staff in this process.

There are 11 different education incentives and the raffle incentive. SOP0 (Introduction to all SOPs) clearly indicates who qualifies for payment of the incentives and describes who should receive the different incentives as well as the value of the incentive to be paid.

<table>
<thead>
<tr>
<th>Type of Education Incentive</th>
<th>Enrolment Incentive and Conditions</th>
<th>Attendance / Completion Incentive and Conditions</th>
<th>R2</th>
<th>R3</th>
<th>R4</th>
<th>R5A</th>
<th>R5B</th>
<th>R6</th>
<th>R7</th>
<th>R8</th>
<th>R9</th>
<th>R10</th>
<th>R11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education incentive for enrolling in and attending public or private school in Eswatini</td>
<td>1 Enroll in school in Eswatini in 2016 and/or 2017/2018 then receive cash incentive (E200 per year)</td>
<td>NOT APPLICABLE</td>
<td>X</td>
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<tr>
<td></td>
<td>NOT APPLICABLE</td>
<td>2 If in school with 80% or higher attendance for each school term; then receive cash incentive per term (E400 per term)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<td></td>
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<tr>
<td>Education incentive for initiating and completing upgrading classes:</td>
<td>3 Enroll for upgrading classes in Eswatini; then receive E700 for the year</td>
<td>NOT APPLICABLE</td>
<td>X</td>
<td></td>
<td>X</td>
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<td></td>
<td>NOT APPLICABLE</td>
<td>4 Register for O level exams; then receive E700 for the year</td>
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<td></td>
<td></td>
<td>X</td>
<td>X</td>
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<td>X</td>
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<td></td>
</tr>
<tr>
<td>Education incentive for initiating and sitting for exams at University, vocational school or technical college</td>
<td>5 Register at University or College within Eswatini for 2016 and/or 2017/2018; then receive cash incentive (E700 per year)</td>
<td>NOT APPLICABLE</td>
<td>X</td>
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<td>X</td>
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</tr>
<tr>
<td></td>
<td>NOT APPLICABLE</td>
<td>6 Sit for the annual exam at the end of the year; then receive cash incentive (E700 per year)</td>
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<td>X</td>
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</tr>
<tr>
<td>Type of Education Incentive</td>
<td>Enrolment Incentive and Conditions</td>
<td>Attendance / Completion Incentive and Conditions</td>
<td>R2</td>
<td>R3</td>
<td>R4</td>
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<td>R5A</td>
<td>R6</td>
<td>R7</td>
<td>R8</td>
<td>R9</td>
<td>R10</td>
<td>R11</td>
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<tr>
<td>Education incentive for initiating and completing a short course of any kind</td>
<td>Register for a short course during 2016 and/or 2017/2018 through proof of payment; then receive cash incentive (E700 per course)</td>
<td>NOT APPLICABLE</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>NOT APPLICABLE</td>
<td>Complete the short course; then receive cash incentive (E700 per course)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2 Preparing for School Enrolment and School Attendance Registration Data Collection and Capture

Conditionalities associated with the education incentives will primarily be monitored through the collection, extraction and capture of data from school and tertiary education attendance registers. Preparations to collect these registers will be done by implementing these steps:

(a) IHM data manager will generate a list of all schools, tertiary education institutions and vocational centers that participants attend (either full time or through upgrading classes)

(b) This list of schools and vocational centers will be provided to the MOE and RGOs.

(c) The MOE, with NERCHA and the IHM consortium, will orientate RGOs and head teachers as to the impact evaluation and the need to collect school enrolment and school attendance register data about certain students during the next two years. IT IS VITALLY IMPORTANT THAT THE NAMES OF THESE STUDENTS **NOT BE PROVIDED TO THE HEAD TEACHERS or RGOs** as we do not want them to influence school attendance and so bias the impact evaluation

(d) All RGOs will be introduced to the relevant IHM Consortium staff with whom they will interact.

(e) In addition, under the Impact evaluation, the REO’s offices and 2 identified satellite offices will be provided with A3 scanners to facilitate the collection of the registers. IHM will procure these scanners, install them and show regional staff how to use them. RGOs will also be provided with monthly calling cards (EPTC) to the value of E200 and Swazi MTN airtime, E100.

3 Collecting School Registers

Head teachers will be asked to bring in copies of class/registration lists (i.e. the class lists at the start of the school year) and termly attendance registers. These dates will coincide with the dates allocated to head teachers
to pick up their school staff pay-slips from the Regional Education Offices, thereby minimizing the transport costs involved. The submission timelines for 2017 are as follows:

- When **January 2017 pay-slips** are collected, please submit a copy of the 2016 school term 2 and 2016 school term 3 registers to the RGOs at the REO offices
- When **February 2017 pay-slips** are collected, please submit a copy of the 2017 school enrolment register to the RGOs at the REO offices
- When **April 2017 pay-slips** are collected, please submit a copy of the 2017 school term 1 registers to the RGOs at the REO offices
- When **August 2017 pay-slips** are collected, please submit a copy of the 2017 school term 2 registers to the RGOs at the REO offices
- When **December 2017 pay-slips** are collected, please submit a copy of the 2017 school term 3 registers to the RGOs at the REO offices

The following detailed steps need to be followed:

(a) The Ministry of Education will nominate a Regional Guidance Officer in each region who will responsible for receiving registers of relevant schools in their region.

(b) The Regional Guidance officer will communicate with head teachers to inform and remind them when to bring copies of which registers to the regional education office.

(c) If a head teacher happens to bring the original register instead of a copy, then the RGO will make/scan a copy of the relevant school register

(d) If the scanner or photocopying machine is not available or not working, the RGO will take a photo of the school register, with the name of the school clearly visible next to the school enrolment register, as well as the date that the photo was taken.

(e) The IHM staff will collect all registers from the RGOs. When the IHM staff do so, they will complete a Register Logging Form (Annex 1) of registers received and will ask the RGO to sign it as confirmation of registers handed over.

(f) A copy of the relevant Register Logging Sheet will be provided to the RGO.

(g) If there are missing enrolment registers, the Consortium and RGO will agree on a follow up date, within a week of the original date, by when the missing registers will be collected.

(h) If the registers are still not forthcoming, IHM will collect registers, on an exception basis and after approval from the World Bank, from selected schools.
3.1 Alternate submission of school registers and class lists/registration lists via WhatsApp

Following on from regional meetings with Head Teachers, MoET and NERCHA in February 2017, some Head Teachers requested the option to submit copies of the registers and class/registration lists via WhatsApp. Submission of documents via this avenue is only provided as an alternate option. The first option will still be for schools to submit copies (or scans) of their registers and class/registration lists to the RGO Office as described above.

The following process should be followed should WhatsApp be used:

1. IHM will set up a specific number on the Tablets to be used to send and receive the WhatsApp messages.
2. Head Teachers are to provide the mobile number to be used for the WhatsApp communication and they are to ensure that their cell number is registered with WhatsApp.
3. The lists of Head Teachers, with Head teacher details (Surname & Name), school name and mobile numbers are to be provided to IHM by the RGOs or collected at the Head Teachers Meetings of February 2017 or subsequent meetings.
4. RGOs will be encouraged to set up regional WhatsApp groups for the Head teachers, with IHM and NERCHA being part of the group.
5. IHM will set up a WhatsApp group for the Impact evaluation partners, including the RGOs. If group messages are required – IHM or NERCHA will forward the text to the RGO (within the impact evaluation partners group) with a request that this be shared with the Head Teachers. The RGOs will then post this to the Head Teachers group. Head Teachers will be requested not to post registers or school information to the general group – but send it individually to the nominated impact evaluation tablet.
6. WhatsApp messages following up on specific registers will be sent out individually to Head Teachers and NEVER as a WhatsApp group.
7. The following message is to be sent to Head Teachers who indicated they wish to provide their registers or enrolment/class lists data via WhatsApp:

   Thank you for offering to submit your attendance registers and class lists over WhatsApp. Please follow these steps:

   - For CLASS LISTS: Take a photo, or scan an image of the 2017/18 class lists, for girls in all grades. Ensure the list has the school name, the grade and stream, then for each girl child their full name/s & surname, date of birth, current grade, school admission number. Please stamp with the school stamp, and as principal sign the list.
   - for ATTENDANCE REGISTERS: Take a photo, or scan an image, of the 2016, 2017 or 2018 attendance registers for terms 1, 2 and 3 for all classes - just the pages for the girls. Please make sure the register page indicates the term and dates, and the school name and the total column on the side and at the foot of the page. You can write the school name on a loose piece of paper and add it to the top of the page before you snap it.
   - Before sending - please check that the image is clear and can be read-and that for the registers it includes the total column on the right hand side of the page & the totals at the foot of the page.
• Send each image separately and add a caption that identifies the school, grade and term.
  e.g. Lubombo High, Term 3 of 2016, Form V-a
• Send the image to 76513926. DO NOT send the image to the WhatsApp group. You will receive a reply WhatsApp message within 48 hours confirming the documents received, and also whether they are usable images.
• If unable to do this today please send a WhatsApp message with your school name and indicate when you will be able to send the documents and then please stick to the revised date.

Many thanks for the trouble taken, From the Sitakhela Likusasa Impact evaluation Team

8. At the end of the day, the IHM Team to send a text message to the relevant RGOs to indicate the schools that have been contacted to send their documents via WhatsApp.

9. IHM is then to monitor the WhatsApp number provided.
   i) Once documents are received, the quality of the document is to be checked, Prints are to be made, and the prints to then be treated as submissions and to follow the process of verification and data entry, to be checked off against the school tracking sheet and filed with the other copies of the registers.
      (i) If the quality of the documents received is adequate, the Head Teacher is to receive a WhatsApp message to confirm receipts of the documents, and the submission marked off on the school list tracking sheet
• Thank you for submitting the following documents from XXXXX school via WhatsApp: XXXX School, XXXX register and XXXX class lists. We confirm receipt of the documents. Many thanks for the trouble taken, From the Sitakhela Likusasa Impact evaluation Team

   (ii) If the quality of the documents received is inadequate, the Head Teacher is to receive a WhatsApp message to request the resubmission of the specific documents
• Thank you for submitting the documents from XXXXX school via WhatsApp: Unfortunately we cannot work with the XXXX register and XXXX class lists submitted. Please could we ask that you take a new snap of these document, using the guidelines provided in the earlier WhatsApp message and then send them again. Many thanks for the trouble taken, From the Sitakhela Likusasa Impact evaluation Team

   (iii) If after the third attempt of submission, via WhatsApp, should documents still be of inadequate quality, schools are to be requested to submit copies of the documents to the RGOs office or satellite office.

2) At the end of each week, (On Friday) the IHM Team to send a text message to the relevant RGOs to indicate the schools that have successfully sent their documents via WhatsApp. The RGOs are also to be informed of the schools that have been requested to resubmit the documents.
3.2 **Additional way to verify the school enrolment and attendance.**

In cases when school registers are reported missing, the Impact Evaluation team is expected to follow up with participants whose education data is missing and request report cards which will be used as proof of their school attendance and enrolment.

4 **Collecting registers and other relevant information from STU institution**

4.1 What data is collected?

For impact evaluation participants in tertiary institutions or enrolled in short courses or upgrading classes, two sets of data will be collected from tertiary and other relevant institutions:

(a) Their student number and details of the subjects or modules in which the impact evaluation participant has enrolled; and

(b) Confirmation of the subjects or modules for which examinations were written at the end of the academic cycle; whether short courses were completed and for upgrading classes whether student registered for the O-Level examination.

Impact evaluation participants will sign consent/assent forms to be able impact evaluation partners to collect this information from the education institutions. All documents collected from the institutions must be signed for – Annex 2 provides a sample template for acknowledging receipt of the documents submitted.

4.2 Preparing for tertiary, short course or upgrading classes registration data collection

Since tertiary institutions have 2 semesters per academic year, the collection of data for education incentives 2 to 11 will be tied into the two cycles:

a) At the start of the first semester registration confirmation (for university, college, short course or upgrading classes) for that academic year will be collected and

b) At the end of semester 2, confirmation of registering for O-Level exams or writing examinations for that academic year will be collected.

IHM Consortium data manager will generate a list from the database of all tertiary and relevant institutions that are involved in the impact evaluation (education incentives 3 to 8), as well as the list of impact evaluation participants for each of the institutions.

IHM will approach each institution to sensitize them of the impact evaluation and request support in collecting student data. IHM will be expected to provide each institution with the details of the student including student registration number, programme enrolled in and year of study to limit unnecessary work for the institutions to provide all registers. If the institution requests it, a copy of the signed consent form 8 is to be provided.
4.3 Tertiary studies, short course or upgrading classes Registration Data Collection

IHM will engage the registrar at tertiary institutions or the administrator of institutions providing short courses or upgrading classes to provide copies of registration documents with course details and unit modules that the impact evaluation participant has registered for.

IHM will make copies of the documents in order to verify the registration of the impact evaluation participant.

Registration data will be collected January and August of every year. Government-owned tertiary institutions close in May and open in August, whilst privately owned institutions operate throughout the year.

Verified data will be captured using the School Enrollment and Attendance Verification Form (SEAV) in CAPI and stored in MS SQL. For the data collection periods covering exam completion 2017 and registration 2018, all verification data is to be captured using a new data management system (Business Intelligence) and will be reported using automated cascades and tables.

4.4 Tertiary studies, short course or upgrading classes Examination registration and Attendance Data Collection

IHM will engage administrators/registrar or equivalent at tertiary and relevant institutions to provide copies of confirmation of data for the subjects/modules examinations attended by impact evaluation participants (Annex 2). For upgrading classes it is important to confirm the registration for O-Level examinations. For short courses it is important to ensure that documentation collected confirm that the course has been completed – in part or entirety (Annex 2).

IHM will make copies of the documents in order to verify the impact evaluation participants’ registration or attendance at the examination, by module they have registered for.

Verified data, linked to the student registration number, will then be captured using the School Enrollment and Attendance Verification Form (SEAV) in CAPI and stored in MS SQL. For the data collection periods covering exam completion 2017 and registration 2018, all verification data is to be captured using a new data management system (Business Intelligence) and will be reported using automated cascades and tables.

The list of qualifying participants to get the education incentive will follow the payment procedure as stipulated in SOP3. The field manager will confirm the MTN mobile number or SPTC branch which each participant wants to receive funds from. A research assistant will contact the participant to notify them to expect the incentive and the finance manager process the funds through mobile money. After funds are sent to the preferred mobile money account, an RA contacts the participant to confirm receipt of funds.

After successful confirmation of registration, the impact evaluation participant will receive E700 and the amount for verification of sitting for exams for all subjects in which the participants enrolled at the start of the school year will be E700 bringing the total of incentive in each year to a maximum E1, 400. However, the second half of the incentive will be paid on a pro rate basis if the participant only sat for some of their course examinations.

Data will be collected in January and August of each year. Verified data will be captured in CAPI and stored in MS SQL. For the data collection periods covering exam completion 2017 and registration 2018, all verification
data is to be captured using a new data management system (Business Intelligence) and will be reported using automated cascades and tables.

4.5 In case of refusal to provide consent

IHM will conduct individual visits to the STU institution with participants to explain the purpose of the impact evaluation. In order to garner quick support from the institutions, IHM will bring a copy of the signed consent to release data form to the tertiary and other institutions, as proof that participants granted permission to share their information. If this effort is futile and the institution does not want cooperate to submit the requested information, the outcome will be recorded in the database.

5 Data Extraction, Capture and Verification

(a) The IHM Consortium will examine registers, class lists, student report cards and other documents provided against the database to confirm enrolment, and or attendance or registration of AGYW.

(b) The IHM Consortium will then capture enrolment, attendance or registration in the database.

(c) Impact evaluation participants not found on the class lists or registers will be contacted through SMS and phone to send through their particulars of the schools/institutions they are enrolled in and based on this information, a second round of verification including review of submitted forms in the case of different names used and new school/institution visits in the event that the school/institution was not previously visited will be conducted.

NOTE: Where this information still cannot be verified, participants will be requested to send, via WhatsApp, pictures of the relevant school report card for verification of school attendance.

(d) All enrolment, registration and attendance data should be recorded in the database. This database will be kept confidential and only accessible as per the data management procedures (see SOP8).

(e) The IHM Consortium will use this information to make incentive payments to the participants (See SOP3 for the process to pay the incentive and record data about the incentive payment on the database.)

(f) In addition, spot checks of school enrolment and attendance as reported by the school registers will be performed by another, independent team appointed by the Eswatini government. Detailed spot check procedures will be developed for this purpose (see SOP5 for this procedure).
Annex 1: Template for Logging School Registers/Class lists

<table>
<thead>
<tr>
<th>School name</th>
<th>School year</th>
<th>Education data collected?</th>
<th>Date collected from school</th>
<th>Notes / issues</th>
<th>Date picked by IHM</th>
<th>IHM person name</th>
<th>IHM Signature</th>
<th>RGO Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>School A</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>School B</td>
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<td>School C</td>
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<td>Etc.</td>
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</tbody>
</table>
Annex 2: Template for Logging documents from Universities, Colleges or other Institutions

<table>
<thead>
<tr>
<th>Name of Institution</th>
<th>Academic year</th>
<th>Document provided?</th>
<th>Date collected from Institution</th>
<th>Signature</th>
<th>Doc Ref</th>
<th>Notes / issues</th>
<th>IHM person name</th>
<th>IHM Signature</th>
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