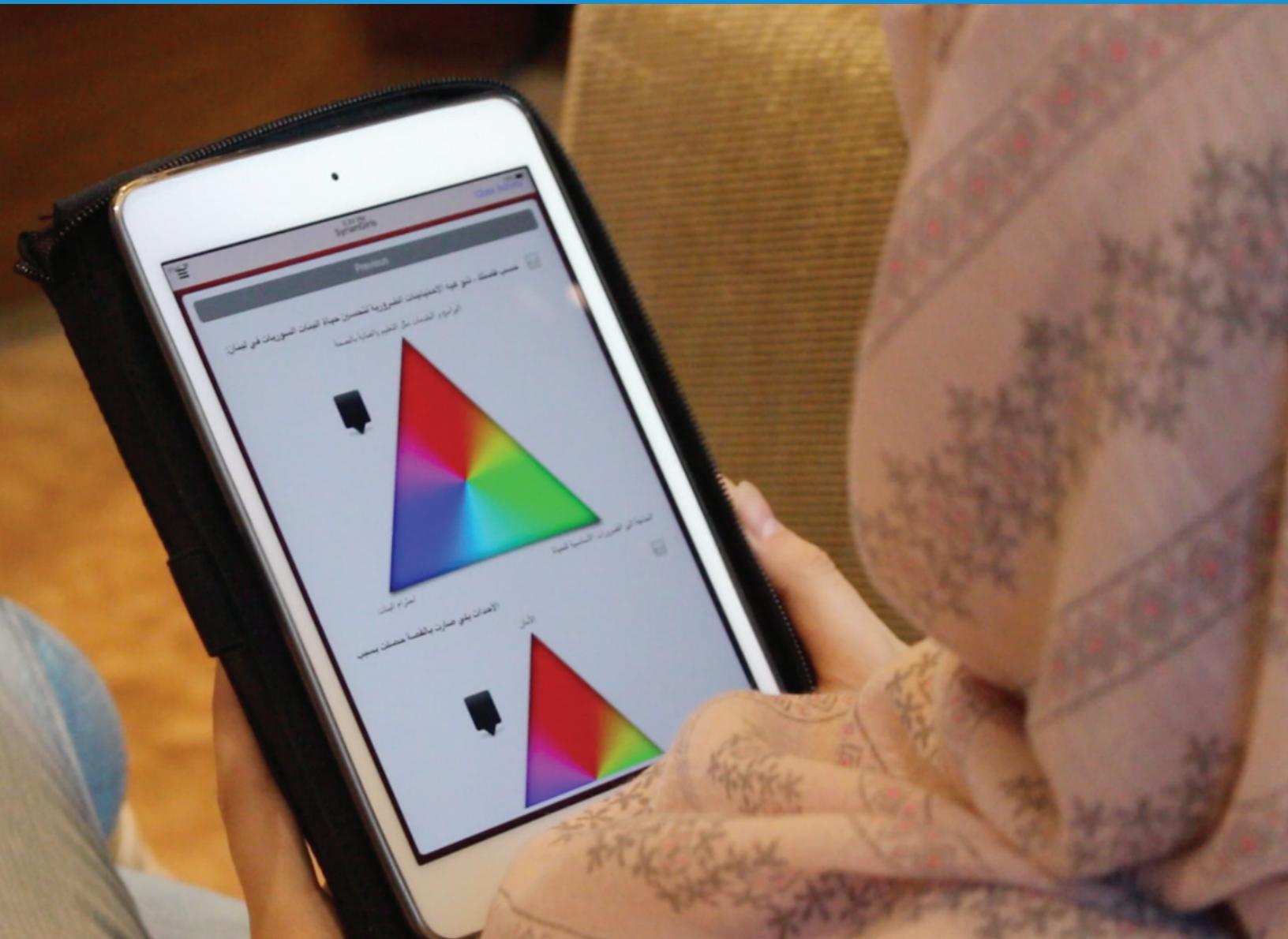


SenseMaker®

as a Monitoring and Evaluation Tool for
Gender-Based Violence Programs and Services in Lebanon:
Lessons Learned About Feasibility and Added Value





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Acronyms

ABAAD	ABAAD Resource Centre for Gender Equality
AND	Akkar Network for Development
CMWG	Case management working group
DRC	Danish Rescue Committee
Elrha	Enhancing Learning and Research for Humanitarian Assistance
FGD	Focus group discussion
SGBV	Sexual and gender-based violence
IMC	International Medical Corps
IRC	International Rescue Committee
M&E	Monitoring and Evaluation
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UNRWA	United Nations Relief and Works Agency for Palestine Refugees in the Near East

Executive Summary

Current monitoring and evaluation for gender-based violence services largely rely on counting the number of programs delivered and number of women and girls served. Data about the quality and longer-term impact of services are often lacking. Current theory-of-change models assume that those who access services have better outcomes although there is a paucity of data to support such assumptions.

A recent gap analysis by Elrha called for improved monitoring and evaluation of gender-based violence services in humanitarian settings including new tools for real-time monitoring and impact evaluation. To address this identified gap, we used Cognitive Edge's SenseMaker® as a monitoring and evaluation tool for gender-based violence services in Lebanon. SenseMaker® is a mixed qualitative / quantitative data collection tool that empowers individuals to anonymously record and interpret their own stories on a particular topic (in this case on the experience of accessing a gender-based violence service). SenseMaker® has previously proven to be an efficient method to capture a large volume of mixed methods data with reduced researcher bias since participants interpret their own narratives. Our project aimed to examine the feasibility and added value of using SenseMaker® to generate timely mixed methods results and a more nuanced understanding about experiences accessing gender-based violence programs.

This feasibility study was a collaboration between the ABAAD Resource Center for Gender Equality, the International Rescue Committee, Queen's University and the United Nations Population Fund. In an opening workshop, SenseMaker® was introduced and team members collectively drafted the cross-sectional survey. After pilot testing and refining the survey, six gender-based violence service providers across five sites in Lebanon invited women and girls to complete the survey. Over a 10-week period, 198 self-interpreted stories were collected. Data was reviewed at a closing workshop where partners also engaged in deliberative dialogue about the future feasibility and value of using SenseMaker® as a monitoring and evaluation tool for gender-based violence programs.

"SenseMaker can increase the understanding of the root causes of gender based violence, which facilitates a more targeted response."
Participant in closing workshop.



We identified a number of challenges to using SenseMaker® as a monitoring and evaluation tool. These included one type of SenseMaker® question (i.e. dyad) being misunderstood by many respondents and not producing useful data as well as SenseMaker® being more time- and labor-intensive since the surveys had to be facilitated and required access to a tablet or computer.

Despite these barriers, SenseMaker® provided some unique insights into the perceptions of women and girls accessing gender-based violence services. The mixed methods approach provided a more comprehensive understanding of the experiences of women and girls when accessing programs. Furthermore, SenseMaker® revealed important new data about who was accessing and not accessing services.

We conclude that SenseMaker® is feasible and could have added value as a monitoring and evaluation tool for gender-based violence services. More specifically, in acute humanitarian settings where the environment is rapidly changing and prompt data are required for responsive decision-making, SenseMaker® could offer a unique ability to capture in-depth, mixed-methods data. As a monitoring and evaluation tool, SenseMaker® is better suited for individuals with the literacy and technological skills to complete the survey independently. To successfully implement SenseMaker® as a monitoring and evaluation tool, financial and human resources would have to be available, managers and front-line staff would have to be committed to its use, and SenseMaker® would have to be thoughtfully integrated into existing monitoring and evaluation activities.

Introduction

Lebanon

The Syrian conflict is one of the worst humanitarian crises in recent history resulting in an estimated 313,000 deaths¹, 5.6 million refugees, and 13.1 million people in need of humanitarian assistance in Syria.² Lebanon is currently hosting 1.5 million Syrians who have fled the conflict in Syria (including 997,905 million officially registered as refugees)³, making it the highest per capita host of refugees in the world. In Lebanon, many displaced families live precariously in makeshift structures within informal tented settlements or in overcrowded rented spaces⁴, adding considerable strain to an already fragile economy and public service infrastructure.⁵

The Syrian crisis has now transitioned to a protracted emergency phase.⁶ The number of new Syrian refugees entering Lebanon has dramatically decreased and the United Nations High Commissioner for Refugees (UNHCR) stopped registering Syrian refugees in 2015.⁷ This more protracted phase is distinct from acute emergency settings in that it is more stable, the needs of the affected population are better understood, programs are relatively well established and the humanitarian response is better coordinated.

In Lebanon, like in other humanitarian settings, gender-based violence is widespread among displaced populations.⁸ Gender-based violence is estimated to affect one in three women worldwide⁹ and is thought to be even more prevalent in humanitarian crises.¹⁰ Women and girls in low and middle income countries are also disproportionately affected by gender-based violence especially in settings with inequitable gender norms.⁹

Recognized Gaps in Current Approaches to M&E for Gender-Based Violence Programming

Monitoring and evaluation (M&E) of gender-based violence services currently relies largely on traditional quantitative outputs such as the number of women and girls receiving services and results of pre- and post program tests.¹¹⁻¹⁴ Data about the quality of services is often lacking. When women and girls do evaluate programs, it is often in the form of Likert scale questions where they rate the program on a variety of characteristics using a numeric scale (for example, "How useful were the services you received today?" with possible responses ranging from 1 to 5 or 1 to 7). This approach does not allow participants to share more nuanced or multi-faceted responses and does not provide an opportunity for respondents to choose and share which aspect of the experience they identify as being most important. Additionally, women and girls



may be hesitant to negatively rate services and their responses may not truly reflect their experiences. Finally, traditional quantitative surveys may fail to ask the right questions to adequately evaluate the impact of a program. For instance, if a beneficiary experiences violence as a result of having accessed services, current evaluation approaches have limited capacity to capture this subsequent violence as a harm experienced by the beneficiary.

It should be noted that in Lebanon, M&E around gender-based violence services has improved since mid-2017, when an M&E toolkit was implemented to collect qualitative and quantitative data examining the impact of gender-based violence programming.¹⁴ Although additional M&E tools are valuable in addressing evidence gaps, with more assessment tools in use, it becomes increasingly difficult to compare data across different service providers and programs and also challenging to understand the national impact of gender-based violence service delivery.

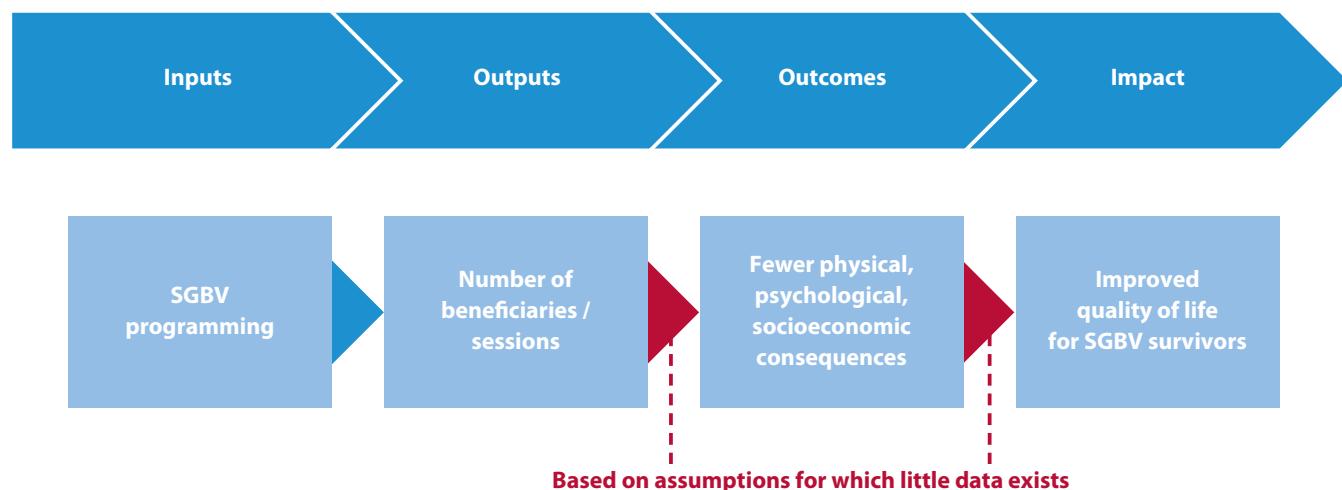
Current theory-of-change models assume that those who access services have better outcomes in one or more domains such as health or psychosocial wellbeing. Globally there is a paucity of data to support such assumptions. [Figure 1] If gender-based violence programs and services are to be improved to meet the needs of women and girls, these types of assumptions must be tested and evidence to support them must be produced. Otherwise we may not fully understand or maximize the positive influences of services and in some cases programs may do additional harm.

A recent gender-based violence gap analysis by Elrha clearly identifies the need to enhance gender-based violence M&E in humanitarian settings.¹² More specifically, it called for new assessment tools to evaluate the impact and quality of gender-based violence programming and to undertake real-time monitoring that can be more easily integrated into the humanitarian response. Similar needs have also been corroborated through discussions with relevant experts at local and international organizations who provide gender-based violence services in Lebanon and beyond.

SenseMaker®

SenseMaker® is a qualitative / quantitative data collection tool that empowers respondents to record and interpret their own stories. The application, developed by Cognitive Edge, can be used anonymously on a smartphone, tablet or browser to efficiently capture a large volume of mixed methods data.¹⁵ Each SenseMaker® survey begins with open-ended prompts intended to trigger a memory about a topic of interest, in this instance about the gender-based violence service received or program attended. After recording a brief narrative (audio recorded on smartphones and tablets, typed when using a browser), women and girls then interpret their own stories by quantitatively 'plotting' their interpretation of the experience using a series of predefined questions with three options (triads) or two options (dyads). SenseMaker® then quantifies each of the plotted points, providing statistical data backed up by the explanatory narrative. SenseMaker® has been previously used among refugees^{16,17} and in a number of other

Figure 1. Theory-of-change model for sexual gender-based violence (SGBV) programs and services.



humanitarian settings such as Haiti and the Democratic Republic of Congo.

SenseMaker® offers a number of potential benefits. For instance, the digital data entry and the brevity of the collected narratives provide an efficient method of collecting mixed methods data and SenseMaker® has been used to collect thousands of self-interpreted stories in other contexts.¹⁸ Data can also be downloaded from the server almost immediately after upload, and thus results are quickly available for prompt summary and responsive decision-making regarding service provision. Additionally, given the sensitivities around discussing one's experiences with a service provider, SenseMaker®'s open-ended questions could provide more revealing responses than is often possible with more direct questioning, due to social desirability bias. Furthermore, because SenseMaker®'s self-interpreted questions (triads and dyads) allow for more varied responses than typical categorical questions, it could provide a more nuanced understanding of complex experiences. And finally, SenseMaker® could reduce interpretation bias because participants self-interpret their own experiences.

Aim and Objectives

Recognizing the gaps and challenges in conducting M&E in humanitarian settings, the current project used SenseMaker® as an M&E tool for gender-based violence programs and services in Lebanon. More specifically, the project aimed to examine the feasibility and added value of using SenseMaker® to generate timely mixed methods M&E data to allow a more nuanced understanding of the

experiences of women and girls accessing gender-based violence services.

The project had four objectives:

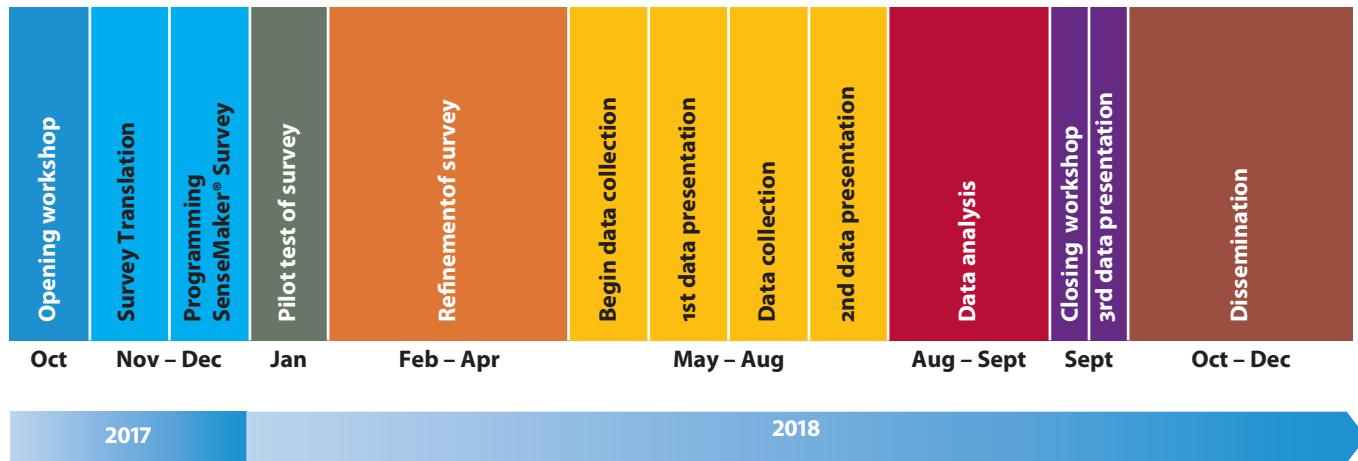
- 1 Engage with gender-based violence service providers to identify M&E gaps that SenseMaker® could address;
 - 2 Test the feasibility of different channels of SenseMaker® data collection;
 - 3 Develop and test a SenseMaker® M&E survey for gender-based violence services in Lebanon; and
 - 4 Document and reflect on the process of integrating SenseMaker® into an organization's M&E process and on whether SenseMaker® could offer additional insights not recognized with current M&E approaches.

Methods

Timeline

The project was initiated in October 2017 with an opening workshop in Beirut that brought together representatives from all project and implementing partners. The survey was pilot tested and refined before being used in May to August 2018 to collect M&E data for gender-based violence programs and services. A closing workshop was held in Beirut in September 2018 to review the collected data as a team, to reflect together on the feasibility of using SenseMaker® as an M&E tool and to decide whether there was added value to using SenseMaker® for M&E of gender-based violence programs.

Figure 2. Project timeline





Partners

The following project partners collaboratively applied for funding to support this feasibility study:

- 1 ABAAD Resource Center for Gender Equality** – ABAAD is a Lebanese non-profit, civil society association that promotes equality, protection and empowerment of women. It is a key member of the sexual and gender-based violence task force and case management working group (CMWG). ABAAD completed a SenseMaker® project on child marriage in 2016. ABAAD was also an implementing partner in this project and used the SenseMaker® survey as an M&E tool for its gender-based violence services.
- 2 International Rescue Committee Lebanon (IRC)** – Since 2012, the IRC Women's Protection and Empowerment (WPE) program in Lebanon has run five Women and Girls Community Centres and operated seven mobile teams to respond to and prevent gender-based violence. IRC was also an implementing partner in this project and invited women and girls in its gender-based violence programs to complete the SenseMaker® M&E survey.
- 3 Queen's University** – As a leading Canadian research institution, Queen's University has a track record of implementing innovative projects to address some of the world's most pressing issues. Researchers at Queen's University have implemented several SenseMaker® projects in a variety of international settings and provided methodological expertise to the project.

4 United Nations Population Fund (UNFPA) – As co-lead of Lebanon's gender-based violence task force and CMWG, UNFPA provided technical expertise and helped to coordinate the project. Since UNFPA does not directly deliver gender-based violence services in Lebanon (but through partners), it did not directly use the SenseMaker® M&E tool.

Additional implementing partners were all organizational members of the gender-based violence CMWG in Lebanon. Each organization was responsible for inviting women and girls of the organization's gender-based violence programs to complete the SenseMaker® survey.

1 Akkar Network for Development (AND) – A Lebanese non-governmental organization established in 2011, AND aims to look into the region's needs and work with women, civil society, local authorities and community at large, not only to implement projects but to ensure creation of a development policy in Akkar.

2 Caritas Lebanon – Caritas Lebanon, established in 1972, in service of the poor and the promotion of love, charity and justice, provides economic development, livelihoods, health and social care, education, migration services, emergency and crisis intervention, human and humanitarian relief and aid, environmental stewardship, as well as advocacy and protection for all individuals and groups of people in need.

3 International Medical Corps Lebanon (IMC) – IMC is a non-profit, humanitarian aid organization dedicated to saving lives and relieving suffering by providing emergency relief, healthcare training and development programs to those in great need.

4 United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) – UNRWA provides education, health care, relief and social services, camp infrastructure and improvement, microfinance emergency and legal assistance to Palestinian refugees.

Opening Workshop

The two-day opening workshop had three major objectives: 1) introduce SenseMaker® as an M&E tool, 2) plan and coordinate project activities, and 3) collaboratively develop the SenseMaker® M&E survey. It was held in Beirut in October 2017 and was attended by representatives of 12 organizations: ABAAD, AND, Caritas Lebanon, Concern, Danish Rescue Committee (DRC),

IMC, IRC, INTERSOS, Makzoumi, Queen's University, UNFPA and UNWRA. Participants also had the opportunity to use the SenseMaker® app on tablets and were provided with guidance on recording the audio stories, responding to dyad and triad questions, navigating through the survey and saving the data.

Survey

The SenseMaker® survey was drafted collaboratively in the opening workshop. Initially working in small groups, team members drafted question prompts to solicit stories about experiences accessing gender-based violence services, as well as triad, dyad and multiple-choice questions. Collectively the larger group reviewed each proposed question, omitting some and retaining others. Retained questions were refined collaboratively for relevance, clarity and language. The survey was drafted in English. However, since most workshop participants were fluent in both Arabic and English, considerable time was spent discussing how certain English words would translate to Arabic.

The survey questions are provided in the appendix and Figure 3 and 4 illustrate examples of a triad and a dyad. Since triad labels are either all positive, all negative or all neutral and because they are slightly ambiguous, SenseMaker® requires a higher level of cognitive engagement on the part of the respondent and reduces social desirability bias since there is no one response that could be perceived as being more positive or more acceptable than others. Likewise the dyad labels are either both positive, both negative or both neutral thereby requiring a higher level of cognitive engagement to respond while also reducing social desirability bias. Seven multiple-choice questions aimed to contextualize the shared story (i.e. who was in the story, how often do events in the story happen, how long have you been accessing this service, etc.) and five multiple choice questions collected demographic data (age, marital status, nationality, highest level of education achieved, and relative household income). There were also five questions that were answered by a staff member prior to the beneficiary starting the SenseMaker® survey (who is the service provider, location of program, type of service or program, etc.).

The survey was professionally translated from English to Arabic and then independently back translated from Arabic to English by a different translator to check for accuracy. Discrepancies were resolved through consensus by the two translators and the survey was then reviewed by two team members in

Figure 3. Example of how a triad looks on the tablet application

What are the barriers to accessing the program / service?

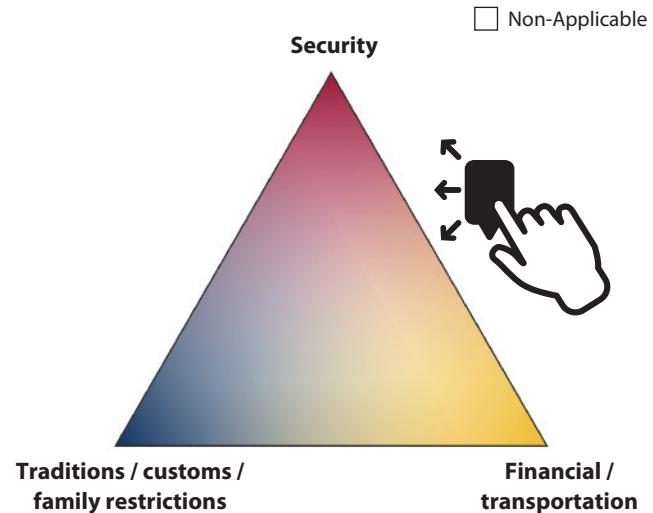
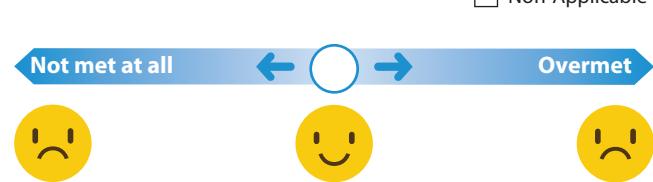


Figure 4. Example of how dyad looks on the tablet application

To what degree were your expectations met by the program / service?



Lebanon to ensure that it was culturally and contextually appropriate as well as sensitive to gender-based violence issues.

The survey was pilot tested among a total of 40 women and girls between two participating organizations (ABAAD and IRC). Pilot data plus feedback from both women and girls as well as staff members were reviewed and the survey was revised accordingly. From the pilot test, it was recognized that the dyads were poorly understood and two focus group discussions (FDGs) were held with women and girls in an attempt to refine both the dyad language as well as how the dyads were presented in the survey.

Ethics Review and Considerations

The study was introduced to potential participants in Arabic and informed consent was obtained by tapping a consent box on the tablet or computer. No financial or other compensation was provided to respondents. The project was approved by the Queen's University Health Sciences and Affiliated Teaching Hospitals

Research Ethics Board. Ethical considerations included psychological distress among women and girls and loss of confidentiality. To mitigate the risk of psychological distress, the survey intentionally did not ask about experiences of gender-based violence but instead focused on experiences of receiving gender-based violence-related services. Because data was collected within a service provision setting, the service provider was able to offer emotional support and referral if needed. No identifying information was collected and thus all SenseMaker® data was collected anonymously. Participants were asked not to use actual names or other identifying information in their shared stories. To ensure data security, all completed surveys were uploaded from the tablet / computer to a secure server.

Data Collection

Written instructions were provided to each participating organization on how to download the final SenseMaker® survey and how to deliver the instrument to program attendees. All organizations were provided with a shortened URL which could be used to access the survey using an internet browser if / when a tablet was not available at the program office.

All women and girls aged 11 and older who had accessed a gender-based violence-related program or service were eligible to participate regardless of whether they identified as being Syrian, Lebanese, Palestinian or of another nationality. Data were collected in May to August 2018. Six participating organizations (ABAAD, AND, Caritas Lebanon, IMC, IRC and UNRWA) invited women and girls accessing their gender-based violence programs to complete the SenseMaker® survey at their service delivery points across five locations in Lebanon. All surveys were conducted in Arabic. Staff members introduced the survey, worked through two sample questions (one triad and one dyad) and explained how to record the story (either audio or typing). Staff then left the participant alone in a private setting with the tablet or computer so the beneficiary could complete the survey privately unless requested by the beneficiary to be present (for instance due to feeling uneasy about using the tablet / computer or due to limited literacy skills).

Data were collected through two methods:

- 1 Using Cognitive Edge's SenseMaker® application on iPad mini 4's (stories were audio recorded)
- 2 Using a browser link to the SenseMaker® survey on a desktop or laptop computer (stories were typed in)

Data from both the browser link and the SenseMaker® app were uploaded to Cognitive Edge's secure server at which time the data was automatically and permanently deleted from the tablet or computer.

The data were downloaded from the server and presented to participating organizations at three points throughout the project: approximately one month into data collection (June 2018), two months into data collection (July 2018) and at the end of data collection (September 2018). Each organization was provided with a unique alias known only to them.

Figure 5. Number of self-interpreted stories completed per site

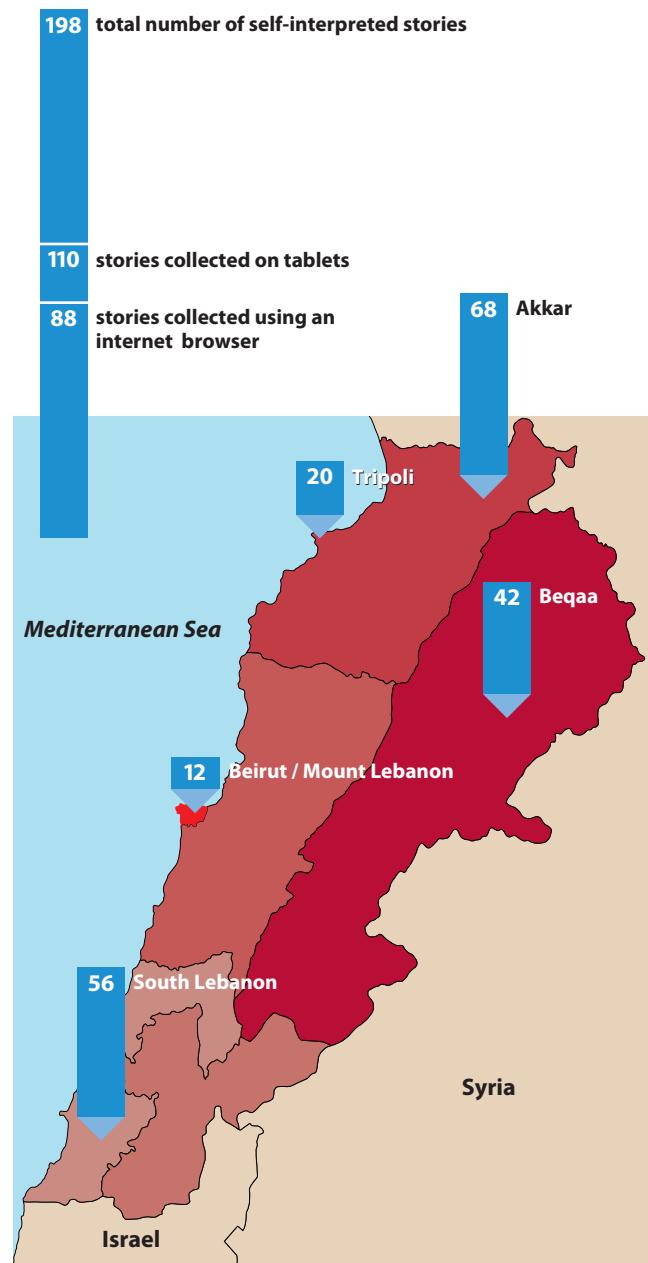


Figure 6. Number of surveys per program

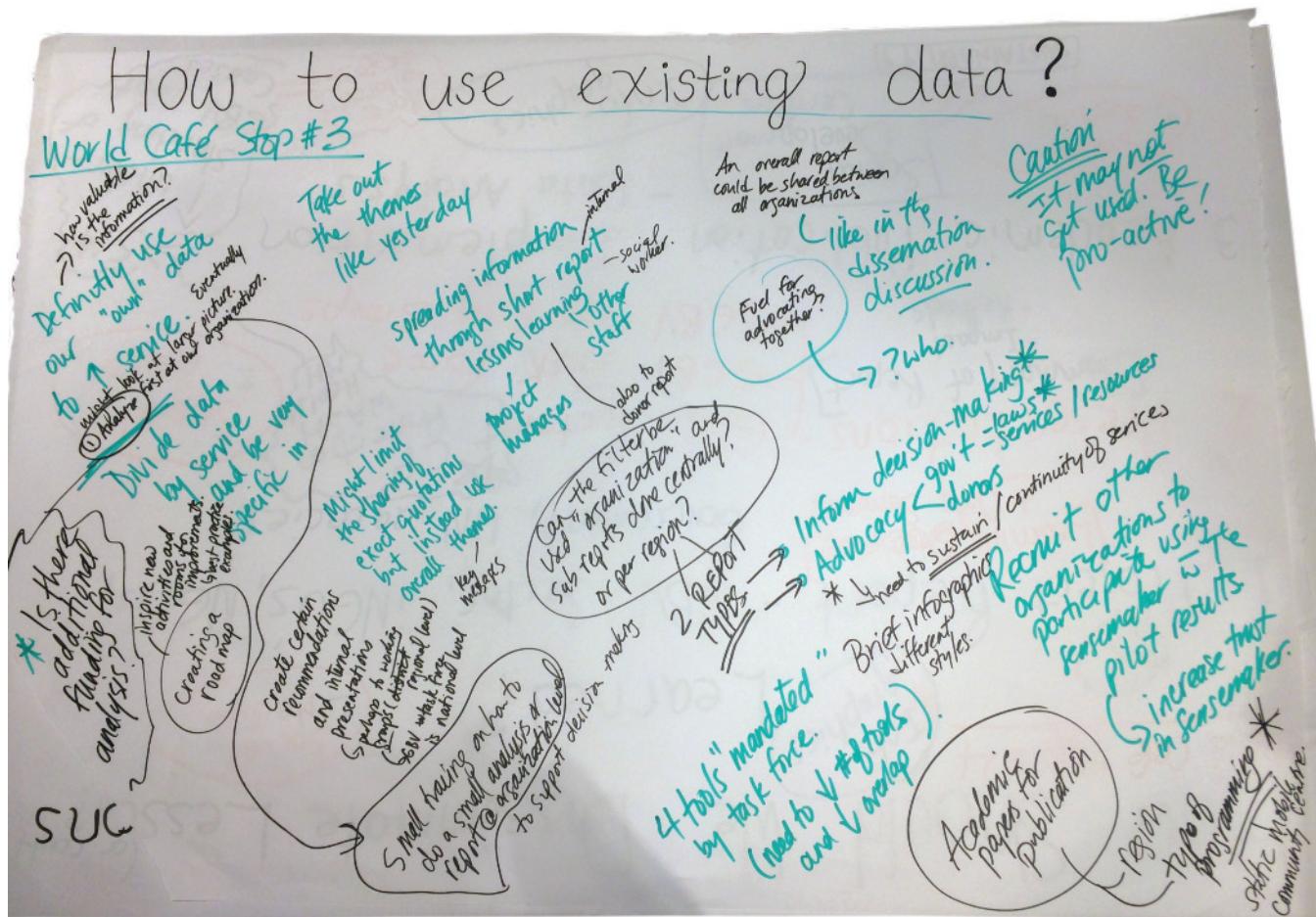
	Static, Mobile Program	Non-Shelter Service	Shelter Service	Total
Psychosocial Support	46	65	20	131
Case management	3	40	9	52
Legal services	3	2	1	6
Vocational Training	2	1	1	4
Medical Services	1	1	0	2
Prefer not to say	0	3	0	3
Total	55	112	31	198

Similarly, each location was given an alias. This allowed each organization to view all the data while being blinded to which organization owned what data other than their own. M&E data were presented as Tableau files to facilitate visualization of the response patterns. Participating organizations viewed the results using Tableau Reader which is a free desktop

application used to visualize, interact with and filter data (<https://www.tableau.com/products/reader>). Instructions were provided for the download of Tableau Reader as well as a brief instructional video on how to open, review, navigate and filter the data using Tableau Reader. Audio stories recorded on the tablets were transcribed and translated to English while the typed Arabic stories collected using the browser were translated to English.

Closing Workshop

The closing workshop had two major objectives: 1) to collectively review and interpret the SenseMaker® M&E data; and 2) to reflect as a team on the feasibility, scalability and added value of using SenseMaker® as an M&E tool for gender-based violence programs. The two-day workshop was held in Beirut in September 2018 with representatives of the following eight organizations: ABAAD, AND, Caritas Lebanon, IMC, IRC, Queen's University, UNFPA and UNWRA. A rapporteur took detailed workshop notes, which were used to help generate the key learning points below.



Key Learning Points

Key learning points were derived from the opening workshop, through ongoing team communication during survey pilot testing / refinement, during data collection, and from the closing workshop.

1. Existing M&E Gaps Identified by Gender-Based Violence Service Providers in Lebanon

A portion of the opening workshop was devoted to understanding which M&E tools were currently being used by participating gender-based violence service providers in Lebanon. There was notable overlap between organizations' existing M&E approaches as well as rich discussion about the strengths and weakness of current M&E tools. Most of the participating organizations were using the Lebanon gender-based violence M&E toolkit consisting of four tools: 1) FGDS used to measure the proportion of women and girls accessing safe spaces who feel empowered and to evaluate programming; 2) pre- and post-program tests to measurement knowledge around gender-based violence; 3) pre- and post- program tests to measure skills and knowledge of trained gender-based violence/ non gender-based violence actors; and 4) *Action Taken To Increase Safety* program whereby women and girls report on what makes them feel safer in their communities. Many organizations were also using exit and phase-out surveys as well as collecting data within the joint case management information system.

Learning Points

- As is true in many settings, M&E tools currently used in the gender-based violence sector in Lebanon are more quantitative in nature. However, after the introduction of the gender-based violence M&E toolkit, more qualitative M&E data is available.
- Organizations are more satisfied with their monitoring but believe that evaluations are greatly lacking. Evaluations typically occur only when required and paid for by a donor. Within the past five years, there have been only two impact evaluations of gender-based violence programs in Lebanon.
- There was concern that monitoring was siloed by type of activity with little ability to compare data

across different gender-based violence activities and across programs.

- M&E capacity is sometimes lacking at the organizational level. In some cases, there is no dedicated M&E officer, leaving service providers to conduct their own M&E while also trying to manage programs. In other organizations, there is a single M&E officer conducting M&E across multiple programs and activities.

Recommendations

- M&E for gender-based violence programs in Lebanon should support more qualitative data collection. The capacity for increased FGDS and qualitative interviews would need to be addressed including human resources, necessary training, etc.
- Evaluations are greatly needed to determine which services and programs are most impactful and also to identify potential harms that may result from accessing services. Since evaluations are often more costly, additional finances will be required. Donors are urged to require program evaluations and also to have designated budget for them.
- Holistic M&E approaches that will provide comparative data across activities and across programs should be sought. A more coordinated and cross-cutting M&E system will likely provide important new insights and may ultimately be more efficient and more cost-effective. However, commitment and coordination among all gender-based violence service providers would be essential for this to be successful.

2. Logistics of Collecting SenseMaker® M&E Data

Feedback was collected from the implementing organizations regarding the practicalities of collecting SenseMaker® data, including the challenges and barriers. Given that SenseMaker® was new to many team members, that literacy skills were limited among most respondents and that many women and girls had never used a tablet, the entire survey had to be facilitated by a staff member for a majority of respondents, thus requiring a significant time commitment by providers. Furthermore, the lack of dedicated staff training prior to data collection led to some unease with the survey and the collection of data.

Learning Points

- Dedicated training for staff administering the survey would have been highly beneficial. Team members who had attended the opening workshop had been introduced to SenseMaker® but it was not necessarily those individuals who were ultimately responsible for data collection, in part because of high staff turnover at some organizations. With training, previous SenseMaker® data collection experience in Lebanon had been quite positive.¹⁶
- For organizations using the browser, unreliable internet access sometimes hindered the ability to complete interviews. Regarding SenseMaker® on both the tablet and the browser, some organizations reported that they had uploaded more stories than were received by the server. Consequently, there were concerns about lost data resulting in a request to receive confirmation that the data had been uploaded properly.
- Although audio recording the story was deemed to be faster than typing, some women and girls were reluctant to have their voices recorded out of concern that they could be identified. In some cases, these individuals responded to the triad and dyad questions, giving quantitative data for which there were no accompanying narratives.
- SenseMaker® data collection was viewed as being more time- and labor- intensive since completing an interview often required that a staff member facilitate the survey. This level of facilitation was partially attributed to low literacy levels among women and girls and to lack of experience with technology.
- Some organizations reported an insufficient number of case workers to deliver the survey and a few M&E personnel who ultimately facilitated the SenseMaker® survey at the organizational level had less experience and less familiarity handling disclosures of gender-based violence. Although social workers were sometimes believed to be better suited for delivering the SenseMaker® survey (due to their gender-based violence training), often other responsibilities prohibited them from having the time to do so.

- The target number of stories was not reached during the three-month pilot. This was attributed to difficulty in accessing women and girls at shelters (given regulations around privacy / access) and low turnover of women and girls during the three-month data collection period since many programs are several months in duration.
- Although women and girls were asked not to share personal information (but to instead focus on their experience in accessing services), sensitive issues were still sometimes disclosed, which is important when considering who should access the data and how it should be accessed.
- Several survey questions were identified as being problematic. For instance, the generic triad example intended to familiarize respondents with how to answer a triad question was reported to be confusing, as it did not fit cultural norms and seemed unrelated to the actual survey. Additionally, the household income question made many respondents uncomfortable.

Recommendations

- Dedicated training with staff who will be facilitating the surveys is needed prior to data collection. We recommend a one to two day workshop that emphasizes using a tablet, interfacing with the SenseMaker® app, data upload, as well as how to handle disclosures of gender-based violence and refer women and girls if needed. Site visits to provide additional support would also be helpful.
- Since privacy and confidentiality are central to women and girls being able to share negative experiences, a SenseMaker® M&E tool is less useful if low literacy skills and comfort with technology require that the survey be facilitated. This could perhaps be mitigated by having someone external to the organization facilitate the survey, although resources were perceived to be a barrier to this approach. SenseMaker® M&E seems better suited to women and girls with higher literacy skills.
- Sensemaker® should be integrated into current M&E systems rather than used in parallel to avoid duplication and to optimize efficiency and use of resources.

"SenseMaker goes beyond quantifying the numbers, it is about the how and why"

Participant in closing workshop.

- Increase engagement of women and girls when designing the survey to ensure that questions are clear (particularly relevant for the dyads) and culturally appropriate and to refine the translation. Beneficiary engagement may also help to identify ways to improve comfort with audio recording the stories (i.e. stories recorded by someone else, voice modulators, etc.).
- Since SenseMaker® was determined to be more time- and labor- intensive, an organization intending to use it for M&E purposes would require sufficient

human resources if literacy and comfort with technology were low among program attendees.

3. SenseMaker® M&E Data

Feedback on the data (both in terms of quantity and quality) was captured during the closing workshop when the team spent several hours reviewing and interpreting the results in Tableau Reader and discussing their interpretation.

Figure 7. Survey respondents by age category

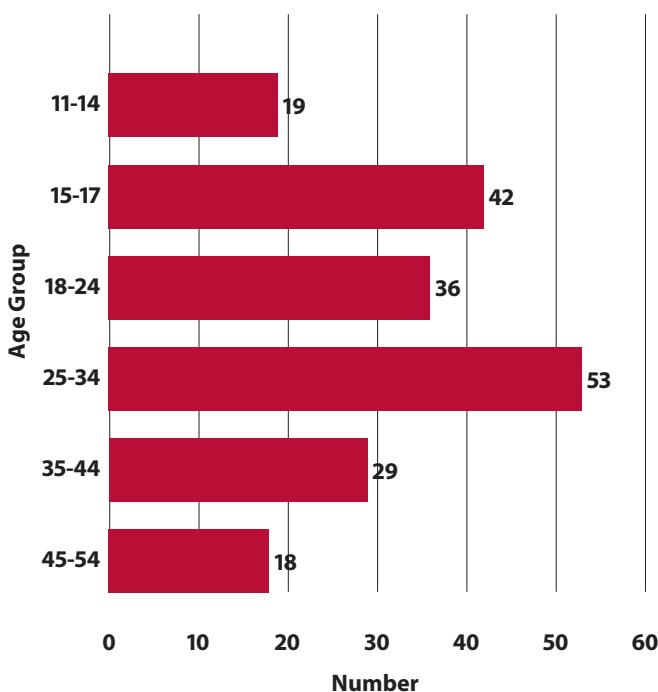


Figure 8. Survey respondents by marital status

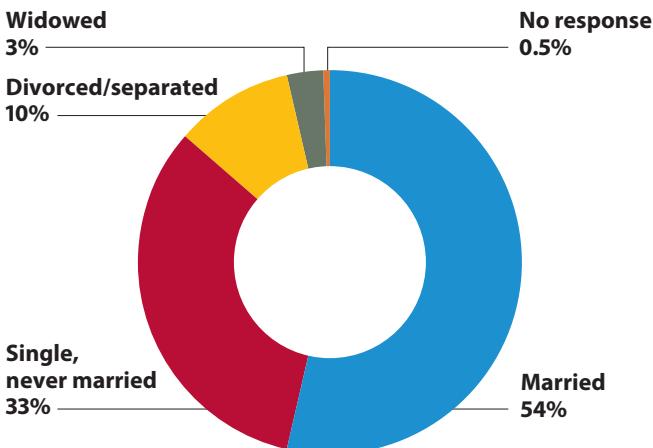


Figure 9. Survey respondents by nationality

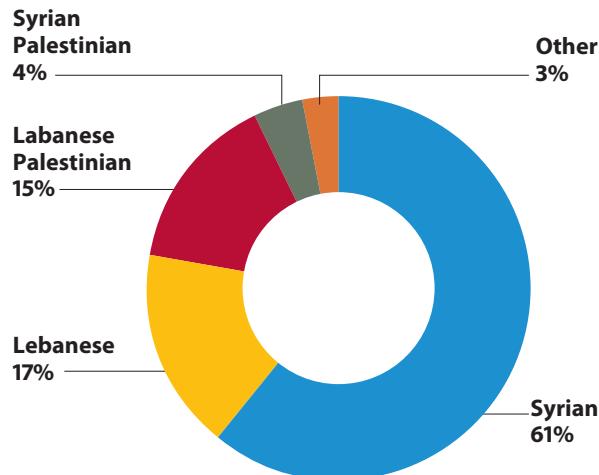
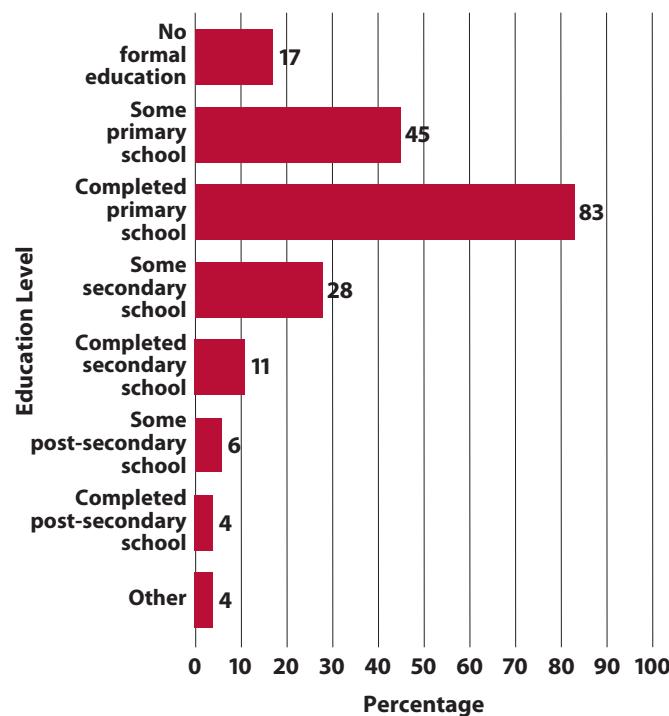


Figure 10. Survey respondents by education level



Learning Points

- There was overall consensus that the dyad questions were poorly understood. This seemed to result partially from a lack of understanding that both ends of the dyad were intended to be negative (i.e. that too much change, too much trust, etc. were all negative). This issue was first recognized in the pilot test, which lead to two FGDs with women and girls in an attempt to improve the dyad clarity. Despite this effort and despite inclusion of a dyad example facilitated by the staff member, comprehension about how to respond to dyads seemed to be limited.
- Some participating organizations preferred to receive the overall data blinded (through use of aliases) since it allowed them to understand results at the sector level and to compare their own data with that of other gender-based violence service providers. There was agreement, however, that the data could be unblinded relatively easily by applying various filters, if one wished to do so. Because women and girls sometimes mentioned service provider names, there was a suggestion to provide each organization with only its own qualitative data, or to ensure that all potential identifiers had been removed prior to sharing it with

participating organizations. Some organizations were only interested in receiving their own data while no participating organization would have been comfortable having their data shared openly.

- SenseMaker® allowed organizations to better understand how their programs were perceived and better captured the needs of women and girls in comparison to existing M&E tools. Some organizations reported that SenseMaker® provided them with more positive feedback and that participating in the SenseMaker® survey was an important way to empower women and girls by allowing them to tell and interpret their own experiences through the use of technology.
- Participating organizations appreciated the mixed methods approach and valued having qualitative data to contextualize the quantitative results.
- The installation and use of Tableau Reader provided some challenges during data collection. However, after a brief 30-minute training session, most individuals reported that they were comfortable using Tableau Reader and were satisfied with the visual representation of the results and with how Tableau Reader combined the quantitative and qualitative data.

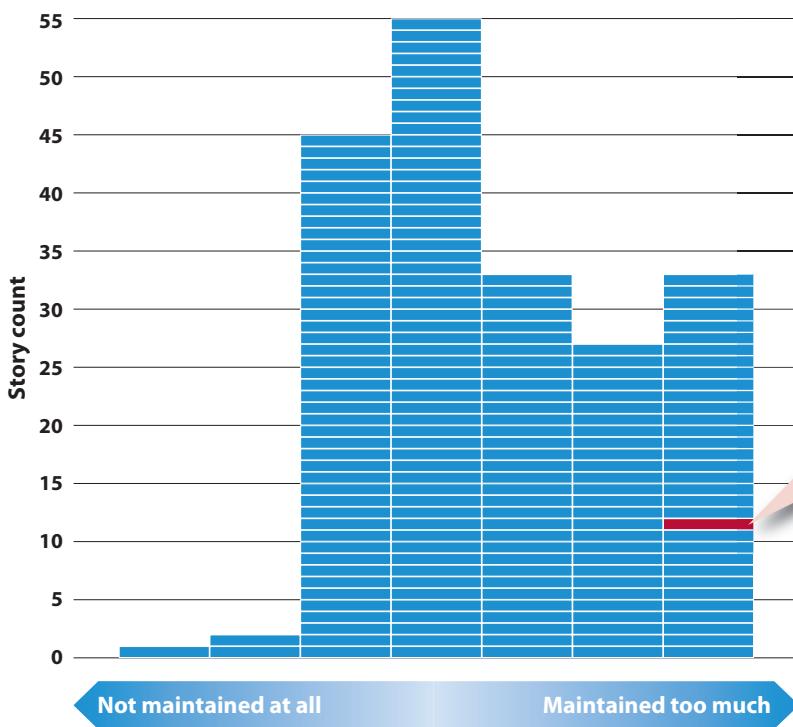
Figure 11. Triad example about barriers to accessing services

What were the barriers to accessing programs / services?



Figure 12. Dyad example about privacy

Privacy was...



Safety

"I came to the house and finished a period of insecurity, and at the same day I entered I found security and kindness. Without asking for anything, they gave me all the things I need. I was in a very bad psychological situation because of the rape I was a victim of. I was really hurt with many marks on my body and face in addition to the pain in my soul. In the house, they gave me all the psychological support I needed which helped me overcome the situation I was in. I started feeling stronger and I will become better each day."

Unmarried woman aged 25-34 who self-identified as "other" nationality

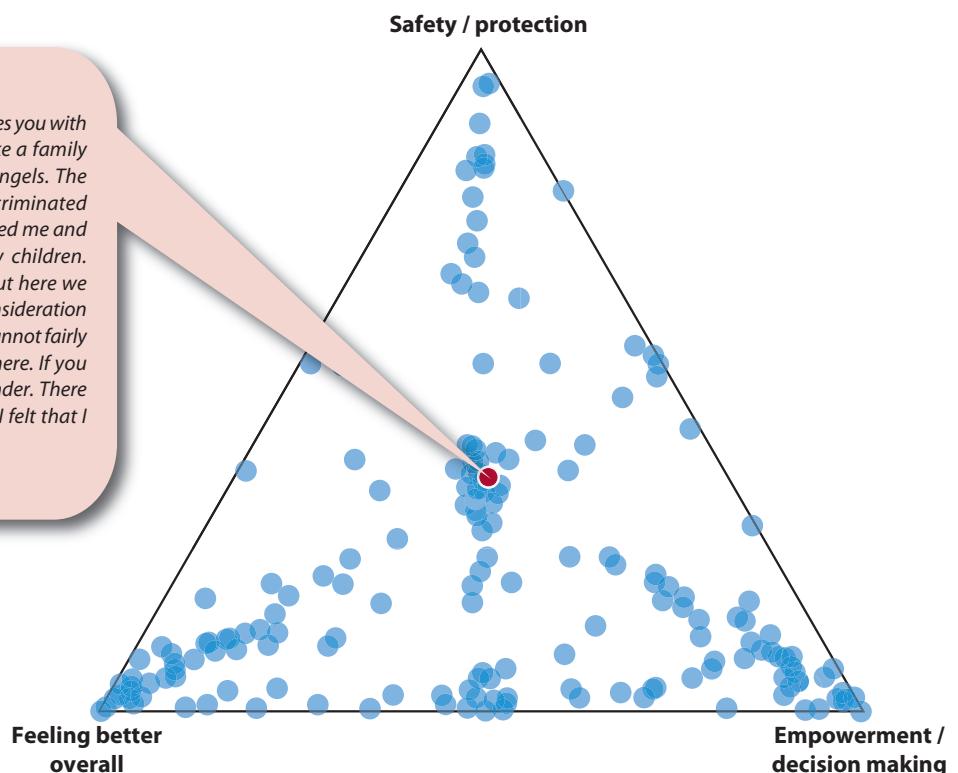
Figure 13. Example triad about benefits of program

What benefit did you get from this program / service?

Safety and Respect

"The program house: It is a safe place that provides you with respect, support, attention, safety. It is more like a family home. The team is very respectful, more like angels. The taunted ladies are received and never get discriminated based on religion, region or ethnicity. They helped me and supported me regarding the way to raise my children. Sometimes we get harassed by our families, but here we never get annoyed at all. The team takes into consideration the survivors' needs and psychological status. I cannot fairly describe this place and the respect we receive here. If you are subject to any type of violence, never surrender. There are people here who are ready to support you. I felt that I am a person who deserves respect."

Married Syrian woman aged 25-34

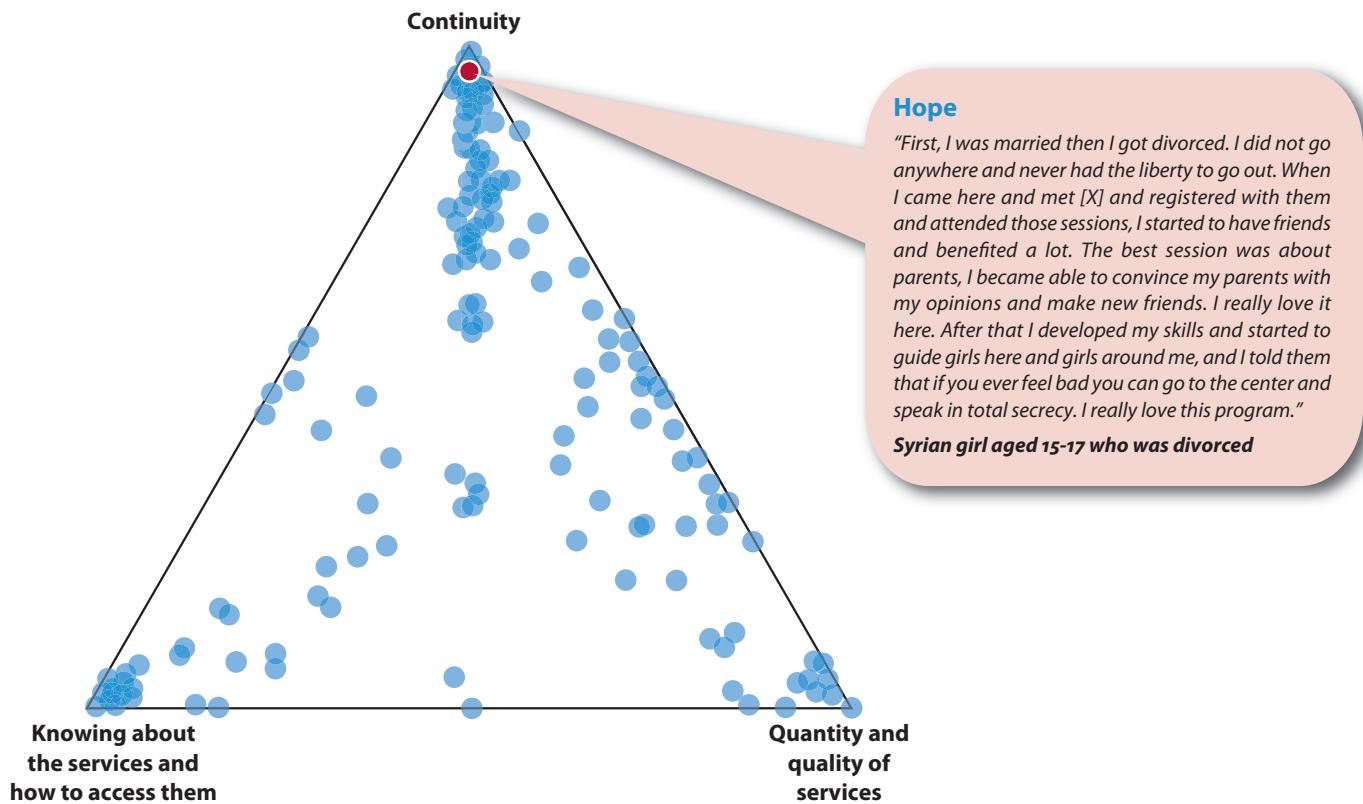


Recommendations

- Each participating organization should decide and indicate in advance whether: a) whether they are willing to have their blinded data shared with other participating organizations and b) whether they wish to receive aggregate blinded data or exclusively their own data. Additional ways of disaggregating the data could be explored such as by location or by service. All qualitative data must be completely anonymized prior to sharing.
- New dyad questions should be developed in collaboration with women and girls accessing programs and services. The new questions need to be piloted to ensure that the nuances have been captured and that the questions are properly understood.
- Training on Tableau Reader, including practice viewing and manipulating data, is important. Because the software is relatively straight-forward and user-friendly, a train-the-trainers model could be used to make the data more accessible to others in the organization.

Figure 14. Example triad about how to improve program

What aspects should be improved in the program?



4. Additional Added Value of SenseMaker® M&E Data in Comparison to Existing M&E Approaches

Representatives from the participating organizations were asked to reflect on what additional information or insights SenseMaker® provided, or could provide, that is not captured in their current M&E processes.

Learning Points

- SenseMaker® provided a unique combination of macro and micro data (big picture combined with individual experiences) and was believed to fill an existing gap around the lack of qualitative data for program evaluation.
- Participants believed that SenseMaker® would have more utility in acute humanitarian settings or at the onset of crises since SenseMaker® data can be more readily available (in comparison to current M&E tools) for responsive decision-making in a quick-changing environment. With the Syrian crisis now in its seventh year, the gender-based violence sector had

already developed M&E indicators and therefore SenseMaker® was perceived to be less useful than it would have been earlier in the crisis.

- An opportunity to tell their own stories was believed to be empowering for many of the women and girls who participated, and it frequently encouraged more open discussion with interviewers. A chance to utilize the tablet was also noted to be empowering, especially for those who had never used one before and a few organizations noted that they would consider technological literacy training for women and girls in the future.
- SenseMaker® captured data not included in current M&E tools. For instance, independent of the beneficiary's satisfaction with the program itself, the survey collected information on barriers to attending programs and provided insights on the circumstances that had led some of the women and girls to access services.
- The same SenseMaker® survey could be repeated over time and after program adaptations to determine whether changes were resulting in the desired effect. For example, an organization could track over time whether program modifications had resulted in a shift in responses on a particular triad or among a particular subgroup.
- Several new insights were identified from the pilot that had not previously been recognized. For instance, women age 55 and older were notably missing from the sample, raising concern about their willingness

*"How and why are people empowered?"
It is not enough to know that a beneficiary is "more empowered".*

Participant in closing workshop.

or ability to access services. Furthermore, adolescent girls tended to respond differently than older participants on some of the triads and dyads, highlighting their unique experiences and potentially different needs. And finally, fewer Lebanese women and girls were accessing services in comparison to Syrian women and girls.

- Most participating organizations were in favor of the mixed methods approach and appreciated having the narratives to better interpret the quantitative data. Other team members noted that the narratives would be useful for advocacy purposes.
- Some team members reflected that SenseMaker® offered the additional advantage of providing new insights useful for the prevention of gender-based violence since its open-ended stories allowed for better understanding of the root causes of violence at the community level.

Recommendations

- Sensemaker® should be piloted during the onset of an acute crisis to evaluate its efficacy in that context. This would require having surveys designed and ready to be piloted at the onset of the disaster or crisis.
- It is recommended that gender-based violence programs consider including technological literacy training to women and girls.
- Two additional uses of SenseMaker® should be piloted in the future: a) to track program perceptions longitudinally, and b) as a tool to better understand nuances around the root causes of gender-based violence in particular contexts.
- SenseMaker®'s mixed methods data collection seems to offer additional insights on gender-based violence programs and its utility should be tested more broadly in other settings.

5. Scalability of SenseMaker® as an M&E Tool

Team members considered whether SenseMaker® would be scalable as an M&E tool. Discussion on this topic centered on the resources and engagement that would be required for successful scale-up.



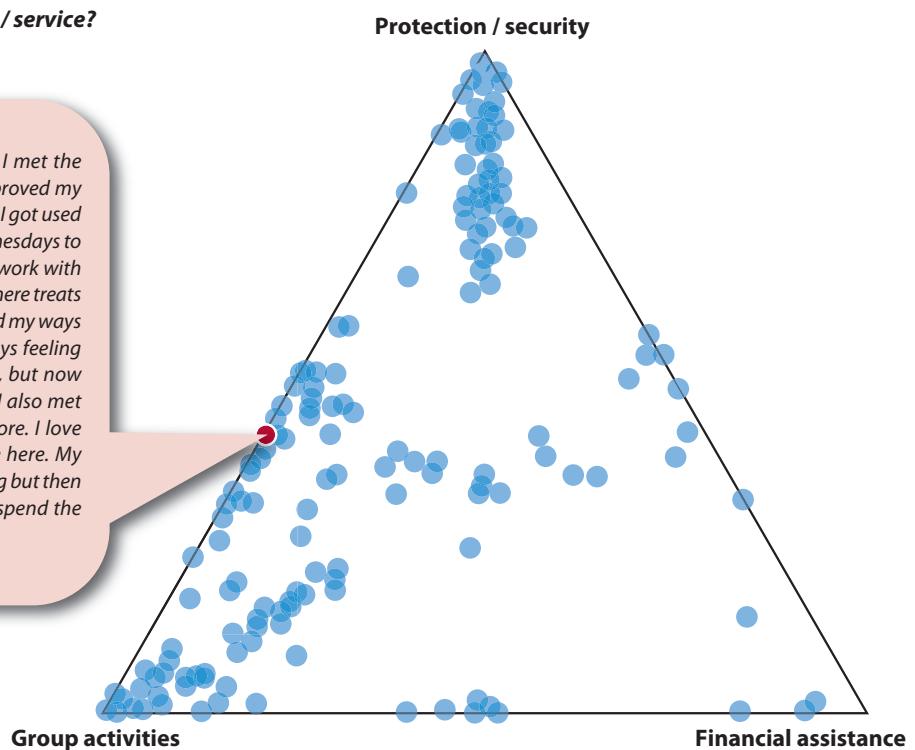
Figure 15. Example of triad about motivation for attending program

What motivated you to access the program / service?

Self Change

"I came ... and started to work with wool and I met the workers here and I felt their kindness, which improved my mood. I used to sit all day always angry and then I got used to going to the sessions. I started to wait for Wednesdays to come here and have some fun. I also learned to work with wool and I improved my skills with it... Everyone here treats us well and I became so comfortable and changed my ways of dealing with my children and husband, always feeling good. Before that, I was always in a bad mood, but now everything is ok and I can cope with everyone. I also met many new people here that I did not know before. I love coming here because I am always comfortable here. My husband refused that I come here in the beginning but then I convinced him and started to come here and spend the whole day and feeling better."

Married Syrian woman aged 45-54



Learning Points

- Since Android tablets are more widely available in the field and less costly, future SenseMaker® M&E tools should be configured for Android operating systems rather than for the iOS operating system. It was believed that this would increase uptake and accessibility for participating organizations.
- Biggest perceived barrier was the cost – financial as well as required human resources to deliver the tool.
- It would be critical to have commitment and engagement both from individuals responsible for collecting and using the data as well as from the organizations' management. Buy-in at one level but not the other would be problematic for future use of SenseMaker® as an M&E tool.
- A SenseMaker® M&E tool for gender-based violence services would have to be integrated into existing M&E activities rather than being duplicative. There was discussion about whether current M&E tools could be adapted to be included in the SenseMaker® instrument.
- Financial costs to scale up SenseMaker® for M&E were considered. If multiple service providers were to use a shared, identical SenseMaker® M&E tool, the

- associated fixed cost would be divided between the organizations and would be independent of the number of individual surveys completed by beneficiaries, with the cost per organization decreasing as additional service providers are added.

Recommendations

- For SenseMaker® to be cost-effective as an M&E tool, it would be better implemented by a group of partnering organizations since many of the associated expenses would then be shared across the broader group, thereby reducing the cost per organization.
- A thoughtful approach to integrating SenseMaker® into existing M&E programs and early involvement of the participating organizations would be essential for successful scale-up.
- Any scale-up program for SenseMaker® as an M&E tool should be configured for Android devices since they are more readily available in the field and less expensive to purchase.
- Ensuring that organizations' managers as well as front line staff who will collect and use the data fully endorse and embrace the use of SenseMaker® as an M&E tool would be critical.

Conclusions

Challenges

There were a number of notable challenges encountered around the use of SenseMaker® as an M&E tool for gender-based violence programs and services. The most notable of these were a lack of dedicated training on how to collect and use SenseMaker® data and the dyad questions not producing useful data because they were largely misunderstood. Furthermore, limited literacy and technological skills required most SenseMaker® surveys to be facilitated by staff, likely reducing beneficiaries' comfort in reflecting negatively on the experiences. This had the additional disadvantage of making SenseMaker® data collection time- and labor-intensive for program staff.

Recommendations

Despite these barriers, SenseMaker® provided some unique insights into perceptions about services and its mixed methods approach provided a more comprehensive understanding of women and girls' experiences accessing the program. Furthermore, SenseMaker®

revealed important new data about who was accessing and not accessing services.

We believe that SenseMaker® is feasible and could have added-value as an M&E tool for gender-based violence programs. More specifically, in acute humanitarian settings where the environment is rapidly changing and prompt data is required for responsive decision-making, SenseMaker® would offer a unique ability to capture rich, mixed-methods data about the experiences of women and girls. As an M&E tool SenseMaker® is better suited for women and girls with literacy skills and technological literacy to complete the survey independently, although we recommend exploring innovative ways to increase use among individuals with lower literacy skills and / or technological proficiency. However, to successfully implement SenseMaker® as an M&E tool, financial and human resource support would have to be available, managers and front-line staff would have to be committed to its use, and SenseMaker® would have to be thoughtfully integrated into existing M&E activities. Finally, if SenseMaker® were to be implemented as a M&E tool for gender-based violence programs, it would be most cost-effective to do it through a consortium of service providers since the associated costs would then be shared across the organizations.



Appendix

Table 1. Survey questions with possible responses

Question	Possible Responses
Micro-narrative prompts	
Talk about your experience accessing this program / service. What went well or could have gone better?	Micro-narrative recorded by participant
A friend or neighbor wants to know more about this program/service. Based on your experience, what advice would you give her?	Micro-narrative recorded by participant
Share an example of the best or worst thing you experienced in the program / service just accessed. What happened?	Micro-narrative recorded by participant
Talk about an experience that illustrates the biggest advantage or disadvantage of accessing this program / service? What happened?	Micro-narrative recorded by participant
Dyads	
<i>What level of change resulted from participating in the program / service?</i>	1) No change at all; 2) Too much change; or some combination thereof
<i>While receiving the service described, how would you describe your level of trust in this program?</i>	1) Too much trust; 2) No trust at all; or some combination thereof
<i>To what degree were your expectations met by the program/service?</i>	1) Not met at all; 2) Overmet; or some combination thereof
<i>The information shared with the organization was and will be kept...</i>	1) Too confidential; 2) Not confidential enough; or some combination thereof
<i>Privacy was...</i>	1) Not maintained at all; 2) Maintained too much; or some combination thereof
<i>To what extent were people treated equally?</i>	1) Excessively; 2) Not at all; or some combination thereof
Triads	
<i>What motivated you to access this program / service?</i>	1) Protection / security; 2) Group activities; 3) Financial assistance; or some combination thereof
<i>What were the barriers to accessing this program / service?</i>	1. Security; 2. Traditional / customs / family; 3. Financial / transportation; or some combination thereof
<i>What are the risks of accessing this program / service?</i>	1. Community problems; 2. Family problems; 3. Emotional / physical; or some combination thereof
<i>What benefit did you get from this program / service?</i>	1. Safety / protection; 2. Feeling better overall; 3. Empowerment / decision-making; or some combination thereof
<i>How did you feel while accessing the program / service?</i>	1. Respected; 2. Safe; 3. Engaged; or some combination thereof
<i>What aspects should be improved in the program?</i>	1. Continuity; 2. Knowing about the services and how to access them; 3. Quantity and quality of services ; or some combination thereof
Questions to contextualize the shared narrative	
<i>Who accessed the program / service?</i>	1. It was me; 2. It was a friend; 3. It was a family member; 4. It was someone in my community; 5. It was someone I heard about; or 6. Prefer not to say
<i>How often does the experience you shared in your recording occur?</i>	1. It is very rare; 2. It happens from time to time; 3. It is somewhat typical; 4. It happens all the time; or 5. Not sure
<i>What is the emotional tone of the experience shared in your recording?</i>	1. Strongly negative; 2. Negative; 3. Neutral; 4. Positive; 5. Strongly positive; or 6. Prefer not to say
<i>How does the experience shared in your recording make you feel?</i>	1. Angry; 2. Disappointed; 3. Embarrassed; 4. Encouraged; 5. Frustrated; 6. Good; 7. Happy; 8. Hopeful; 9. Indifferent; 10. Relieved; 11. Sad; 12. Satisfied; 13. Worried; or 14. Not sure
<i>How long have you been accessing the program/service you described in your recording?</i>	1. Less than one month; 2. 1 – 3 months; 3. 3 – 6 months; 4. 6 – 12 months; or 5. More than 1 year
<i>In the experience you recorded, how responsive was the staff member in referring you to needed services?</i>	1. Not responsive at all; 2. A little bit responsive; 3. Responsive; 4. Very responsive; 5. Non-applicable; or 6. Prefer not to say
<i>In the experience you recorded, how responsive was the organization(s) to which you were referred?</i>	1. Not responsive at all; 2. A little bit responsive; 3. Responsive; 4. Very responsive; 5. Non-applicable; or 6. Prefer not to say

* Response was optional for all questions.

Demographic questions	
What is your age?	1. 11 – 14; 2. 15 – 17; 3. 18 – 24; 4. 25 – 34; 5. 35 – 44; 6. 45 – 54; 7. 55 – 64; 8. > 65; or 9. Prefer not to say
What is your marital status?	1. Married; 2. Divorced / separated; 3. Widowed; 4. Single, never married; or 5. Prefer not to say
What is the highest level of schooling that you have completed?	1. None; 2. Some primary school; 3. Completed primary school; 4. Some secondary school; 5. Completed secondary school; 6. Some university; 7. Completed university; 8. Other; or 9. Prefer not to say
In relation to other households in your community, is your household?	1. Very poor; 2. Poor; 3. Average; 4. Above average; or 5. Very well off

Program staff questions	
Who was the service provider?	1. UNRWA; 2. IRC; 3. IMC; 4. ABAAD; 5. Caritas; 6. AND
What is the location of the program or service?	1. Beirut / Mount Lebanon; 2. Beqaa; 3. Tripoli; 4. Akkar; 5. South; 6. Lebanon; or 7. Prefer not to say
What was the nature of the program / service accessed?	1. Static, shelter program / service; 2. Static, non-shelter program / service; or 3. Mobile program / service
What type of program / service did you access?	1. Legal services; 2. Medical services; 3. Vocational training; 4. Psychosocial support; 5. Case management; or 6. Prefer not to say / Not sure

* Response was optional for all questions.

Endnotes

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"In the absence of SenseMaker, gender-based violence service providers may have never considered the magnitude of issues among older service users, given that funding is concentrated on younger women."

"With SenseMaker, monitoring is done holistically, segmented by activity type. We can analyze the data as a whole, across all activity types. This makes us more engaged as program leaders."

"With SenseMaker, women and girls choose to tell their own stories about violence - this can inform advocacy messages regarding how women and girls speak about the issues that affect them"