Citizen-Generated Data (CGD) in M&E Training Course

Professional Development Training Course Outline

Category	Monitoring and Evaluation	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Citizen-Generated Data (CGD) is rapidly transforming Monitoring and Evaluation (M&E) by democratizing data production, enhancing accountability, and amplifying citizen voices in development, governance, and service delivery. As governments, NGOs, and development partners seek more inclusive, real-time, and contextually rich evidence, CGD has emerged as a powerful complement to traditional M&E systems. Citizen-Generated Data (CGD) in M&E Training Course explores how citizen feedback, community reporting, crowdsourced data, and participatory monitoring approaches can strengthen results-based management, adaptive programming, and policy influence.

The training equips participants with practical skills to design, integrate, validate, and use CGD ethically and effectively across the project lifecycle. Through real-world case studies, digital tools, and participatory methodologies, learners will gain hands-on experience in leveraging CGD for learning, accountability, social inclusion, and evidence-informed decision-making especially in complex, fragile, and underserved contexts.

Programme Curriculum

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Course Objectives

By the end of the training, participants will be able to:

1. Understand CGD concepts, typologies, and global trends in M&E
2. Differentiate CGD from traditional and official data sources
3. Design CGD-enabled M&E frameworks and theories of change
4. Apply participatory monitoring and social accountability approaches
5. Integrate CGD into results-based management (RBM) systems
6. Assess data quality, validity, and reliability of CGD
7. Use digital platforms and mobile technologies for CGD collection
8. Address ethical, privacy, and data protection considerations
9. Analyze and visualize CGD for decision-making
10. Combine CGD with administrative and survey data (data triangulation)
11. Use CGD for adaptive management and real-time learning
12. Leverage CGD for advocacy, policy influence, and accountability
13. Develop scalable and sustainable CGD implementation strategies

Target Audience

1. Monitoring and Evaluation Officers and Specialists
2. Program and Project Managers
3. Government M&E and Policy Officers
4. NGO and CSO Practitioners
5. Social Accountability and Governance Professionals
6. Researchers and Data Analysts
7. Donor and Development Partner Staff
8. Digital Innovation and Civic Tech Professionals

Course Modules

Module 1: Foundations of Citizen-Generated Data

- Definition, principles, and evolution of CGD
- Types of CGD (feedback, crowdsourcing, community monitoring)
- CGD in SDGs and development accountability
- Role of citizens in evidence generation
- *Case Study:* Citizen scorecards in public service delivery

Module 2: CGD vs Traditional M&E Data Systems

- Administrative, survey, and big data comparison
- Strengths and limitations of CGD
- Complementarity and data ecosystems
- When and where CGD adds value
- *Case Study:* Integrating CGD into national M&E systems

Module 3: Designing CGD-Enabled M&E Frameworks

- CGD in theories of change and logframes
- Participatory indicator development
- Community-defined success metrics
- Aligning CGD with RBM and MEL plans
- *Case Study:* Community-led outcome tracking

Module 4: CGD Data Collection Methods & Tools

- Mobile surveys, SMS, IVR, and apps
- Community reporting and feedback mechanisms
- Social media and crowdsourced platforms
- Low-tech and offline CGD approaches
- *Case Study:* SMS-based citizen feedback systems

Module 5: Data Quality, Ethics & Safeguarding

- CGD data quality dimensions
- Bias, representativeness, and inclusion risks
- Ethical data collection and informed consent
- Data protection and privacy standards
- *Case Study:* Ethical challenges in citizen reporting

Module 6: CGD Analysis, Visualization & Learning

- Qualitative and quantitative CGD analysis
- Dashboards and real-time feedback loops
- Sense-making with communities
- Learning and adaptation using CGD
- *Case Study:* Real-time CGD dashboards for program adaptation

Module 7: CGD for Accountability & Policy Influence

- Social accountability and citizen oversight
- Evidence-based advocacy using CGD
- Engaging policymakers with citizen evidence
- Feedback-to-action mechanisms
- *Case Study:* CGD influencing local policy reforms

Module 8: Scaling, Sustainability & Integration

- Institutionalizing CGD in organizations
- Partnerships with CSOs, govts, and tech actors
- Financing and sustainability models
- Future trends in CGD and M&E innovation

- *Case Study:* Scaling CGD initiatives nationally

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com