

Report Output Session: Learnings & Implications

What we did

The Peru pilot was the first time Eclipse developed formal guidance for how to review findings from Interactive Digital Surveys, decide which findings to explore in further details with community members in the Co-Creation Sessions, and prepare materials (i.e., Problem Tree posters) for these sessions. As it was the first time this guidance was given, it was also the first time we were able to observe this process in context.

The Report Output Session took place in the afternoon of Day 5 of the pilot, immediately before the first two Co-Creation Sessions that evening. Initially we envisioned that the session would be attended by both project managers, technical staff (i.e., Aprendiendo Unidos teachers) and, optionally, the Data Collectors. However, due to staff availability capacity, only the Data Collectors were able to attend with one of the project managers facilitating the session. While not posing too much of a problem in this case, it is recommended that technical staff attend this session to guide discussion and ensure the relevance of the problems that are chosen to be unpacked.

Eclipse researchers debriefed the project manager who was going to facilitate the session before the start of the session and then observed the session, aiming for minimum involvement.

See the Report Output Session guidance here: [English](#) | [Spanish](#).

What we learned

Facilitator was not given sufficient time to prepare for the session

This was the first pilot where we tested a new guidance document for project managers on how to facilitate a Report Output Session with the field team. A member of the Eclipse team debriefed one of the project managers on the guidance right before the session. Ideally, the debrief would have been supplemented with the project manager taking some time to go through the guidance on their own but this was not possible due to timing and capacity of both Eclipse and the project team.

The debrief alone, which included a review of the Reports section within the UCCE Web Hub, was not enough to ensure that the project manager became sufficiently familiar and comfortable with the structure and purpose of the Report Output Session.

As a result, Eclipse staff had to intervene several times at the start of the session to ensure that the project manager kept the team on track, gave them correct instructions and to clarify which questions from the surveys should be looked at for data to take into the Co-Creation Sessions.

Focus on select survey questions restricted field team's understanding of overall survey findings

The guidance used in the pilot outlined which questions in the surveys report to focus on (4 'problem' Qs from caregivers' survey and 4 from children's survey) which represented 4 different areas of the programme, in order to identify suitable problems to take into the Co-Creation Session. This guidance was informed by the approach used in previous pilots, where three stages of the latrine journey naturally lend themselves to being the problem areas taken into the Co-Creation Sessions with community members. However, during the Report Output Session in the Peru pilot and later in user interviews it became apparent that the field team would have benefitted from having more time to go through survey findings and review them in more detail. This was confirmed in user interviews, with several Data Collectors suggesting that more time could have been allocated to findings review in the Report Output Session.

Involving Data Collectors in the Report Output Session was very valuable

As described above, the initial plan was that Project Leads would guide this session and that Data Collectors were not planned to attend. However, the involvement of Data Collectors proved very valuable as they understood the Problem Tree posters and how they would be used in Co-Creation Sessions better than the facilitating project manager, who was not present during the Co-Creation Sessions training. Data Collectors also provided context to the survey findings based on their experience conducting the surveys and were able to better guide the decision-making process as a result. The team put a lot of thought and effort into finding the right wording to communicate problem areas and problems on the posters, to make sure these were clear, concise and easy to understand for different demographic groups. They were at ease with combining related problems and prioritising the problems that they deemed to benefit the most from community's inputs and ideas.

User-centred design is not currently a well established way of working for humanitarian teams

User-centred design is still nascent in many humanitarian organisations and as such both humanitarian and technical staff may have had limited exposure to methodologies in which problems are systematically unpacked before solutions are sought. Time constraints also put additional stress on these processes as it can be tempting to jump to key solutions. This was a challenge in this pilot and Eclipse staff intervened several times during the session to keep the team on track, reminding them that their role in this session was to choose the problems to discuss with the community - and that the causes and potential solutions were to be discussed with children and caregivers in the Co-Creation Sessions. During this process a number of problems were de-prioritised because the team decided they should be solved by the Aprendiendo Unidos consortium partners rather than taken into Co-Creation Sessions. The scope of these decisions was not questioned by the Eclipse team but could be more formalised in future pilots.

UCCE Web Hub prototype required ad hoc adjustments to make it usable for the field team independent of Eclipse staff

To enable the Report Output Session to take place independent of Eclipse researchers, we added the following features to the Web Hub as part of this pilot:

- Improved readability of survey data expressed in graphs (previously full response option text was only visible upon hovering the mouse over the related graph bar)
- Option to view reports in the language of the surveys (previously the reports were only available in English)
- Filters for numbers and Multiple Choice Questions (previously it was not possible to filter survey results, e.g., by respondents' age or specific response option)

We were also able to successfully test the account permissions function, which enables multiple organisations to use the Web Hub without having access to other organisations' projects and data.

Generally, no serious difficulties in project manager's navigation of the UCCE Web Hub were observed.

One issue occurred when the project manager attempted to compare results between different demographics (e.g., children 13-18 years old vs caregivers of children aged 13-18 years). To accomplish this, the project manager had to open one survey, filter the results, then open another survey in a new tab, filter the results, and switch between the tabs to compare the results. Although such comparison was not necessary to create the Problem Trees for Co-Creation Sessions in this particular pilot, the project manager and Data

Collectors were interested in comparing the data and it is plausible to imagine projects where such comparison could be valuable.

It was also difficult to navigate the reports without question numbers visible.

Lastly, because only the project manager had access to the Web Hub, at times other team members struggled to keep up with the findings and appeared slightly frustrated about not being able to go through the reports themselves. This permission access could be updated in future pilots.

What this means for UCCE development

Share facilitation guidance in advance of the session

Report Output Session guidance should be shared with the session facilitator well in advance of the session to allow for more time for self-study before any debrief that takes place. This advice can also be extended to other UCCE guides and training materials being shared with the team in advance of the project.

Include Data Collectors in all future Report Output Sessions

Data Collectors hold a unique insight into the behaviour and motivations of survey respondents, as they are the ones conducting the surveys. This knowledge allows the Data Collectors to make a valuable contribution to the review and discussion of survey findings. As such, Data Collectors should be included in Report Output Sessions as standard practice.

Explore including an extended module on user-centred design in UCCE training

Involving community members in decision-making and creating a space for them to generate solutions to common problems sets UCCE apart from other similar methodologies as a user-centred design approach. As user-centred design principles and practice are still fairly new to the humanitarian sector, it would be valuable to explore including a more detailed module on user-centred design in UCCE training. Among other things, the module could clarify:

- The value of user-centred design for specific populations - such as children or more specifically girls
- The process of highlight problems to be solved with the community
- How to avoid making assumptions and jumping to solutions before Co-Creation Sessions take place

- The relationship between findings, problems and solutions and how these are built out through different components of UCCE
- How UCCE informed user-centred design in previous pilots (e.g., by showing how survey findings were used in Co-Creation Sessions in these pilots).

Allocate more time for the Report Output Session

One clear request from Aprendiendo Unidos staff, which is supported by our observations, was to give field teams more time to go through the survey findings in future UCCE projects. This will ensure that the team has enough time to gain a better, more nuanced understanding of the findings, including how they compare across demographics, and as a result, make more informed decisions about which problems to take into Co-Creation Sessions and how to best frame them to facilitate community discussion and ideation.

Explore widening access to survey findings

In this pilot, the facilitating Project Manager was the only field team member with access to the Web Hub and the survey reports. It would be interesting to explore giving access to the report to other members of the team, either through printing out the reports or directly in the Web Hub, to see whether this contributes to the session running more smoothly and efficiently.