

A group of people, including a woman in a blue patterned sari and a young girl, looking at a document together. The scene is dimly lit, suggesting an indoor setting at night or in low light. The woman is on the left, and the girl is in the center, smiling. Another person is visible on the right, holding a document.

# eclipse

UCCE Training: Introduction to UCCE

May 2022  
(1 h)

# Session Objectives

- Remind the utility of the User-Centred Community Engagement (UCCE) methodology.
- Establish the way we are going to implement the UCCE methodology in Bolivia
- Agree on a schedule and way of work



# Session Agenda

🕒 1 hr

- 1 Meet and greet 10 min
- 2 Key points User-centred Community Engagement 20 min
- 3 UCCE in Bolivia 20 min
- 4 What's next? 10 min



**Let's meet up!**

- Eclipse Team
- Bolivian Team

# We are Eclipse Experience.

We change people's lives for the better by generating human-centred insights that help organisations do things differently.



# Our Work

## Money

We inform and design solutions that **promote** financial capability and inclusion.



## Health

We explore patients' lived experience to inform **innovation of healthcare products**.



## Community

We inform decisions that **address** the **complex needs** of a range of communities.



# Eclipse Experience Team



**Ben Fehnert**

Eclipse Founder & Project Lead

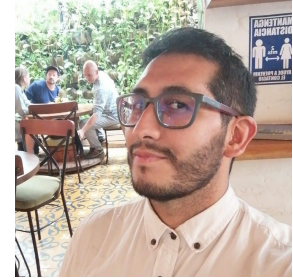
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# Bolivian Team

Coordinator: Boris Cortez

Expert 1: Williams Zabaleta

Expert 2: Luis Vargas

Expert 3: Jhanneth Pereira

Field agent: Nelson Ampuero (Santa Cruz)

Field agent: Ghenny Quelca (La Paz)

Field agent: Henry Arancibia (Cochabamba)

Field agent: Coral Gabriel (Oruro)

Field agent: Karol Arteaga (Beni)

Field agent: Leticia Romero (Chuquisaca)



# User-Centred Community Engagement

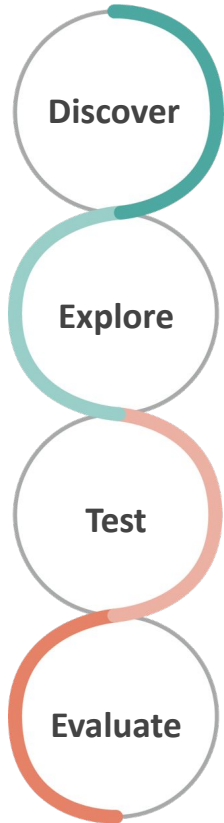
# What is User-Centred Community Engagement?



- A **rapid participatory design approach** designed to help humanitarian field staff to gain in depth knowledge of concrete issues (health, access to services and others) design in a quick, lightweight, meaningful and effective way.
- A space that allows affected people to **generate ideas and possible solutions** to their problems.
- **Lightweight, quick and user-centred.**



# What is user-centred design?



- Creative problem-solving approach.
- Designing services and products with users' involvement and based on a deep understanding of the users' needs
- It has **4 phases and is iterative** (research, identification of problems, exploration of possible solutions that are finally evaluated)
- Uses a **mix of research methods** (e.g., surveys, interviews, participatory sessions) and **generative activities** (e.g., brainstorming)



# UCCE Steps



*Figure 1. The UCCE approach normally follows 10 distinct stages, as illustrated above.*



## Interactive Digital Surveys



- Deployed by field team offline using tablets and the UCCE Digital Tool;
- Designed to engage community members quickly and effectively at scale to identify their priority needs with relation to a specific problem space;
- The insights from the surveys help field staff gain initial understanding of issues from a large sample of members of their target community.

## Co-Creation Sessions

- Co-Creation Sessions are a type of **community engagement sessions** led by the field team;
- Findings from the surveys are taken into Co-Creation Sessions with members of the target community;
- During the sessions, humanitarian staff and community members **explore the survey** findings in greater detail and together **come up with possible solutions** to the identified problems.



# Why use UCCE?

Engage youth and adolescents:

- Quickly identify the characteristics, priorities and main needs of the population that will participate in the program.
- Design **interventions based on user needs**, which also reduces long-term costs.
- **Build trust between affected people and humanitarian agencies** by demonstrating how the opinions, advice and ideas of affected communities result in changes and improvements in their living conditions.



# Introduction to UCCE in Bolivia

1. Objectives of the project in Bolivia
2. Adapting UCCE
3. Pilote stages overview

# Project objectives in Bolivia

## Principal objective:

- Understand the needs and problems faced by youth and adolescents (YA) in Bolivia


## Secondary objectives:

- Design solutions for the problems faced by AY relating to WASH
- Understand difficulties and needs faced by AY in relation to Sexual and Reproductive Health
- Design solutions to overcome difficulties relating to menstrual hygiene
- Integrate the needs of AY with disabilities into the programs run by SAVE Bolivia
- Identify strategies to support empowerment of YA in participative way





# Informative session General

 May (week 1)

 1h

 Online



## Objective:

Review key elements of UCCE and objectives for the Bolivian case




**Lead:** Eclipse


**Participants:** Project leaders and field team



## Training session: Survey and results analysis

 May (weeks 1-2)

 7h

 Online/offline



### Objective:

Train field team members to conduct community surveys and analyze the results, following the UCCE process.




**Lead:** Eclipse


**Participants:** Field team and project leaders



## Training session: Co-creation and decision making

 May (week 2)

 9h

 Online/offline



### Objective:

Train team members on how to conduct and coordinate co-creation sessions and decision making discussions.




**Lead:** Eclipse


**Participants:** All project members



# Survey I

 May (week 3)

 2h

 Offline in 15 departments.



## Objective:

Obtain an initial understanding of the challenges and needs that YA have in relation to WASH, SRH, menstrual hygiene and empowerment, considering the special needs of people with disabilities.




**Lead:** field team

**Participants:** YA and caregivers


**Observation:** project leaders



# Report Output Session

 May (week 4)

 4h

 Online/offline



## Objective:

- To review survey reports and turn key findings into inputs for the Co-Creation Sessions;
- To prepare materials for the Co-Creation Sessions.




**Lead:** Project leaders

**Participants:** Field team

**Observation:** Eclipse



## Co-Creation Sessions

 May (week 4)

 2h15 por sesion

 Offline en 15 departamentos



### Objective:

To explore the main problem areas identified in Interactive Digital Survey I and to generate design ideas and suggestions that could address these problems.




**Lead:** Field team

**Participantes:** YA, caregivers


**Observation:** Eclipse, project leaders



## Decision making sessions

 June (first week)

 4h

 Online/Offline



### Objective:

Review ideas and solutions proposed by different members of the community in the co-creation sessions. Evaluate feasibility and decide on an implementation plan.




**Dirigida por:** Líderes del proyecto

**Participantes:** Miembros del equipo pueden atender si lo desean


**Observación:** Eclipse



# Ideas Implementation

 After decision making

 N/a

 Offline



## Objective:

To implement ideas that have been agreed on in the Decision Making Session.





**lead:** project leaders




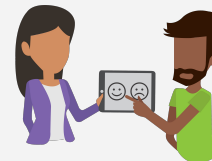


## Survey II

 June (week 2)

 2-4 days

 15 departments



### Objective:

To understand community members' engagement with and opinion of the implemented programme and identify outstanding needs and challenges.




**Lead:** Field team

**Participants:** AY and caregivers



## Report output & Design decision

 After survey II

 TBC

 TBC



### Objective:

To review the data collected in Interactive Digital Survey II and decide whether further alterations to the programme are necessary.




**Lead:** Project leaders

**Participants:** Bolivia SAVE team



## Further Alterations

 After decision making

 TBC

 TBC



### Objective:

To implement further alterations to the programme based on community feedback from Interactive Digital Survey II.



**Lead:** Project leaders



# What's next?

## Today:

Training session: Survey

## Tomorrow:

Training session: Survey results



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