

UCCE Project Report | Follow-up Surveys

1. Background and context of the project:

Project "Better educational opportunities for Venezuelan migrants and refugees in Peru" (ECW)

Plan International Peru, in consortium with UNICEF, UNESCO and under the leadership of RET Americas, has been implementing the project "Better educational opportunities for Venezuelan migrants and refugees in Peru", from November 2019 to date, in order to contribute with the attention to the educational needs of children and adolescents who are outside the formal school (Regular Basic Education). This project contemplates the "Aprendiendo Juntos" program as a face-to-face non-formal education strategy that reached more than 450 out-of-school children in its first phase, during the months of December, January, and February 2020. "Aprendiendo Juntos" program achieved these children be in better conditions to access the formal educational system.

The COVID 19 pandemic, which affects the health and lives of people in our country and around the world, prevented children, who did not attend school last year, from being in person in the second phase of the "Aprendiendo Juntos" program. The new context led to the transformation of this face-to-face non-formal education program into an effective, efficient and pertinent distance education strategy, which meets the needs, demands, and expectations of Venezuelan families, migrants, refugees, and asylum seekers, as well as Peruvian families.

Achieving that this program becomes a distance education strategy, involved designing and implementing a program that uses information and communication technologies, and reaching children and families through different channels, in order to face together the learning challenges at home.

Plan International, UNESCO, UNICEF, and RET Americas certainly know that technology does not replace the presence of teachers and the relationships they establish with students in educational institutions; however, the conjuncture forces to think and act immediately and creatively, using the technological resources for the benefit of education, especially for the most vulnerable.

Project "UCCE Pilot for Education in Emergencies"

UCCE (User-Centered Community Engagement) is a rapid participatory design methodology that helps field staff better understand the needs and priorities of crises-affected communities. UCCE enables them to co-create relevant and feasible solutions with community members. This pilot of UCCE was led in the country by the ECW project team and Eclipse Experience, the implementing partner and owner of the UCCE methodology.

As one of the final steps of the pilot, on February 07 and 08, 2020, in the districts of Chorrillos and Villa El Salvador, surveys and co-creation sessions (workshops) were conducted with several beneficiaries (children, adolescents, mothers, fathers, and caregivers) who were part of the "Aprendiendo Juntos" program. The aim was to make program improvement decisions based on community participation.

As a result of the co-creation sessions, some changes and adaptations to the "Aprendiendo Juntos" program were suggested. These key improvements were going to be implemented by the ECW project team to improve the project, based on feedback from the community.

However, in mid-March 2020, the COVID-19 outbreak prevented personal attendance at the second phase of the "Aprendiendo Unidos" program, which meant the program had to be transformed and these changes could not be applied.

As part of Phase 2 of UCCE surveys and as a project closing activity, it was planned that, together with the ECW project team, follow-up surveys were conducted with participants of the co-creation sessions. For this, the data collected from these participants was required, and it was taken into account that in some cases we would not be able to communicate with them.

The list of suggested project changes is attached. (Annex 1)

2. Population:

Regarding the number of original participants in the co-creation sessions, the lists identified an approximated number of 100 participants, of which, only 46 had registered telephone numbers (mothers, fathers, caregivers, and adolescents included). These 46 were targeted as the population we would reach. Subsequently, after the digitization of the attendance lists, the verification of duplication in them, and the support of the information of the ECW project, the figures were set in:

	Co-creation sesión attendees	Attendees with telephone number registered (to be surveyed)
<i>Mothers and fathers</i>	23	20
<i>Caregivers</i>	22	19
<i>Adolescents</i>	30	14
<i>Children</i>	23	0
TOTAL	98	53

It must be taken into account that a characteristic of the migrant population is the constant change of telephone numbers, so there was a high probability of loss of contact with the participants.

It was intended to reach contact with the 53 participants with telephone registration; however, as mentioned above, in some cases contact was lost due to a number change or other inconveniences. These situations (wrong number / does not respond) were registered in the products delivered by the consultant.

Manual lists of attendees to the co-creation sessions are attached. (Annex 2)

3. Coordination of execution:

For the application of the survey, the recruitment process was carried out, sending the TOR, opening the call, and signing the contract for the services of a consultant in charge of the monitoring and consolidation of the information.

The person hired was Miss Lynn Ramírez Contreras, DNI: 40211371.

The contract was signed for two products:

- Digitization of records of attendees to co-creation sessions and presentation of a database on Excel platform. To do this, it was given to the consultant the manual lists of assistance in PDF.
- Application of follow-up surveys composed of two questions for each attendee who has a telephone number registered, ensuring the protection of their data, according to Plan International guidelines.

The estimated time for this service was one week for each product.

TOR for the service is attached. (Annex 3)

The CV of the consultant is attached. (Annex 4)

A schedule proposed by the consultant is attached. (Annex 5)

4. Regarding the questions

The Eclipse Experience team, after reviewing the first surveys and other questionnaires used in previous UCCE projects, supported this topic by exploring and suggesting questions, as well as survey modalities.

The surveys consisted of two questions:

- Question 1: How confident are you that Plan International will act on your feedback?
 - A. Extremely confident
 - B. Very confident
 - C. Moderately confident
 - D. Slightly confident
 - E. Not confident at all

It measures the sufficiency of the commitment given to the project. This question was also consulted in the first survey of the project, making it possible to compare the answers.

- Question 2: How satisfied are you with how Plan International has shared information with you about Aprendiendo Unidos and UCCE pilot?
 - A. Very satisfied
 - B. Somewhat satisfied
 - C. Neither satisfied nor dissatisfied
 - D. Somewhat dissatisfied
 - E. Very dissatisfied

It is not comparable; however, it measures openness to re-engage in a similar experience and satisfaction with the process that has been followed.

Whenever possible, we sought to leave both questions open to other answers. Furthermore, it is considered necessary to provide brief information to the respondents before the questions to contextualize them.

The demographic information of the participants (age and sex) was also registered. And in the case of mothers, fathers, and caregivers, they were asked about the sex and age group (From 6 to 12 years old and from 13 to 18) of the children they have in charge of.

The survey model is attached. (Annex 6)

5. Regarding the survey modality:

The mechanism to collect the information was set in a non-face-to-face mode, by using the WhatsApp application and direct calls as tools.

The ECW team suggested direct phone calls as the most feasible way to reach beneficiaries. In any case, the attempt was made in both ways.

For the application of the surveys, the following steps were followed:

- WhatsApp was used, through virtual surveys connected to links: <https://whatshash.com/user-guide/poll-on-whatsapp/>
- The questionnaire was entered into the link format and sent to all adult participants on the lists. Unfortunately, in most cases, there was no response.
- Subsequently, telephone calls were used as an alternative way.
- Likewise, in the case of adolescents, all attempts were made through telephone calls, with the prior verbal consent of their mothers or fathers.

6. Safeguarding Policies:

During the whole activity, Plan International followed the protection protocols as a priority, in order to ensure that all were safe by the compliment of data protection policies and the security protocols, according to the guidelines of Plan International, especially with the 14 adolescents surveyed.

For this reason, at first, one-way communication was sought, through WhatsApp groups; later, when having to change the modality, compliance with the protection protocols was also ensured.

As part of these protocols, the consultant, who had to work directly with adolescents, went through a process of sensitizing the safeguarding policy and protection training prior to the application of the surveys. To do this, Plan Lima Sur Protection Focal Point shared Plan Policies and provided advice and guidance to the consultant regarding Plan's security guidelines. This meeting was held on Thursday, June 18; and the consultant signed a recognition form as proof of having received training in the safeguarding policy.

Likewise, in the case of adolescents, the verbal consent of the mothers or fathers was requested at the time of the phone call, taking into account the protocol in direct contact with children cases.

The speech used was the following:

"Good morning/evening, madame/sir. (Name of the consultant), Plan International consultant, greets you. I was calling because of the participation of your daughter/son in a UCCE project workshop, on February 7, 2020, within the framework of the Aprendiendo Juntos program. I wanted to ask your child questions about that experience, but I need you to be able to consent to this. If you like, you can also be present at the time of the survey. Thank you."

After consent, adolescents were surveyed.

The product presented by the consultant specifies which minors were given consent for the survey.

The recognition form for the consultant's safeguard training is attached. (Annex 7)

7. Results:

Below are the figures for the surveys results.

Total population, population to be surveyed, and actually surveyed population

	Co-creation sessions attendees	Attendees with telephone number registered (to be surveyed)	Attendees surveyed (real)
<i>Mothers and fathers</i>	23	20	16
<i>Caregivers</i>	22	19	17
<i>Adolescents</i>	30	14	14
<i>Children</i>	23	0	0
TOTAL	98	53	47

Question 1	N°	%
A	30	64%
B	17	36%
C	0	0%
D	0	0%
E	0	0%
TOTAL	47	100%

Question 2	N°	%
A	43	91%
B	4	9%
C	0	0%
D	0	0%
E	0	0%
TOTAL	47	100%

Mothers and fathers groups:

Type of contact	N°	%
WhatsApp	5	22%
Phone calls	11	48%
Does not respond	2	9%
Wrong N°	2	9%
N° not registered	3	13%
TOTAL	23	100%

Question 1	N°	%
A	8	50%
B	8	50%
C	0	0%
D	0	0%
E	0	0%
TOTAL	16	100%

Question 2	N°	%
A	13	81%
B	3	19%
C	0	0%
D	0	0%
E	0	0%
TOTAL	16	100%

Adolescents groups:

Type of contact	N°	%
WhatsApp	0	0%
Phone calls	14	47%
Does not respond	0	0%
Wrong N°	0	0%
N° not registered	16	53%
TOTAL	30	100%

Question 1	N°	%
A	14	100%
B	0	0%
C	0	0%
D	0	0%
E	0	0%
TOTAL	14	100%

Question 2	N°	%
A	14	100%
B	0	0%
C	0	0%
D	0	0%
E	0	0%
TOTAL	14	100%

Caregivers groups:

Type of contact	N°	%
WhatsApp	7	33%
Phone calls	10	44%
Does not respond	1	5%
Wrong N°	1	5%
N° not registered	2	10%
TOTAL	21	100%

Question 1	N°	%
A	8	47%
B	9	53%
C	0	0%
D	0	0%
E	0	0%
TOTAL	17	100%

Question 2	N°	%
A	16	94%
B	1	6%
C	0	0%
D	0	0%
E	0	0%
TOTAL	17	100%

Children groups:

Of the 23 children attending the co-creation sessions, none of them registered phone numbers, so they were not contacted.

As remarkable comments, the consultant indicated:

- Adolescents surveyed, with the permission of their mothers or fathers, indicated that they were very happy with the workshop because they had acquired a lot of knowledge that they did not receive in their country.
- The mothers and fathers surveyed by telephone and via WhatsApp indicate that they are very satisfied with the participation in the "Aprendiendo Unidos" workshop.

As difficulties, the consultant indicated:

- Participants sent a response from another cell number (# from their country).
- They inquired about the meaning of the initials UCCE.
- Of the total number of the survey participants, 5 had doubts when answering the questions because they did not want their data to be used for other purposes.
- Regarding the attitude of the survey participants, they have been kind and cordial when answering the questions.

Product 1 - Co-creation sessions digital list is attached.

Product 2 - Follow-up surveys is attached.