



# TCI University

## A SNAPSHOT OF 2021 ANNUAL SURVEY RESULTS

### Background

Findings from The Challenge Initiative (TCI)'s fourth annual online survey, conducted between August and September 2021, serve as an endline for TCI's initial five-year investment and baseline to track progress over the next four-year investment period. Overall, this year's survey findings revealed similar trends to previous years and confirmed that TCI-U's effects on user knowledge, mindset and practice remain extremely positive. The survey captured valuable input on enhancements to TCI-U's collection of online resources and tools, as well as approaches to engage and connect users for coaching, mentoring and peer-learning.

### A CLOSER LOOK: TCI-U BY THE NUMBERS

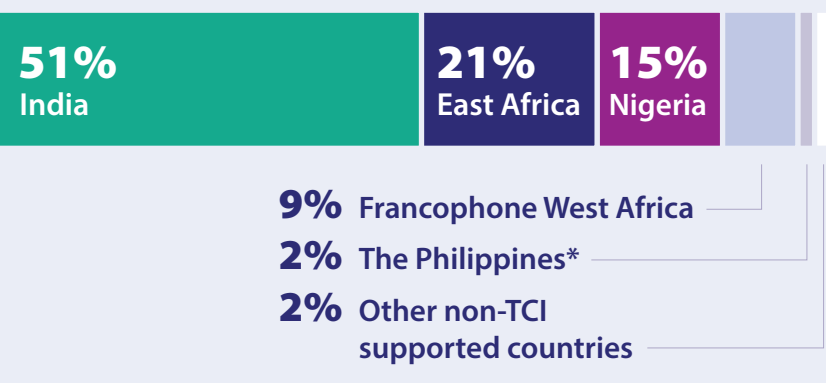
**967** TCI-U stakeholders responded to the survey — a **146% increase** in responses since last year



**Most respondents (86%) reported using TCI-U and its guidance on the high-impact interventions to design their family planning and/or AYSRH programs.**



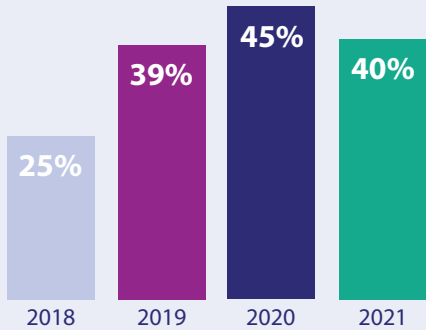
#### LOCATION OF RESPONDENTS



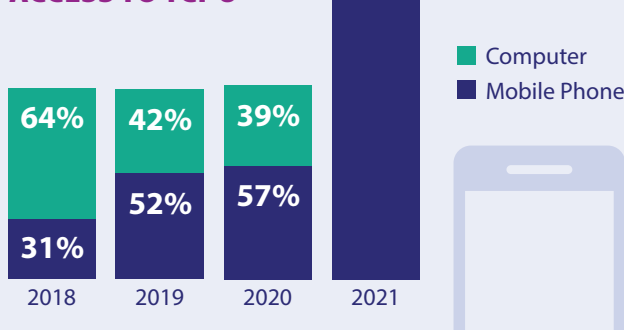
\*Joined TCI this year

### Frequency and modes of access

#### VISITS TCI-U AT LEAST ONCE A WEEK



#### CONTINUED GROWTH IN MOBILE ACCESS TO TCI-U



### What do users think about TCI-U?

- 91%** found the topics covered were **relevant to their work**
- 90%** found the content was **credible and trustworthy**
- 89%** were able to find **the information they needed**

### What is the impact?

- 92%** **improved their knowledge** of FP/AYSRH programs
- 92%** **improved their implementation** of FP/AYSRH programs
- 87%** **achieved their FP/AYSRH programmatic outcomes**

### What have we learned about TCI coaching?



#### FROM TCI COACHES

Close to **90%** of respondents agreed that TCI-U resources and tools help them perform their job as a TCI coach, with the majority reporting improvements in:

- **Ability to coach others**
- **Knowledge and skills related to specific high-impact interventions**
- **Knowledge about family planning and AYSRH generally**

#### FROM TCI COACHEES

Almost **70%** of respondents indicated that they had received coaching or technical assistance support from TCI staff or trained coaches.

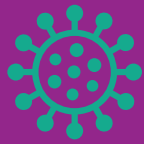
#### Coaching recipients include:

- **Facility-level clinical staff (69%)**
- **Community members (41%)**
- **Local-level government staff (39%)**

#### The top three coaching topics were the most helpful in improving their job performance:

- **Implementation of TCI family planning and AYSRH approaches**
- **Using data for decision-making**
- **Advocacy to increase funding and release for family planning and/or AYSRH programs**

## 4 NOTABLE TAKEAWAYS



#### Overcoming COVID-19 challenges

As an online platform, TCI-U access and engagement has continued to be strong in light of COVID-19. TCI's approach to strengthening capacity by leveraging technology is extremely relevant, flexible and effective. Since COVID-19, word of mouth has surpassed conferences and meetings as the primary way people learn about TCI-U.



#### Growing response rate and broadening representation

This year had higher survey response and completion rates than previous years, and the survey continued to reach local government program managers and implementers successfully. The vast majority reported being directly involved in TCI high-impact approaches. While nonprofit organizations and subnational government partners remained the top respondents, this year there were many more responses from those working at the national government level.



#### Mobile access as top choice

The trend toward mobile access of TCI-U content is growing: The mobile phone is clearly the number one choice for most audiences. These findings confirm the importance of developing new content with a mobile-first design instead of simply being mobile-responsive.



#### Building capacity beyond graduation

Many more respondents explicitly stated that they were looking for resources to coach and mentor others, as compared to previous years. This finding supports TCI's intentional move to strengthen capacity within the health system by developing a pool of coaches within government, especially as TCI began to graduate 41 geographies in 2021. In addition, more TCI coaches were accessing resources on advocacy to increase funding and release for family planning and/or AYSRH programs.



FOR MORE INFORMATION:

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Check out our [blog](#) for more context