

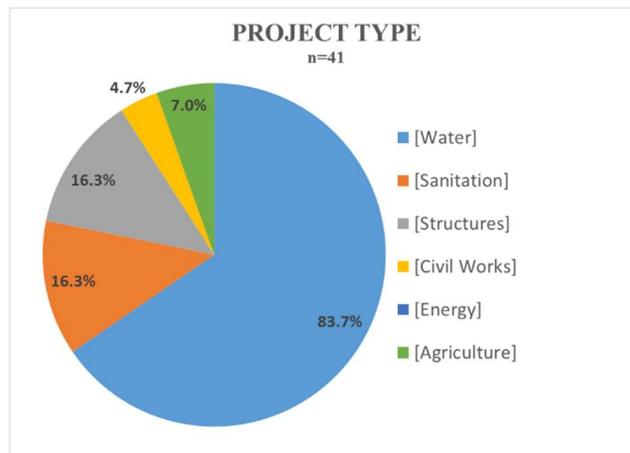


2015 TEAM SURVEY RESULTS

In 2015, Engineers in Action (EIA) distributed a link to an online survey to all team members who travelled and worked in Bolivia. The survey included quantitative and qualitative questions about the type of projects they worked on, the performance of their EIA Project Manager, EIA's other support services, community support, and the team's performance. We want to thank everyone who participated in the survey. The high rate of response and especially the many comments and suggestions will help us to improve our support and lead to even more successful projects.

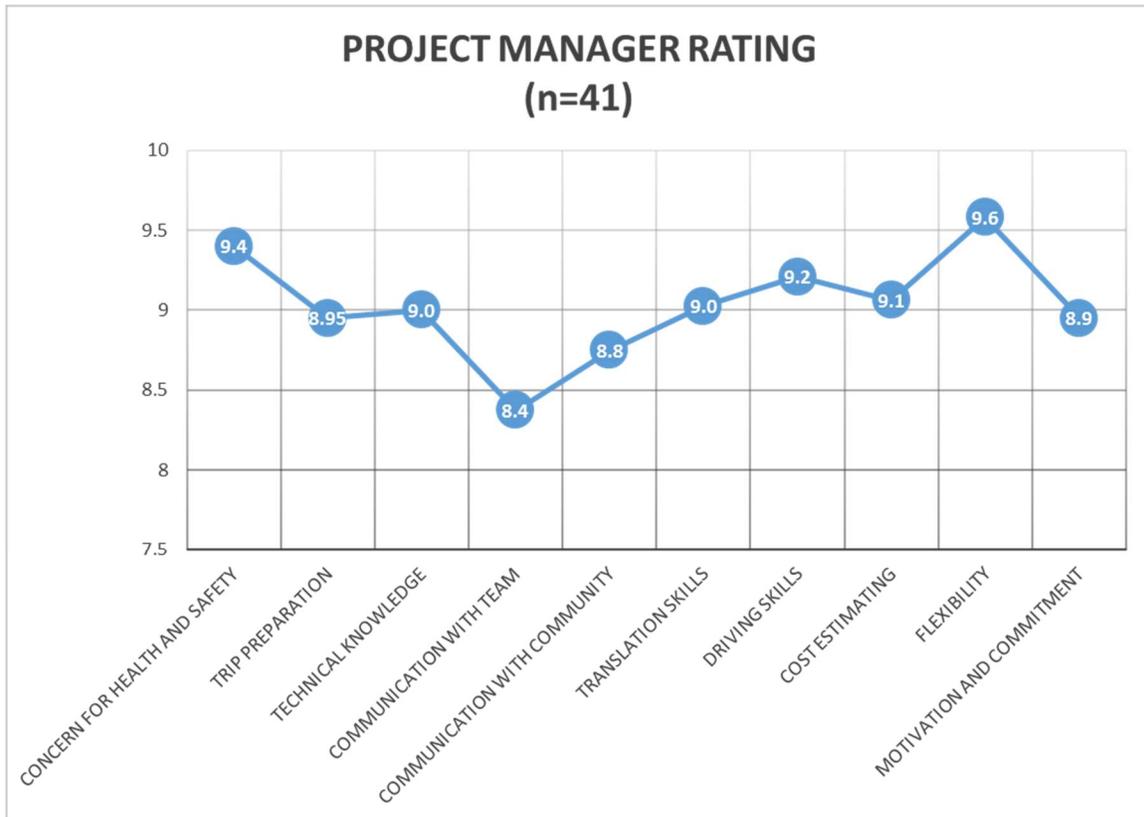
The survey link was distributed to 73 members of teams that travelled to 13 communities. 41 members, including students, professional mentors, faculty advisors, and professional members responded to the survey. The following is a summary of the respondents:

Community	Team	Project Type	Responses	Main Project Type
Aripalca Irrigation Project	University of Florida EWB	Implementation	2	Water
Azacilo and Colani Water and Shower Projects	Kansas University EWB	Implementation	5	Water & Agriculture
Calcha Bridge and Water Project	Cornell University EWB	Assessment	5	Foot Bridge
Carani Water Project	University of Idaho EWB	Assessment	2	Water
Cotani Water Project	University of Tulsa EWB	Assessment	1	Water
Komucala Water Distribution System	Saint Louis University	Assessment	2	Water
Kumurana AMD Project	Saint Francis University	Other	2	Water
Llojlla Grande Water Project	Southern Methodist University EWB	Assessment	6	Water
Los Eucaliptos	Missouri S&T EWB	Implementation	1	Water
Marquirivi Sanitation Project	University of Arizona EWB	Implementation	3	Sanitation
Tacachia Water Project	Missouri S&T EWB	Implementation	8	Water
Yulo Water Project	University of Minnesota EWB	Implementation	4	Water
Total Responses			41	



PROJECT MANAGERS

We were very pleased to see that our Project Managers generally received very high scores indicating a high level of satisfaction with their performance in most areas. The lowest ratings were received in communicating with the teams and communities. While it can be very difficult to regularly communicate with rural communities in remote areas, we will continue to concentrate on improving communications in 2016.



“Ricardo was wonderful! There isn't anything I can think of that he could have done better!”

“We had issues at times communicating with the Project Manager before we traveled and are still waiting on a final invoice of materials.”

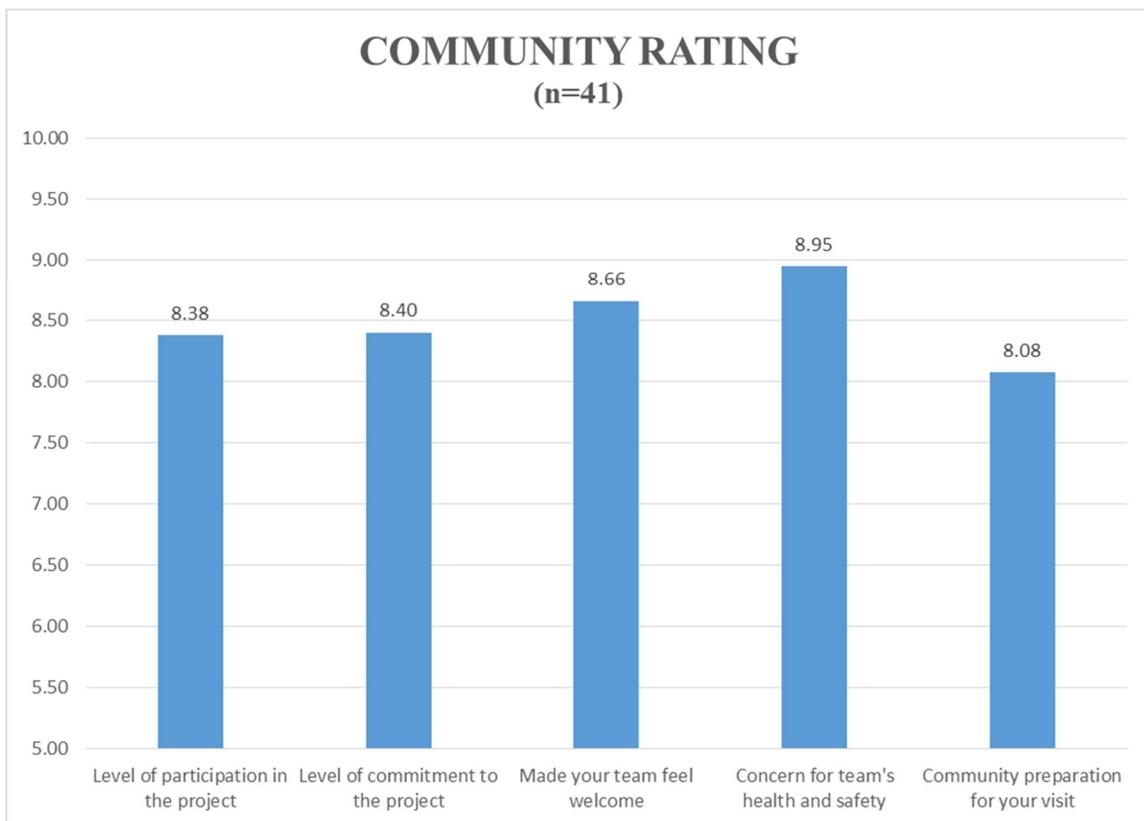
“Our PM is fantastic and I don't think there is anything else he could have done to be better.”

“Carlos did a FANTASTIC job managing this project. I can't think of anything he could have done better that was within his control.”

“Just more clear communication between our chapter and PM throughout the year and on this trip. Communicating what we wanted with the community, etc.”

COMMUNITIES

Community support was also rated relatively high but, as reported by similar organizations, respondents indicated that some communities could have been more engaged and more prepared before teams arrived. In response to past problems and issues with communities, EIA implemented a new asset based community development (ABCD) community selection process. Our ABCD model still considers the apparent level of need in potential communities but we now also consider community capacity to maintain and sustain programs into the future and community attitudes. This approach should help to increase community ratings on future surveys as we focus on working with communities that have a partnership attitude instead of a gift mentality.



"A larger percentage of the community could have helped out with the construction. HOWEVER, this is not their fault necessarily, we unfortunately arrived around the time of their national holiday."

"The community was very welcoming and helpful throughout the whole trip."

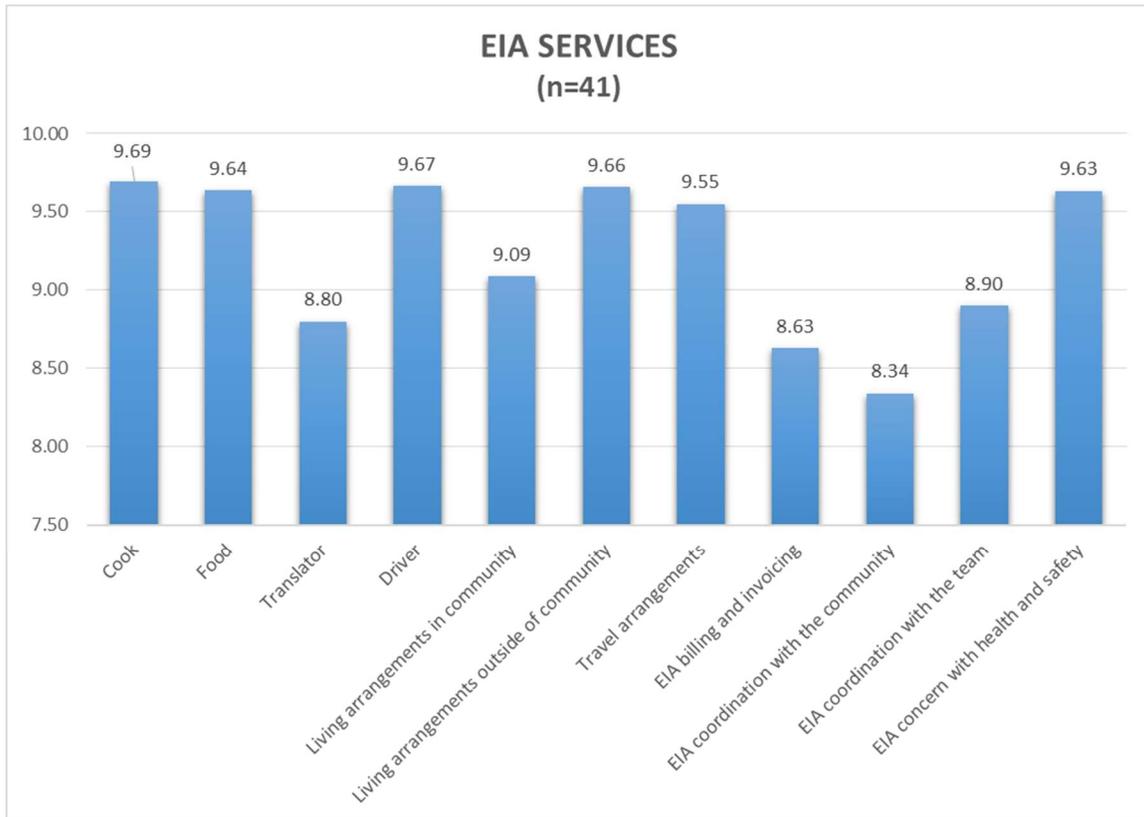
"We had great living conditions in the technical school. Also good community meetings and participation. Maybe a meal or so within a household would have given the students more of the living condition and local food issue context."

"It seemed like they weren't totally honest about their situation."

"I have experience working on other projects in different parts of the world, and I have to say that overall level of participation in the community was the best I have seen."

EIA SERVICES

Respondents generally rate EIA services very high also with average scores above 9/10 for most categories. We were very pleased to see that respondents were very happy with the cooks and food provided through EIA and with our concern for their health and safety. The respondents also indicated that we need to improve coordination with the community and our billing and invoicing practices. We are concentrating on improving both of these areas in 2016.



"I was very satisfied!"

"Improved communication with the community, but that is not EIA's fault. It is just a tricky situation."

"EIA was very accommodating and easy to work with. Although not necessary, I think it would be beneficial to also have a translator that speaks fluent Quechua so that it is easier to communicate with all the community members."

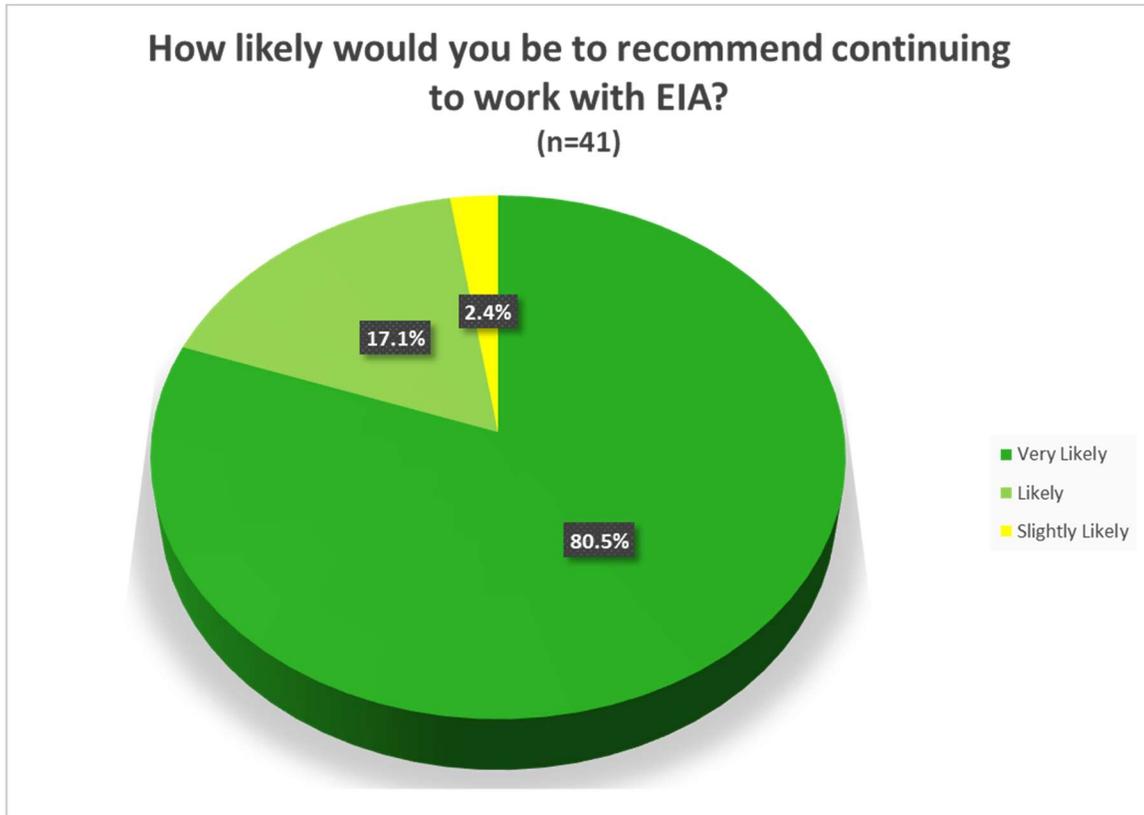
"Communication between countries is difficult, so before the trip that felt like a barrier."

"The cook was amazing and I hope that she is doing well."

"EIA could have given us a little more background on the community and what we would expect to find there. But honestly, the trip was a success and EIA has been a great NGO to work with."

SATISFACTION

We believe the strongest indicator of satisfaction is whether or not respondent would recommend continuing to work with EIA. We were very pleased to see that 97.6% of respondents indicated that they were likely or very likely to do so.



"You guys were great and helped us out a ton!"

"EIA has been such a big help to our team with this project!"

"EIA is doing a great job and has made great strides in improving the process, particularly in interacting and communicating with the community."

"Very impressed with EIA, the community, and everyone's hard work and dedication to get the project completed!"

"Successful, smooth trip and experience. Good job to everyone."

"Thank you for such a well-run assessment trip. Previously, we have had problems with communicating with our NGO's in other countries, but having spent the week with Carlos, I have feel even more comfortable with EIA's ability to manage our project. I was very impressed with Carlos's ability to show respect and understanding towards the community even when minor conflicts within the community occurred. He is also very good at keeping the community focused and realistic about what to expect from our project team and EIA. Again, this assessment trip has been very successful for us, and we are looking forward to furthering this project. Since our return, we have recruited 18 members to work on this project during the school year. The 7 of us have shared our positive experience with engineering students, and I believe that is what has helped our project gain more attention and support. Thank you!"