Improvement of Mechanisms for Providing Feedback

Russian Speaking Team

Improvement of efficiency of collecting feedback

1. **Already in the invitation letter and in the info letter** to draw attention of the participants to the need to fill in the questionnaire (survey)

2. To indicate the **limit** of the number of questions

    *   Maximum **15 minutes**, including open questions.

    *   Approximately in the range of **15 - 25 questions**.

3. To continue to indicate in the letter that filling in the form would take not more than **15 minutes**.

4. The participants have to send a confirmation that they filled in the survey forms, and the Secretariat has to send regular **PERSONAL** reminders to those who did not send the confirmation.

Questions

- To use **standard questions** for each type of events (a plenary meeting, a working group meeting, a study visit, etc.), with a possibility to add questions related to specific aspects of the event.

- To maintain a balance between questions related to **logistics** and questions related to the **contents** of the event.

- To envision **open** questions.

Other Aspects of Questionnaires

- To send **different blocks** of the questionnaire to the Secretariat, to the Resource Team and to the hosting party – to make it automatically (to start with identification: the Secretariat, the Resource Team, the hosting country, and then to apply a **filter** for corresponding questions)

- It is bad to have many questionnaires, we need to have **one**

- To expand **instruments** used for collection of feedback, for example, to leave comments on the PEM PAL web site

Better use and dissemination of information

- Discussion of the feedback at meetings of the **Executive Committee**
- Discussion of the results **during** the event for the purpose of improvement of the quality and relevance of the event
- Making **separate** decisions based on the results of discussions, if necessary
- The Secretariat should submit on a regular basis **analysis** of the dynamics with comments (to each COP separately)
- At the **beginning** of each event, within 10 minutes, to present **comparative information** on several key parameters based on the feedback received
- Utilization of **leadership groups,** such as "Critical Friends", "Agenda Activists" and "Value Detectives" for in- depth analysis and presentation of results at the end of workshops (to all participants)
- It is necessary to think over **the format** and **the methodology** of collection of feedback by leadership groups

Next Steps

To instruct the Secretariat together with the Resource Team to **update the standard survey form** on the basis of existing ones (with description of possible filters).

An example of a filter:

Question	Participant	Hosting Party	Resource	Secretariat

THANK YOU!!!