

PEM PAL FEEDBACK MECHANISMS (AND THEIR USE)

Group 2 (ENG/BOS)

General issues to take into account

- different groups of people at events
 - may provide different feedback
 - consider optional questions for different groups (with selection at the beginning)
 - Experts to have more qualitative questions, but some other questions may not apply to them (example question 7)
- Events differ in type → feedback not always comparable

Pre-event feedback mechanisms

- Grasp where we stand
 - Assure event covers needs
 - Help in task distribution
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- Also some on-the-event feedback mechanisms were mentioned → see IACOP example

Post-event feedback mechanisms

- How to raise response?
 - Simplify questionnaire
 - Personal communication
 - persuade, don't enforce (e.g. via officials?)
 - Approach newcomers (and more seniors) to raise importance
 - think of how to deal with 'locals'
 - Spread information during meeting (e.g. EC member at the table)
 - Sharing results (see next slide)
 - Raise importance of survey (e.g. for statistical reasons)
 - Send (several) reminders → Nina indicated automatic option or email to all

What to do?

- standardization of questionnaire (core set of questions → see Gregory's/Robert's presentation)
- Provide easier comparison of results of different COPs/events (→ see, for example, AR2012)
- EC/LG summarize and comment on survey report (and send out with link)
- Add questions on translation of materials & simultaneous translation
- Skip choice option on question 17 → just ask for comments
- Consider a unified back-to-office report
- Remove number in brackets in survey reports

Thank you (any comments?)