

CONVENTION ON INTERNATIONAL TRADE IN ENDANGERED SPECIES
OF WILD FAUNA AND FLORA



Intersessional work of the Standing Committee
2020-2021

RESULTS OF THE CITES SECRETARIAT'S SURVEY ON ONLINE MEETINGS

This document has been prepared by the Secretariat and presents the results of a survey on the organization of online meetings sent to participants in the 73rd meeting of the Standing Committee (SC73, online, May 2021), the 31st meeting of the Animals Committee (AC31, online, June 2021) and the 25th meeting of the Plants Committee (PC25, online, June 2021).

Online meetings satisfaction survey - Dashboard

306

185

170

91.89%

15

9 mins

 Viewed

 Total Responses

 Completed

 Completion Rate

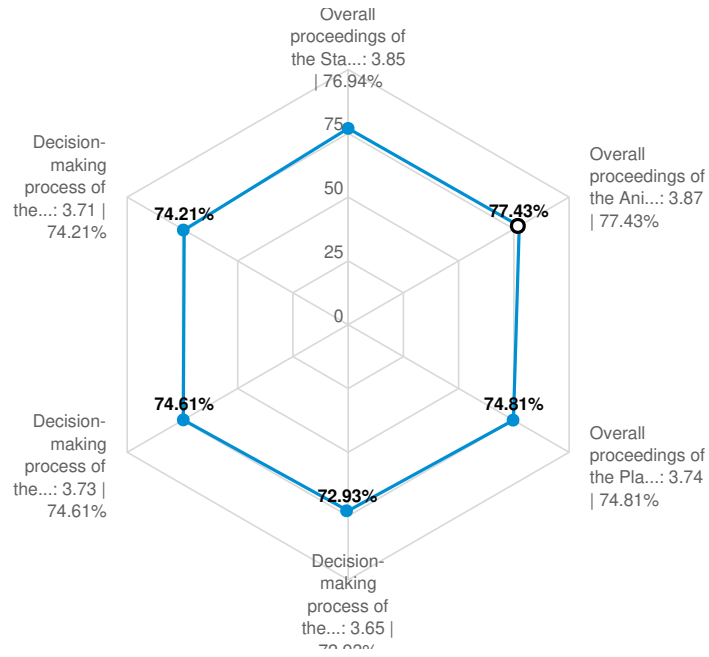
 Dropouts

 Average Time



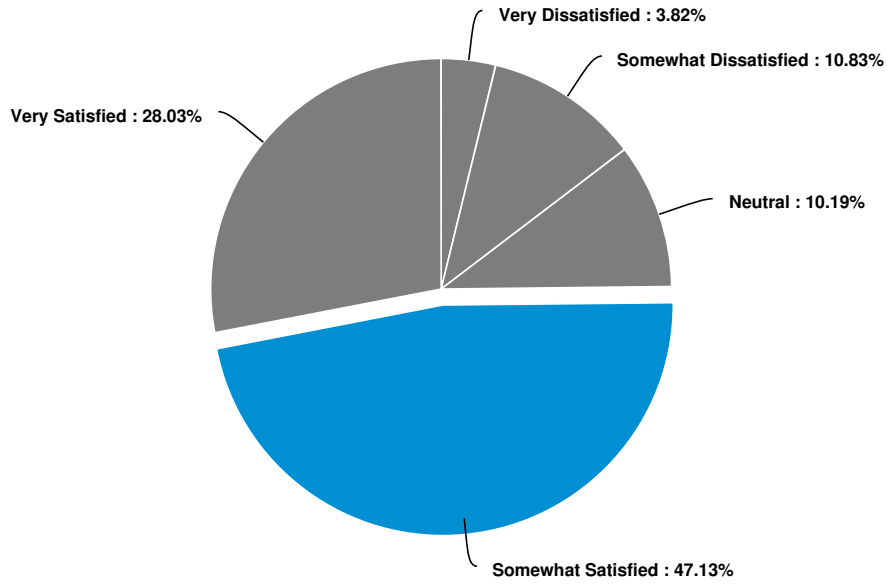
Countries	Responses
US	11.35%
GB	5.95%
AU	3.78%
JP	3.78%
CH	3.24%
MX	3.24%
PE	3.24%
MY	2.70%
CA	2.70%

1. How satisfied or dissatisfied were you with the online meetings as a whole? Please only answer for the meeting(s) you have attended.

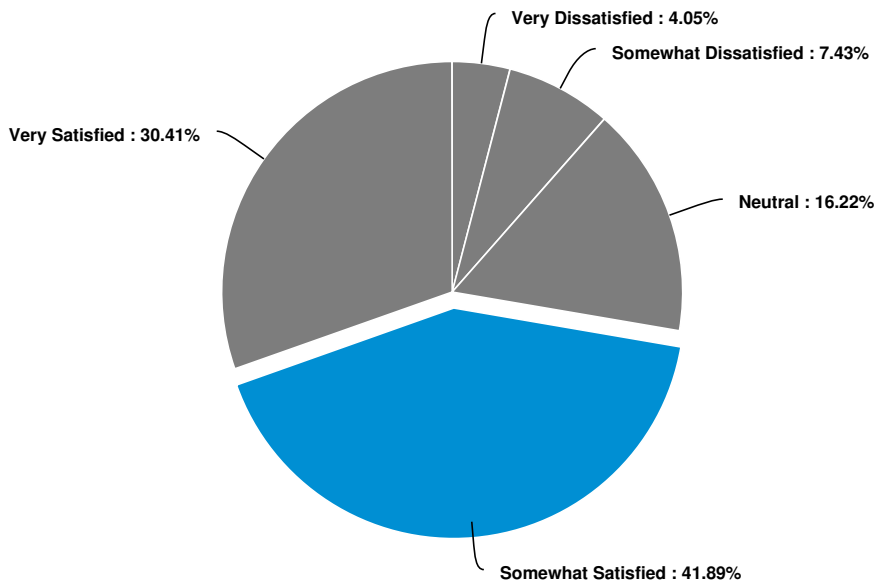


Powered by AI

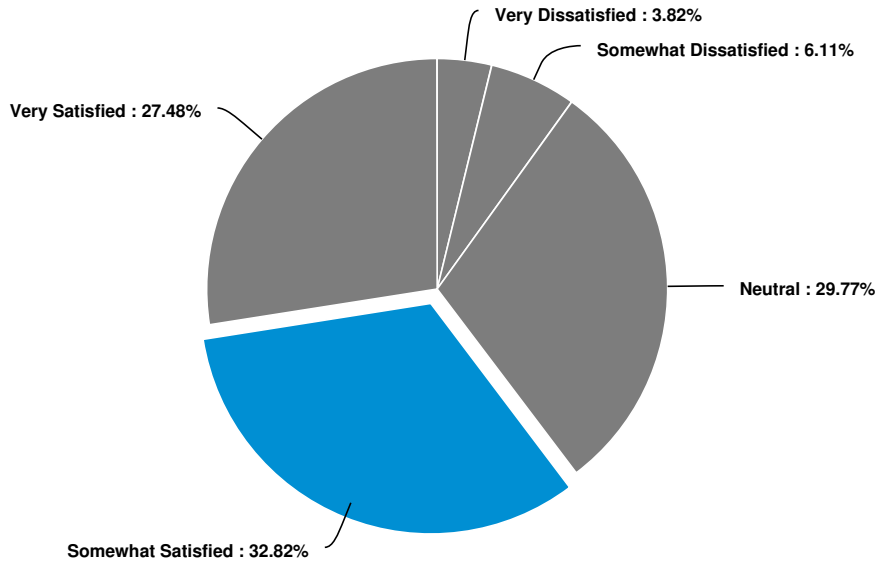
Question	Count	Score	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Overall proceedings of the Standing Committee	157	3.85					
Overall proceedings of the Animals Committee	148	3.87					
Overall proceedings of the Plants Committee	131	3.74					
Decision-making process of the Standing Committee	150	3.65					
Decision-making process of the Animals Committee	141	3.73					
Decision-making process of the Plants Committee	121	3.71					
Average		3.76					



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	6	3.82%					
Somewhat Dissatisfied	17	10.83%					
Neutral	16	10.19%					
Somewhat Satisfied	74	47.13%					
Very Satisfied	44	28.03%					
Total	157	100%					

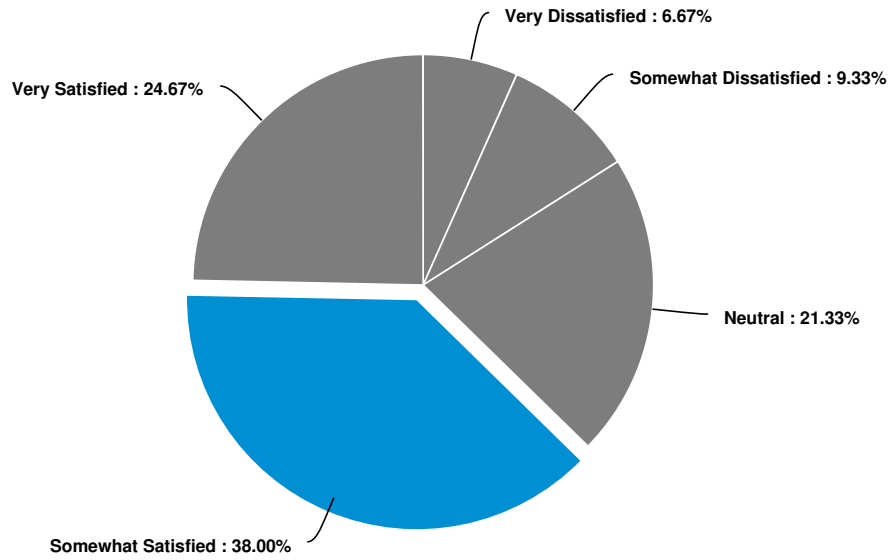


Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	6	4.05%					
Somewhat Dissatisfied	11	7.43%					
Neutral	24	16.22%					
Somewhat Satisfied	62	41.89%					
Very Satisfied	45	30.41%					
Total	148	100%					



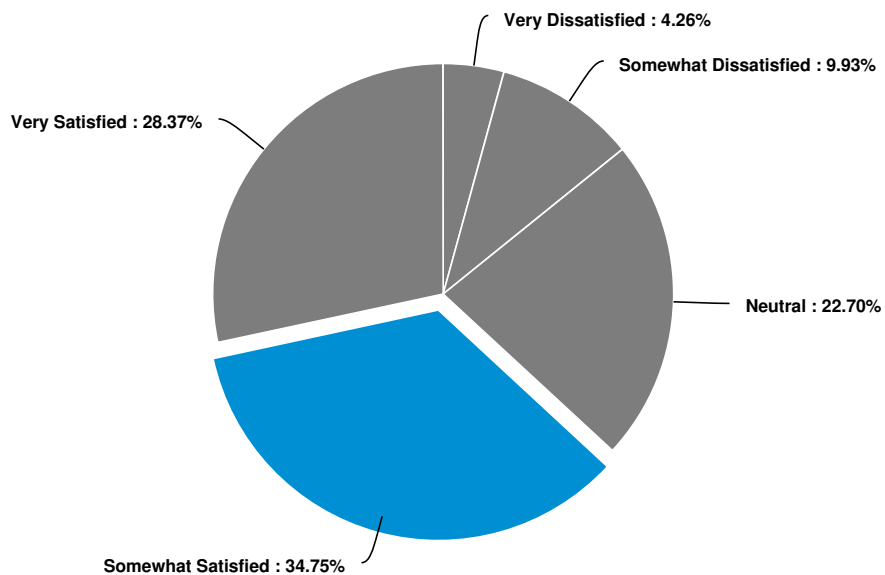
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	5	3.82%					
Somewhat Dissatisfied	8	6.11%					
Neutral	39	29.77%					
Somewhat Satisfied	43	32.82%					
Very Satisfied	36	27.48%					
Total	131	100%					

Decision-making process of the Standing Committee



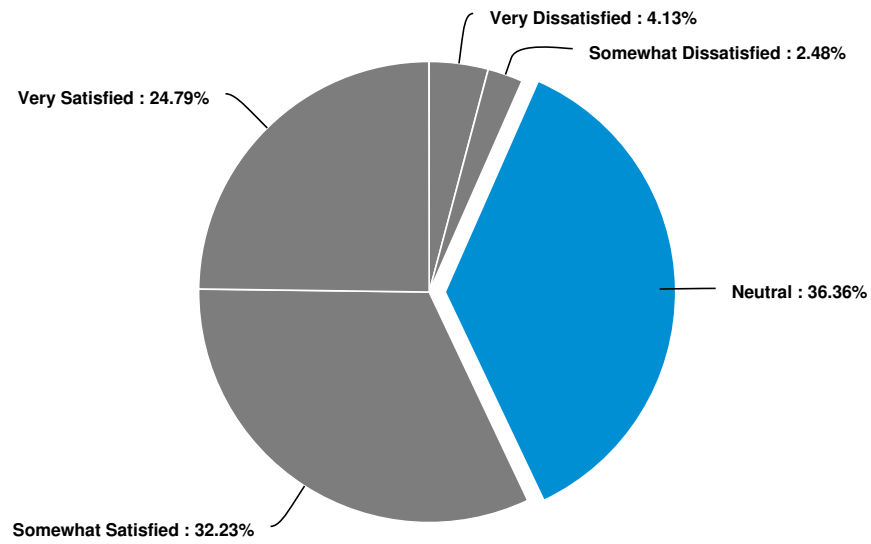
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	10	6.67%					
Somewhat Dissatisfied	14	9.33%					
Neutral	32	21.33%					
Somewhat Satisfied	57	38%					
Very Satisfied	37	24.67%					
Total	150	100%					

Decision-making process of the Animals Committee



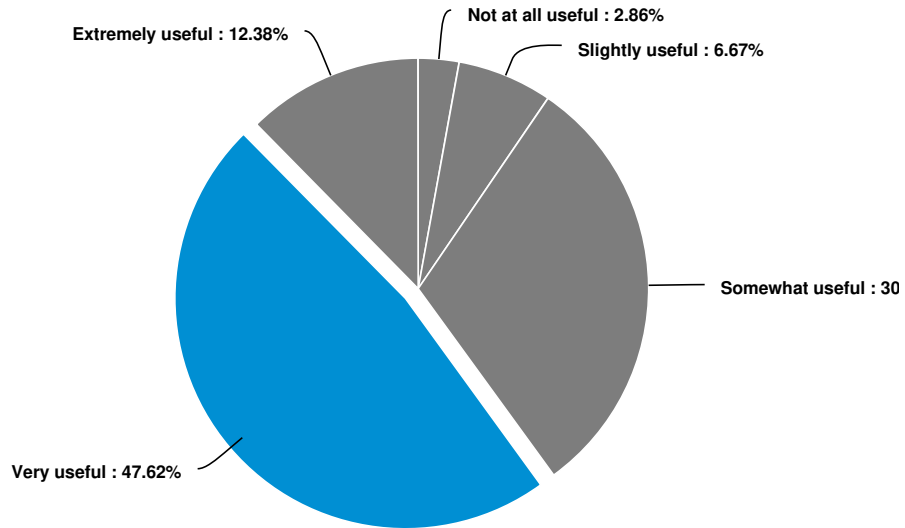
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	6	4.26%					
Somewhat Dissatisfied	14	9.93%					
Neutral	32	22.7%					
Somewhat Satisfied	49	34.75%					
Very Satisfied	40	28.37%					
Total	141	100%					

Decision-making process of the Plants Committee



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	5	4.13%					
Somewhat Dissatisfied	3	2.48%					
Neutral	44	36.36%					
Somewhat Satisfied	39	32.23%					
Very Satisfied	30	24.79%					
Total	121	100%					

2. For the Standing Committee, how useful were the regional preparatory meetings organized by the regional Members?



Answer	Count	Percent	20%	40%	60%	80%	100%
Not at all useful	3	2.86%					
Slightly useful	7	6.67%					
Somewhat useful	32	30.48%					
Very useful	50	47.62%					
Extremely useful	13	12.38%					
Total	105	100%					

3. Is there anything the Secretariat can do to help Parties better prepare in advance of an online meeting?

09/17/2021	54253343	It's nice to open the conference video on Youtube and have subtitles in many languages available.
09/12/2021	54177034	Late submission of papers was a problem as they could not all be read in time. More time to prepare and read documents with earlier deadlines for submission.
09/05/2021	54080988	No
09/02/2021	54053781	within Working groups the need for translators is critical it prevents fair and equal participation
09/02/2021	54047612	Bonjour, prendre contact avec les nouveaux représentant pour un accompagnement et aider à comprendre les outils à disposition.
09/02/2021	54046884	To my feeling, the preparation was done as good as it could possibly have been. Any dissatisfaction is mostly linked to the inherent limitation of an online meeting (limitation of active discussions, online meetings are not adequate for difficult and sensitive discussions (which were also not really on the agenda anyway) and to the fact that we did not have enough time in the SC meeting to get through the entire agenda.
09/01/2021	54033165	There is no way an online meeting can be fair for every country due to different constrains by covid-19 situations in all countries. For example for Malaysia, we are under a strict movement control order and have to stay at home in separate locations during meetings while some other country can be online from the same meeting room. Thus, there is no room for a quick discussions among MAs & SAs in deciding on country's stand during debates & interventions. As for the translation, there are times when the translator cannot catch up with the translation, perhaps during problems with internet connection.
09/01/2021	54026679	I had concerns not all parties were present for the discussions or able to join the working groups. I have attended a PC before in person and I understood the format, but if you had never attended one I think the online set-up could have been confusing, perhaps a brief of 'what is what' for new people. Newer people tend to join experienced delegates but I am sure this is not consistent globally.
08/31/2021	54016966	Las reuniones virtuales limitan las posibilidades de interacción entre las Partes, así como los procesos de negociación. Además, la interpretación en español tenía muchas deficiencias. Se sugiere retomar lo antes posible las reuniones presenciales.
08/31/2021	54005952	○N/A
08/31/2021	54005139	Under the circumstances I thought the meeting, and preparations for it, were handled well
08/30/2021	54004474	To assist Parties to procure devices (Audio-visual devices) that will enable them to communicate effectively
08/30/2021	53998728	Establishing and strongly encouraging parties and observers to participate in pre-meeting sessions to ensure that they know how to access and utilize whatever online communications tool is selected for the meeting.
08/30/2021	53993238	They did well.
08/30/2021	53990616	Expanded scope at regional briefings to cover a detailed briefing on the substantive agenda items without necessarily projecting on the would be decision of the Committee
08/29/2021	53983211	Early and easy flow on information.
08/27/2021	53968819	Communication well in advance to the participants. I attended very few meetings
08/26/2021	53963083	None. We can follow all instruction and be prepared for the meeting from the advance document and logistic arrangement prior to the meeting.
08/26/2021	53963078	Improve everything
08/26/2021	53958145	I think you guys did the most amazing job possible in very difficult situation. of course, nothing can replace face to face meetings since there are working groups on site... and we all had some connectivity issues. thank you for an incredible job! we will be glad to get back to real life when we can have a meeting in person. thank you again.

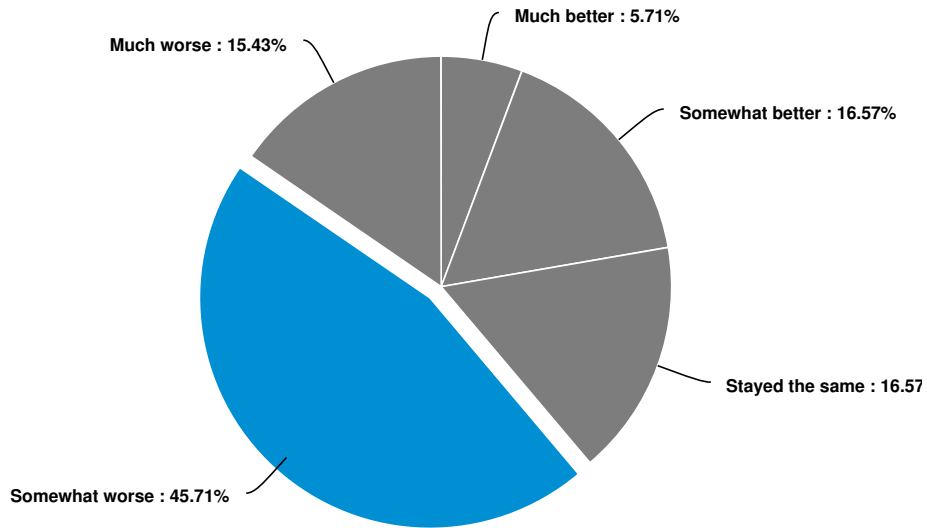
08/26/2021	53957979	More visualisation
08/26/2021	53948184	online meeting are not convenient for many people
08/26/2021	53948065	Colaborar en la organización de reuniones preparatorias
08/26/2021	53947119	<p>1. Internet infrastructure in developing countries will continue to be a problem. Engage partners to carry out needs assessment and enable CITES officers in the countries to participate. Some problems are minor and can be solved with minimum financial input.</p> <p>2. Develop realistic agenda and work with regional bodies like IUCN to facilitate inters-sessional dialogue. The time needed for online deliberations is more than face to face. Be more creative and engaged professional help in meeting management.</p> <p>3. Recognize the role of NGOs in mobilizing countries around the CITES agenda and learn from them.</p>
08/26/2021	53946445	Le rôle du secrétariat dans la préparation des réunions en ligne est très important la présence d'un ou plusieurs membres du secrétariat aide les parties à mieux comprendre les sujets
08/26/2021	53946421	I thought the Secretariat preparartions for the previous meetings were excellent ... given this new technical forum.
08/26/2021	53946416	Updates on documents should be informed to participants.
08/26/2021	53945773	une session en ligne pour mieux maitriser les applications nouvelles telle que KUDO
08/26/2021	53945467	Internet connectivity and technology is poor in some parts/countries. The Secretariat should allow and encourage parties to submit electronically their in put on some items/documents on the agenda prior to or slightly after the meetings
08/26/2021	53945366	More details in advance about how a meeting is intended to be run.
08/26/2021	53945232	Perhaps guidance to Parties on the threshold for interventions/ length of interventions etc. given how limited time was.
08/26/2021	53945197	In Iran, the problem is the low speed of the Internet, and in order to follow the meetings through YouTube, it is necessary to use a circumvention, and this is the problem of online meetings in Iran.
08/26/2021	53945190	no comments
08/25/2021	53944041	<p>-set a rule on how to show the participant's name (i.e. NAME OF PARTY- SPEAKERS NAME/ -it was difficult to follow who was speaking in behalf of which party)</p> <p>-maybe helpful if the title of the ongoing agenda item is shown somewhere on the screen (helpful if done at face to face meetings too)</p> <p>-show how the wording changes on the screen when discussing amendments of decisions or resolutions. (very hard to follow the discussions for non-native participants. helpful if done at face to face meetings too, although I also understand this is hard when there are 3 languages to handle.)</p> <p>Thank you very much for organizing at this difficult situation. We are happy some discussions have moved forward/ to communicate with the CITES community.</p>
08/25/2021	53944001	Extend the duration or time of meeting to more comprehensive discussions
08/25/2021	53943408	<p>1. Punctuality</p> <p>2. Equal allocation of time is required for all agendas</p> <p>- It was very inconvenient because of the discriminatory time distribution</p> <p>3. The basics of online conferencing are to be punctual and adhere to time. I think we should keep the allotted time, not just the ending time.</p>
08/25/2021	53941327	De pronto se podría apoyar a aquellos países con poco acceso a la tecnología.
08/25/2021	53939733	No discutir asuntos muy controversiales en plataformas electrónicas
08/25/2021	53939587	Connectivity is a concern for developing countries, if there is financial support that would be better.
08/25/2021	53938008	Avec les réunions en ligne, souvent nous avons des difficultés de connexion.

08/25/2021	53936976	When Parties are expected to make decisions or statements, they need to have text proposals and materials with sufficient time for internal revisions.
08/25/2021	53936909	Oui, soumettre les points à débattre au moins trois mois avant la session.
08/25/2021	53936420	En verdad poco...la participación es limitada, la interacción es nula y la conexión a internet es impredecible. Algún día es buena pero otro es muy mala; un día se escucha bien y otro día mal o nada. Los horarios son totalmente desfavorables.
08/25/2021	53936305	Avisar los horarios de las reuniones con suficiente tiempo de antelación. En el caso de las reuniones de los grupos de trabajo de los comités de fauna y flora las reuniones iniciaron en un lunes y la liga y horarios de las primeras reuniones se compartieron el mismo lunes en la mañana de la hora de ginebra. En el continente Americano el aviso llegó durante la madrugada. No es posible atender a una reunión si el aviso llega mientras una parte de mundo literalmente esta dormida. Si al menos hubiera habido un mensaje (el viernes a hora hábil) anunciando que a X hora se iba a compartir el enlace para la reunión, esto hubiera permitido el planear la participación.
08/25/2021	53935921	More awareness on the use of an online meetings; not all parties are well versed with IT communication platforms
08/25/2021	53935889	Si
08/25/2021	53935818	Il faut prévenir les parties en avance en leur envoyant le programme. Il faut aussi penser au renforcement des capacités des agents de bureaux nationaux et régionaux
08/25/2021	53935698	Il serait mieux d'envisager les réunions en présentielle. Il faut noter que les acteurs sont des adultes et responsables. Ils ont plusieurs préoccupations et rester au bureau fait qu'ils ne peuvent pas se dérober de leurs responsabilités. Aussi, pour certaines décisions, il y a nécessité de consultation qui ne se fait que lorsque les acteurs sont surplace.
08/25/2021	53935584	Las reuniones regionales preparatorias son uno de los mejores recursos, tambien las agendas anotadas resultaron muy buenas!! Los temas de conectividad sin embargo son dificiles de prever. Uno de los mayores retos es la diferencia horaria, para los países Latinoamericanos comenzar a las 5AM o 4AM resulta muy agotador y genera una desventaja, se recomienda organizar mejor los horarios para un mejor balance entre países, prever iniciar a las 6AM seria una buena medida para los países Latinos. Para mejorar la participación en los GT es importante ver la posibilidad de traducción simultanea, trabajar en inglés pero con posibilidad de aportes en los tres idiomas oficiales.
08/25/2021	53935115	no
08/25/2021	53935096	Remitir con anticipación la información respectiva
08/25/2021	53934828	some one on one coaching on how to use the online tools might help for some parties who are not as comfortable with online meetings. There seemed to be a lot of connection or communication issues. It might also be useful to have a list of DOs and DONTs.
08/25/2021	53934694	Provide a number of alternative platforms that participants can use. Ideally ones compatible with different internet browsers (Macintosh/Apple, Microsoft etc) and platforms that use different amounts of bandwidth (even if lower bandwidth options have less functionality). This way delegates can choose the one with the best connectivity for their personal situation.
08/25/2021	53934625	Mejorar el manejo del tiempo para que se logren ver los temas conforme a la agenda. Ser más considerada con la diferencia de horario al momento de organizar grupos de trabajo. Durante los Comités de Flora y Fauna, los grupos de trabajo cayeron a las 3am y eso es demasiado pesado.
08/25/2021	53934504	Convocar a más reuniones regionales para tener posibilidad de discutir temas en mayor profundidad
08/25/2021	53934078	Constant reminders
08/25/2021	53933767	The glitches were mostly technical in nature, i.e., flawed equipment especially microphones and bad internet connectivity on the part of individual participants. I am not certain if the Secretariat can do anything more, apart from the preparations that were in place during the Joint Meetings.

08/25/2021	53933603	Faire de petites sessions de quelques minutes pour orienter les participants par rapport aux matériels et outils de travail à explorer à l'avance afin que les participants apportent davantage de plus-value aux réunions. Et surtout avoir la possibilité aussi de connecter immédiatement les encadreurs concernés de façon interactive (MsTeams, ou autre plateforme libre et facile d'accès.
08/25/2021	53933541	Está muy bien que se continúe difundiendo con antelación el uso de la plataforma que se usará para las reuniones en línea.
08/25/2021	53933525	de bien vouloir prendre en charge les coût de la connexion internet
08/25/2021	53933293	La Secretaria hizo un buen esfuerzo, las Partes deben asimir responsabilidad en el manejo del sistema KUDO.
08/25/2021	53933125	CREATE A TEST PROCEDURE SO THAT EACH PARTICIPANT CAN BE SURE THAT HIS OR HER CONNECTION TO THE MEETING WILL WORK BEFORE IT GETS UNDERWAY. THIS PAST TIME, WE ONLY LEARNED THAT OUR CONNECTION WAS FAULTY AFTER THE MEETING WAS UNDERWAY AND WE MISSED A LOT TRYING TO RECTIFY THE SITUATION. VERY FRUSTRATING.
08/25/2021	53933028	To prepare a more tightly-timed meeting schedule, the host should strictly control the discussion time for all topicare fully discussed in the limited meeting time.
08/25/2021	53933027	sesiones previas donde se aborden los temas que se consideran amplían los tiempos de los comités permanentes
08/25/2021	53932939	Considero que el tiempo que se destino para abordar los puntos de la agenda durante el comite permanente fue muy corto para el trabajo que realmente se realiza en estas reuniones. Generalmente los puntos que son controversiales o tienen diferentes puntos de vistas se necesita escuchar a todas las partes y eso no paso, lo cual en parte pudo ser debido al situacion actual y que el tiempo diario para la reunion fue muy corto. Posiblemente para futuras reuniones se puede considerar extender el tiempo de las reuniones generales.
08/25/2021	53932872	si, se podría implementar reuniones virtuales previas para el tratamiento de materias específicas a fin de que en la reunión en línea sea para las definiciones como Estados Partes.
08/25/2021	53932705	A nivel regional, realizar reuniones previas preparatorias de un día o dos día, simulando las reuniones en línea de los comités.
08/25/2021	53932660	Allow submissions made via chat to be included in the record - this encourages the use of the chat to save time, allowing intervenors to assist the Chair by doing so without feeling that their comments will be lost
08/25/2021	53932558	Prière de transmettre les documents à l'avance et permettre la transmission des remarques et observations écrites avant le déroulement des sessions Renforcement des réunions régionales et sous régionales pré-sessions
08/25/2021	53932130	It was an admirable effort given the circumstances but I did not find the virtual meeting anywhere near as productive. I fear if these continue beyond 2021 it will undermine the functioning of the convention, particularly for recently adopted species like those from the marine environment that are being refined within the convention currently and require debate and discussion among Parties. It can never be underestimated how much gets accomplished in the margins of these meetings and the virtual set up
08/25/2021	53932127	Now that the Secretariat has agreed to follow up and take up on Non detrimental findings asked Nigeria to do ,it's a welcome development and would want it to be carried out as soon as possible
08/25/2021	53932077	Focalizar temas y documentos así como ponerlos a disposición con la mayor antelación posible. Apoyo en las reuniones por parte de un miembro de la Secretaria
08/25/2021	53931962	Si enviando días antes los temas a tratar con toda la información
08/25/2021	53931954	Les séances informelles précédant la SC74 ou l'AC31 n'ont pas permis une participation adéquate, notamment des observateurs.
08/25/2021	53931937	Pour moi il faut garder le statu quo.
08/25/2021	53931935	the platform of online meeting it's very difficult to access, help the party to access the platform of meeting.

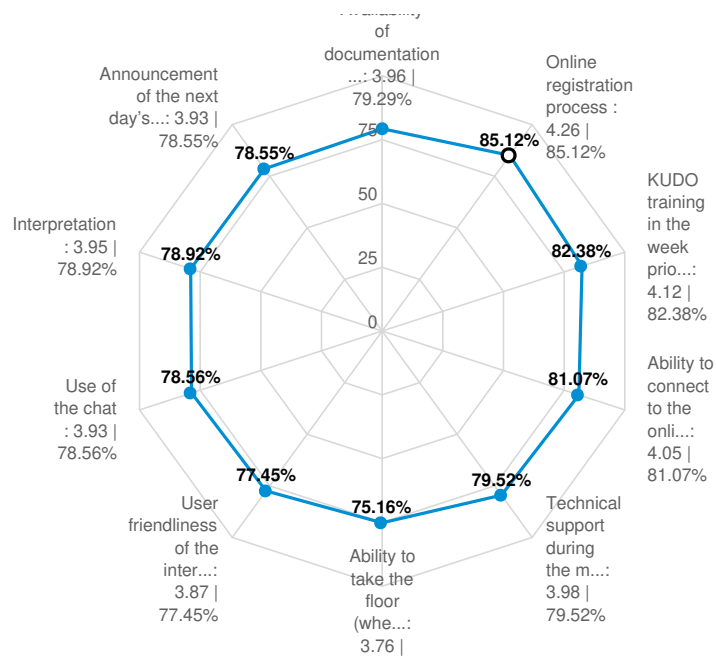
08/25/2021	53931911	Continue with capacity building in virtual meetings, in terms of internet connectivity and associated equipment, to minimize interruptions and delays in interventions. As much as possible, urge participants to pre-test their gadgets and connectivity
08/25/2021	53931908	Las reuniones preparatorias y temas críticos o estrategicos de agenda por región contribuyen a una mejor preparación de las Partes
08/25/2021	53931851	Preparation and example sessions were very useful.
08/25/2021	53931818	Timely upload of documents
08/25/2021	53931796	Time is a problem - different time zones and the fact that we are restricted with time - it is not possible to speak to colleagues or have a side meeting to resolve issues. Online meetings is not ideal when it comes to CITES
08/25/2021	53931771	Improve Capacity building
08/25/2021	53931760	financial support to get suitable place. where there is no power cut and internet interruption
08/25/2021	53931727	No, I think by nature the virtual setting does not allow for open debate on issues and therefore forces the agenda to move forward regardless.
08/25/2021	53931716	time zone was very difficult
08/25/2021	53931697	Prévoir de partager à l'écran les documents qui sont présentés durant toute la session

4. Compared to a face-to-face meeting, how did an online meeting allow you to contribute to the debates?



Answer	Count	Percent	20%	40%	60%	80%	100%
Much better	10	5.71%					
Somewhat better	29	16.57%					
Stayed the same	29	16.57%					
Somewhat worse	80	45.71%					
Much worse	27	15.43%					
Total	175	100%					

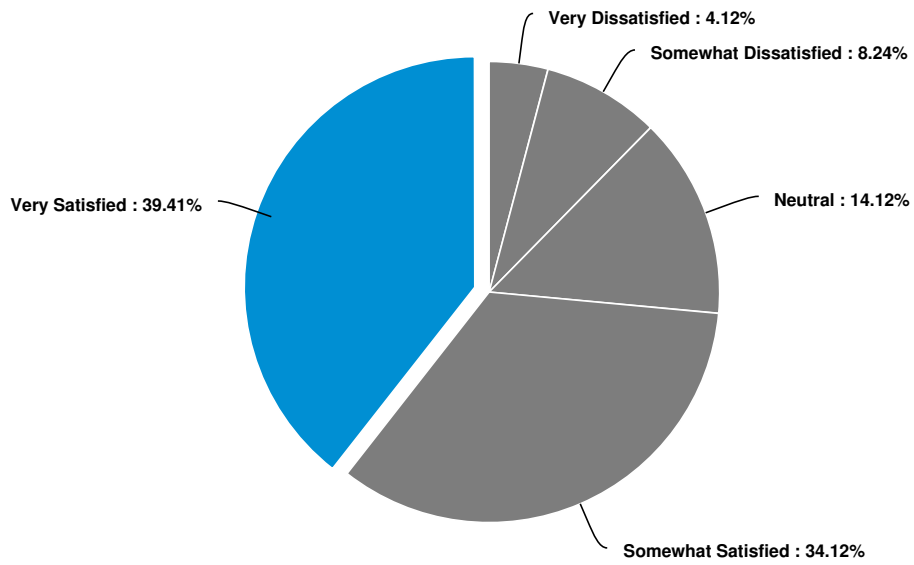
5. How satisfied or dissatisfied were you with the logistics of the meetings?



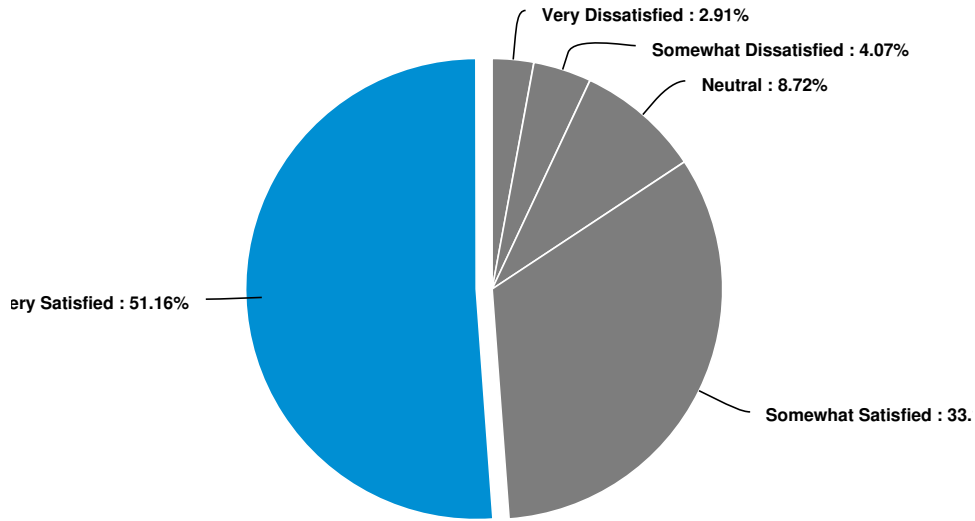
Powered by AI

Question	Count	Score	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied
Availability of documentation prior to the meeting	170	3.96					
Online registration process	172	4.26					
KUDO training in the week prior to the meeting	168	4.12					
Ability to connect to the online platform	169	4.05					
Technical support during the meeting(s)	168	3.98					
Ability to take the floor (where appropriate)	161	3.76					
User friendliness of the interface	165	3.87					
Use of the chat	167	3.93					
Interpretation	167	3.95					
Announcement of the next day's agenda items on the CITES website	166	3.93					
Average		3.98					

Availability of documentation prior to the meeting

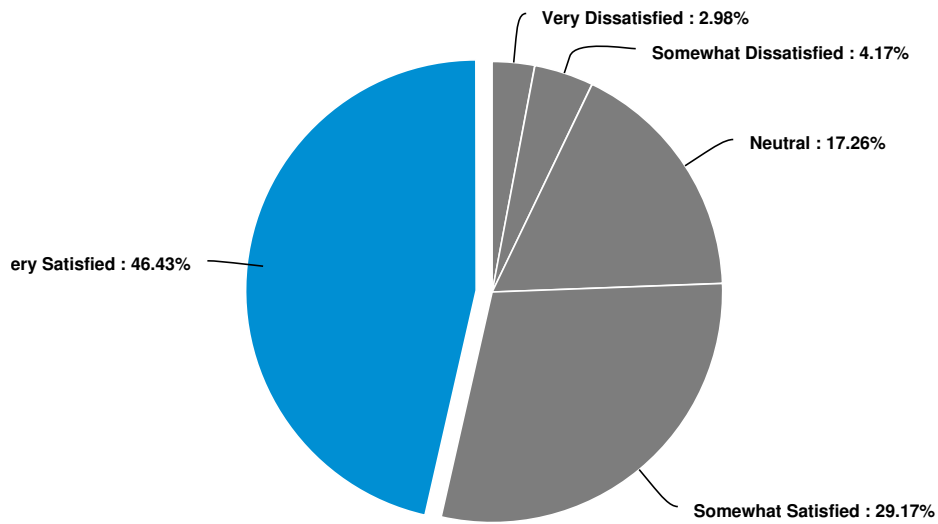


Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	7	4.12%					
Somewhat Dissatisfied	14	8.24%					
Neutral	24	14.12%					
Somewhat Satisfied	58	34.12%					
Very Satisfied	67	39.41%					
Total	170	100%					



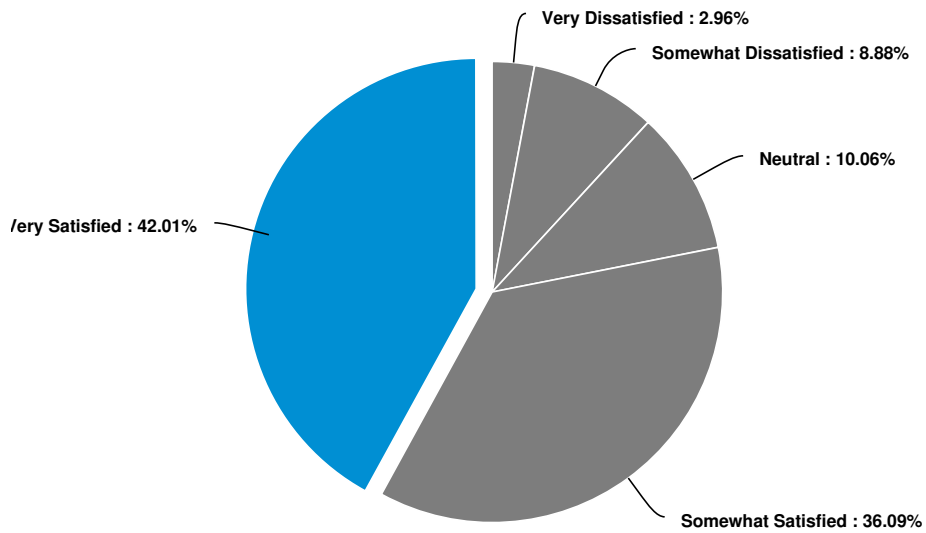
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	5	2.91%					
Somewhat Dissatisfied	7	4.07%					
Neutral	15	8.72%					
Somewhat Satisfied	57	33.14%					
Very Satisfied	88	51.16%					
Total	172	100%					

KUDO training in the week prior to the meeting



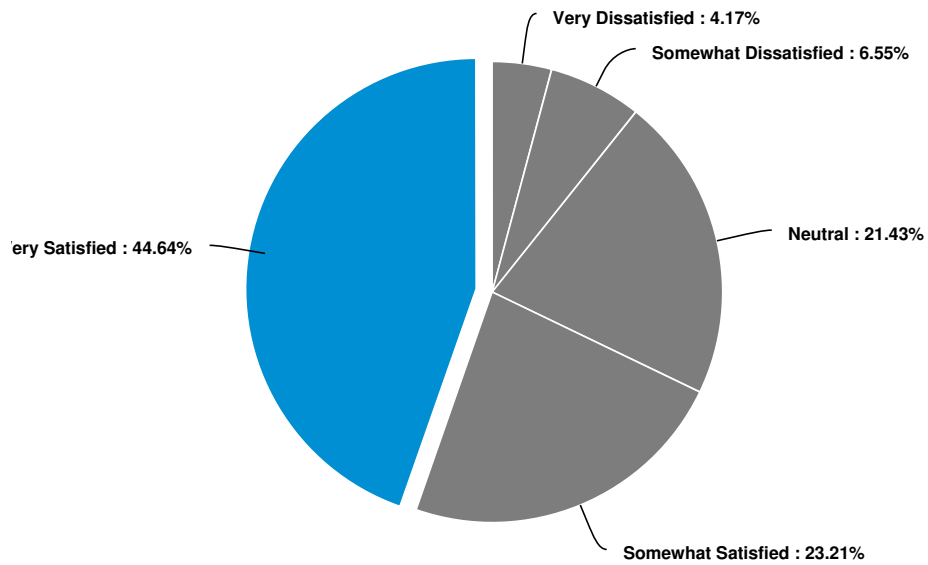
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	5	2.98%					
Somewhat Dissatisfied	7	4.17%					
Neutral	29	17.26%					
Somewhat Satisfied	49	29.17%					
Very Satisfied	78	46.43%					
Total	168	100%					

Ability to connect to the online platform



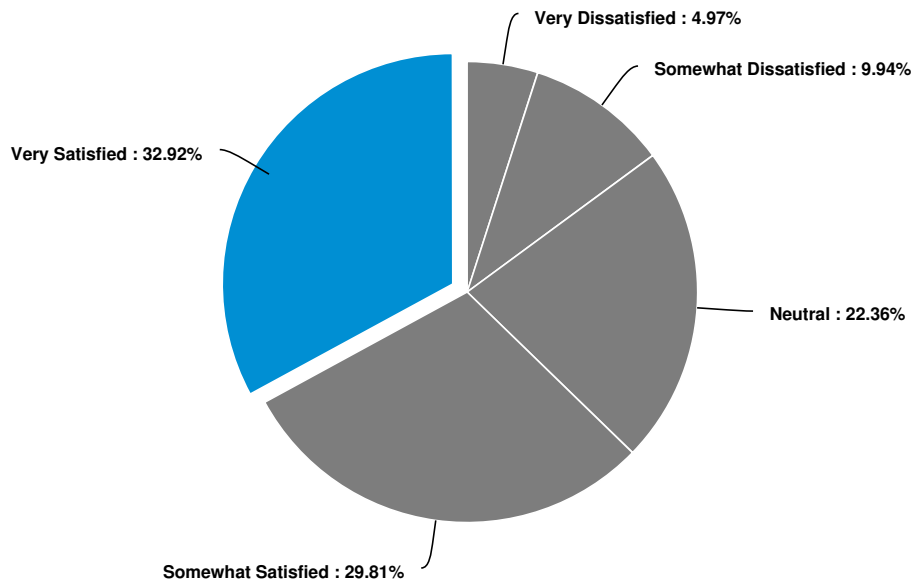
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	5	2.96%					
Somewhat Dissatisfied	15	8.88%					
Neutral	17	10.06%					
Somewhat Satisfied	61	36.09%					
Very Satisfied	71	42.01%					
Total	169	100%					

Technical support during the meeting(s)



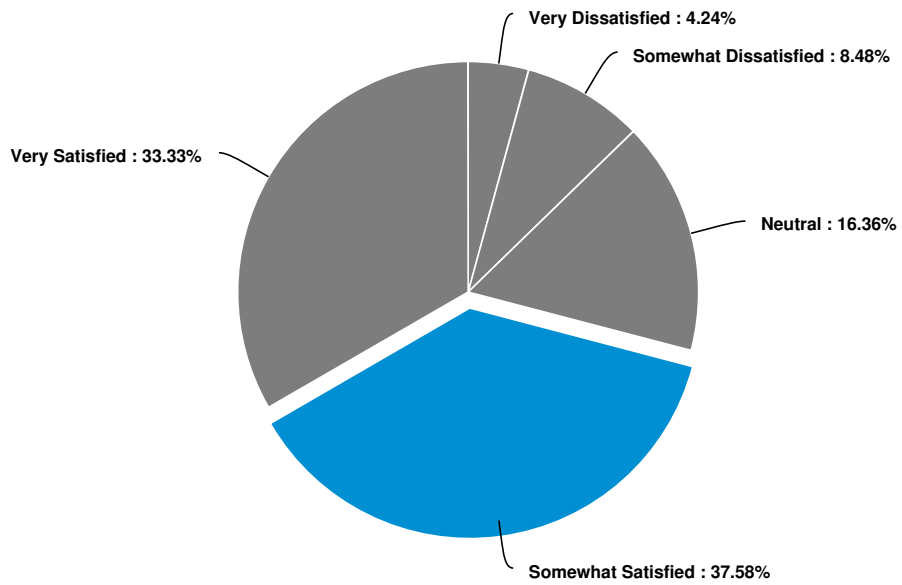
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	7	4.17%					
Somewhat Dissatisfied	11	6.55%					
Neutral	36	21.43%					
Somewhat Satisfied	39	23.21%					
Very Satisfied	75	44.64%					
Total	168	100%					

Ability to take the floor (where appropriate)

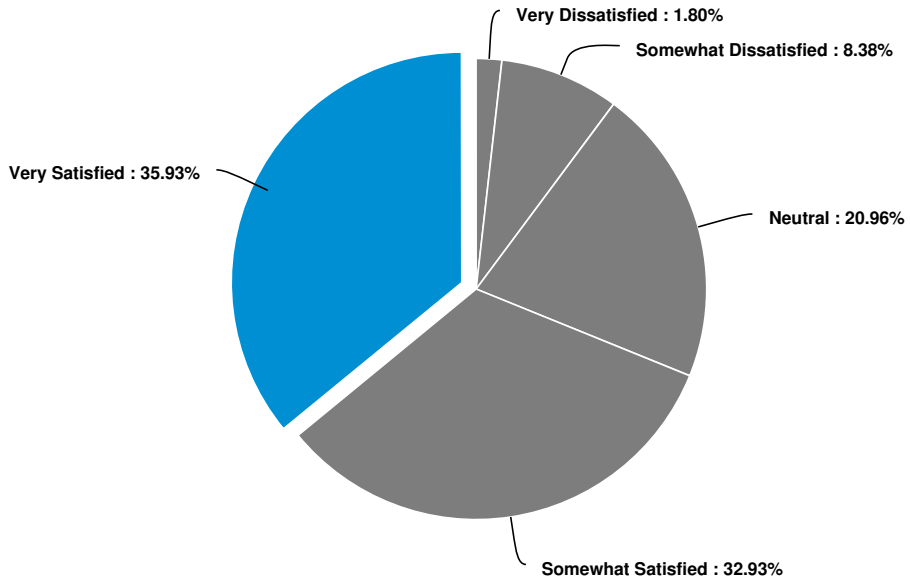


Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	8	4.97%					
Somewhat Dissatisfied	16	9.94%					
Neutral	36	22.36%					
Somewhat Satisfied	48	29.81%					
Very Satisfied	53	32.92%					
Total	161	100%					

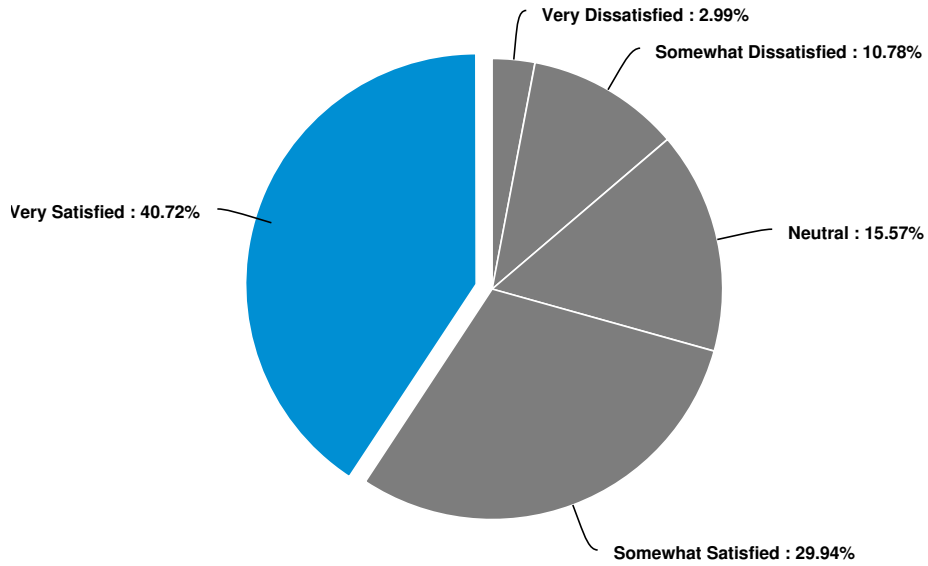
User friendliness of the interface



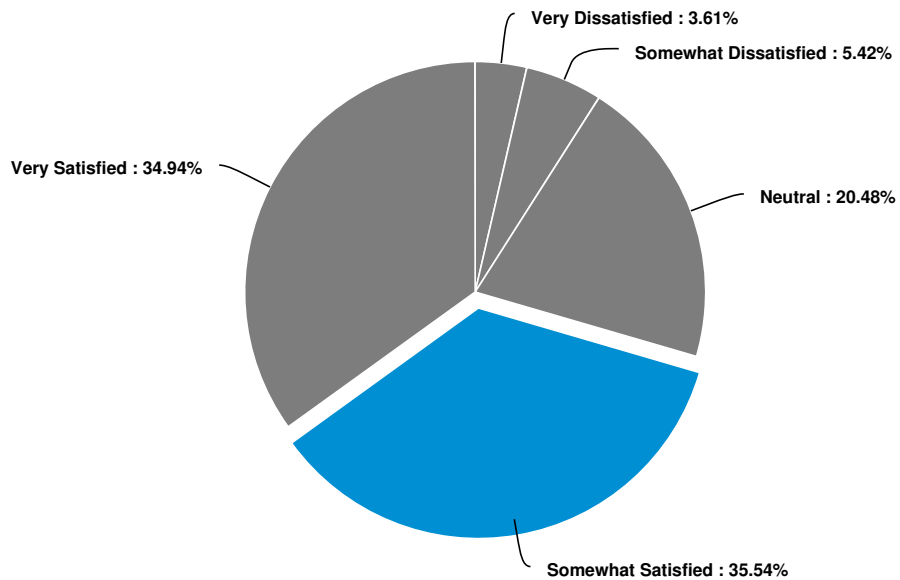
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	7	4.24%					
Somewhat Dissatisfied	14	8.48%					
Neutral	27	16.36%					
Somewhat Satisfied	62	37.58%					
Very Satisfied	55	33.33%					
Total	165	100%					



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	3	1.8%					
Somewhat Dissatisfied	14	8.38%					
Neutral	35	20.96%					
Somewhat Satisfied	55	32.93%					
Very Satisfied	60	35.93%					
Total	167	100%					



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	5	2.99%					
Somewhat Dissatisfied	18	10.78%					
Neutral	26	15.57%					
Somewhat Satisfied	50	29.94%					
Very Satisfied	68	40.72%					
Total	167	100%					



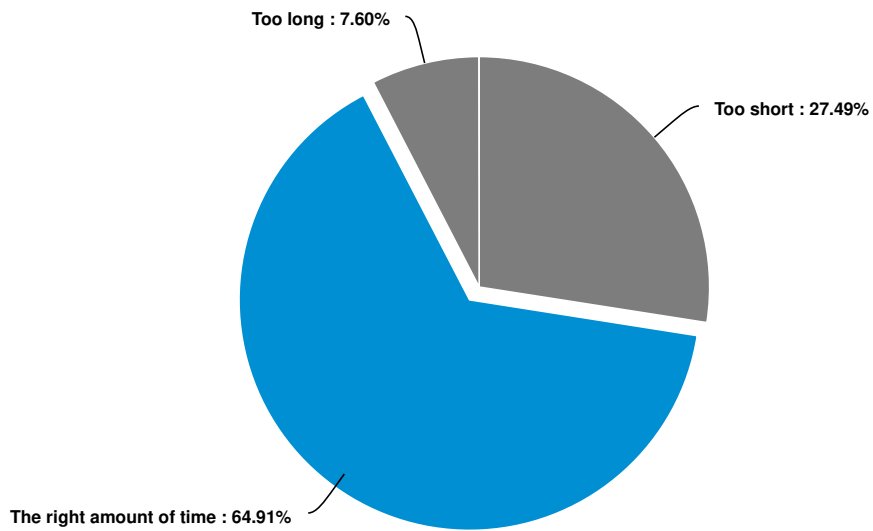
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Dissatisfied	6	3.61%					
Somewhat Dissatisfied	9	5.42%					
Neutral	34	20.48%					
Somewhat Satisfied	59	35.54%					
Very Satisfied	58	34.94%					
Total	166	100%					

6. If you wish to expand on your answer above, please do so here:

09/01/2021	54026679	Many of my colleagues could not find the agenda or information on the website, there could have perhaps been more announcements made on this or links posted on the chat, or an email sent every day after the meeting etc...I found the meeting length okay, but felt more days were required to cover the agenda in the same scope as an in-person meeting. I felt more advance notice of the working group timetable would have been helpful as it was not clear how busy the working group week would be, and I had a time change for a working group which was sent by email but not reflected on the online timetable, the information needs to be up-to-date for fairness to all parties.
08/27/2021	53968819	I didn't have prior information
08/26/2021	53963078	none
08/26/2021	53958145	most of the problems were with connectivity - losing the connection etc. and there were some difficulties with translations not working properly.
08/26/2021	53946445	La réunion en ligne ne peut en aucun cas remplacer la réunion présentielle mais pour le moment nous sommes très satisfait du déroulement des réunions en ligne à part quelques soucis de connexion de temps en temps
08/26/2021	53945366	It wasn't clear in my view what agenda items from the original Agendas would be covered and which wouldn't until quite close to the meeting. It was very late in the day that Parties were informed for e.g that Sig Trade wouldn't be covered and the original documents remained on the agenda - the working programme was issued very late in the day to indicate a number of agenda items wouldn't be covered - which meant we had undertaken preparatory work unnecessarily - and for RST that can be significant.
08/26/2021	53945190	thanx
08/25/2021	53943408	<ol style="list-style-type: none">1. Accurate time distribution and punctuality are required for each agenda2. It will not be easy because many countries are participating, but the representatives of each country will have to show their faces in a video3. A more systematic response for each agenda is needed
08/25/2021	53942032	Just easier in person but as for all the online platforms I've used, this was the best
08/25/2021	53941327	En el caso del apoyo técnico, me presenté a una de las reuniones de capacitación para resolver algunas dudas, pero nadie me atendió por el idioma. Dieron preferencia a los del idioma inglés.
08/25/2021	53936420	ya lo he dicho, no hay capacidad para interactuar y la palabra es muy limitada, a veces no se puede subir, etc.. Los horarios son bastante malos para algunos países, como fue el de mi caso. Imposible estar despierto en ola madrugada después de una larga jornada de trabajo durante el día y sostener eso durante muchos días es caótico, porque se termina la reunión a una hora en la cual ya hay que ir a la oficina...
08/25/2021	53936305	Fue en extremadamente irregular el hecho de que documentos de trabajo fueran modificados pocos días antes de la reunión. Ese procedimiento no está amparado por ninguna regla de procedimiento de los Comités e imposibilita la coordinación Regional para la toma de decisiones. La página web tardaba mucho en actualizarse con la información para el día siguiente (dado que siempre se consideraban únicamente los horarios hábiles de Ginebra para su actualización y la última hora laboral en Ginebra no coincide con horarios hábiles en el resto del mundo). Las discusiones fueron muy lentas y poco nutridas. Es una pena que inclusive en los Grupos de Trabajo de los Comités de Fauna y Flora se tuvo mucho mas tiempo para discutir puntos importantes que en plenaria no se tuvo.
08/25/2021	53935818	IL faut ameliorer la technologie KUDO
08/25/2021	53935698	No
08/25/2021	53935584	La plataforma funcionó muy bien!! El ingreso fue fácil y el calendario permitió tener todas las reuniones agendadas. la interpretación en español debería de mejorar, habian momentos en que fue mejor escuchar directamente el inglés pq se apreciaban diferencias.
08/25/2021	53934625	Los addendum salieron demasiado tarde haciendo difícil en análisis de los mismos.
08/25/2021	53933603	Rien à Signaler

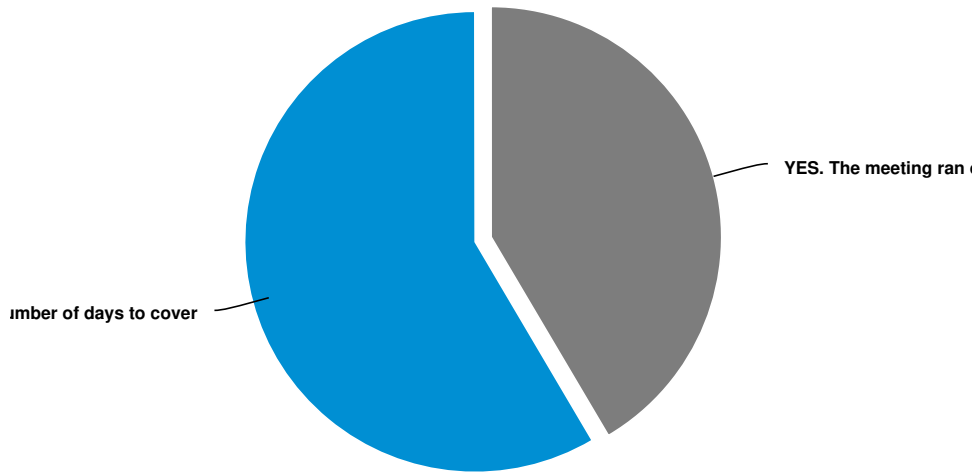
08/25/2021	53933541	La preocupación por difundir el acceso a la parte técnica ha sido muy adecuada.
08/25/2021	53933353	Online registration was a problem and had to reach out for it to happen in person. Didn't work in both Chrome and Safari browsers, so need better troubleshooting or beta testing.
08/25/2021	53933293	Poco tiempo para tanto tema en la agenda
08/25/2021	53933027	los anuncios de los puntos del orden del próximo día no eran claros
08/25/2021	53932939	Aunque la reunion virtual fue un reto, creo que gran parte de la logistica fue abordada de forma adecuada, pero hubor problemas para poder pedir la palabra, a veces la traduccion se perdia y quedabamos perdidos algunos que no podiamos entender lo que se estaba diciendo.
08/25/2021	53932872	La Plataforma debe mejorar principalmente en la coordinación de los intérpretes, hubo espacios en que no había disponibilidad de interpretación.
08/25/2021	53932660	See earlier comments on the use of the chat
08/25/2021	53932137	Technical support was more or less to use earsets and to allow KUDO and how to set settings. Those who had other problems were not able to take active part in discussions. To much chat was going on, so the chat light was constantly on. Could not tell if there is some important information for me on chat, so I had to check it constantly.
08/25/2021	53932130	The loss of meeting time when trying to troubleshoot the technical difficulties' of other Parties was frustrating
08/25/2021	53931908	Pese a que la plataforma KUDO es muy robusta , no permite en la virtualidad poder visualizar a otros participantes que no estén haciendo uso de la palabra.
08/25/2021	53931851	It was noted that for online meetings some of the critical range states were unable to adequately participate due to technical issues
08/25/2021	53931807	The chat was fine for posting interventions given on the floor. It was less helpful in allowing informal "debate" between some participants. It would be proper to limit the chat function to only certain purposes.
08/25/2021	53931796	It is difficult due to time constraints to react to what is said on the floor and the fact that you cannot interact with colleagues on what they think makes it difficult
08/25/2021	53931771	V. Good presentation and interaction during presentations
08/25/2021	53931650	Pity chat could not be better displayed to see incoming messages without having half of the screen hidden. Announcements of the next days agenda on the website was very useful, but could have been better advertised in advance (some colleagues did not notice and then had difficulties understanding the order of agenda items)
08/25/2021	53931645	As an observer organisation we benefit from the opportunity to have discussions in the margins. an opportunity not afforded by online meetings. there was also only minimal time offered to obersvers to take the floor
08/25/2021	53931644	pour la fenêtre de chat : il est difficile de suivre les commentaires du chat et le déroulé de la réunion en même temps. Mais la Présidente de séance avec l'aide du Secrétariat, prêtait une bonne attention à cela et reprenait les commentaires. A garder en mémoire pour les futures réunions.

7. Was the timing of 3 hours each day for the online meeting?



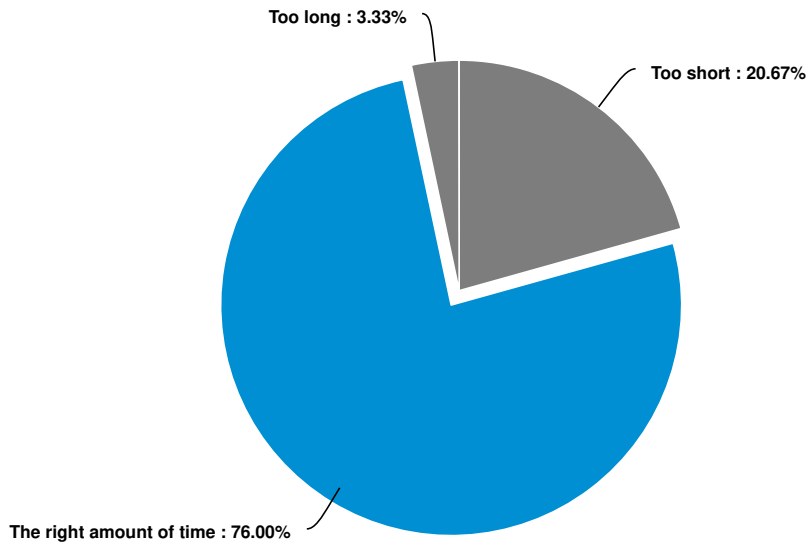
Answer	Count	Percent	20%	40%	60%	80%	100%
Too short	47	27.49%					
The right amount of time	111	64.91%					
Too long	13	7.6%					
Total	171	100%					

8. Was the agenda manageable in the number of days allotted?



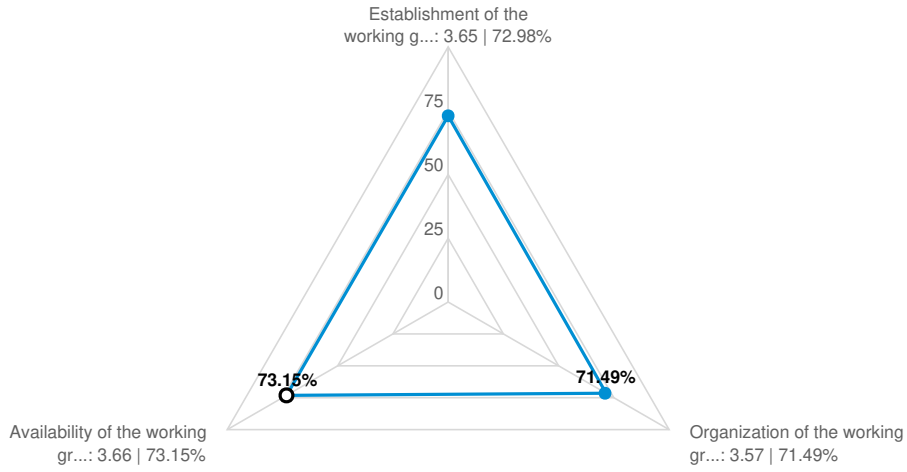
Answer	Count	Percent	20%	40%	60%	80%	100%
YES. The meeting ran over enough days to cover the agenda.	71	41.52%	<div style="width: 41.52%;"></div>				
NO. The meeting should have run over a greater number of days to cover the agenda.	100	58.48%	<div style="width: 58.48%;"></div>				
Total	171	100%					

9. For AC and PC, was a 2-week break enough for organizing, holding and concluding the working groups?



Answer	Count	Percent	20%	40%	60%	80%	100%
Too short	31	20.67%	<div style="width: 20.67%;"></div>				
The right amount of time	114	76%	<div style="width: 76%;"></div>				
Too long	5	3.33%	<div style="width: 3.33%;"></div>				
Total	150	100%					

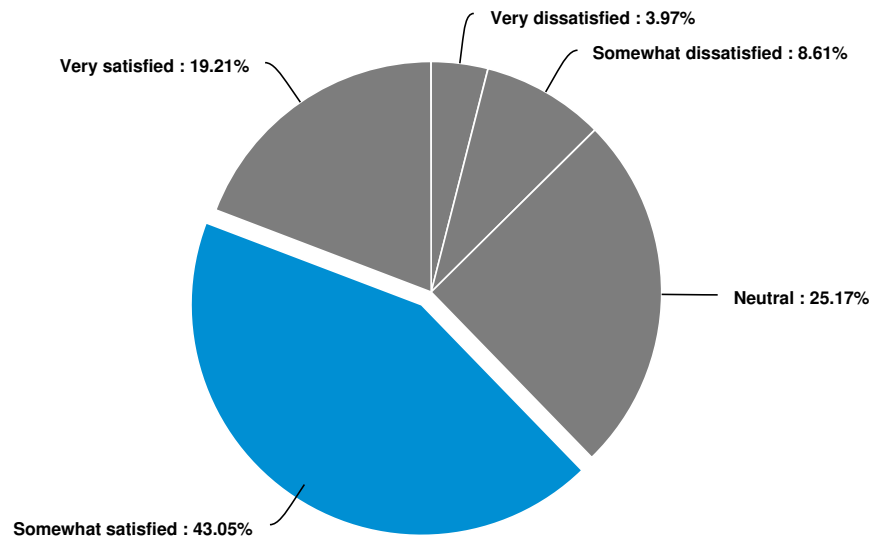
10. For AC and PC, how satisfied or dissatisfied were you with the following?



Powered by AI

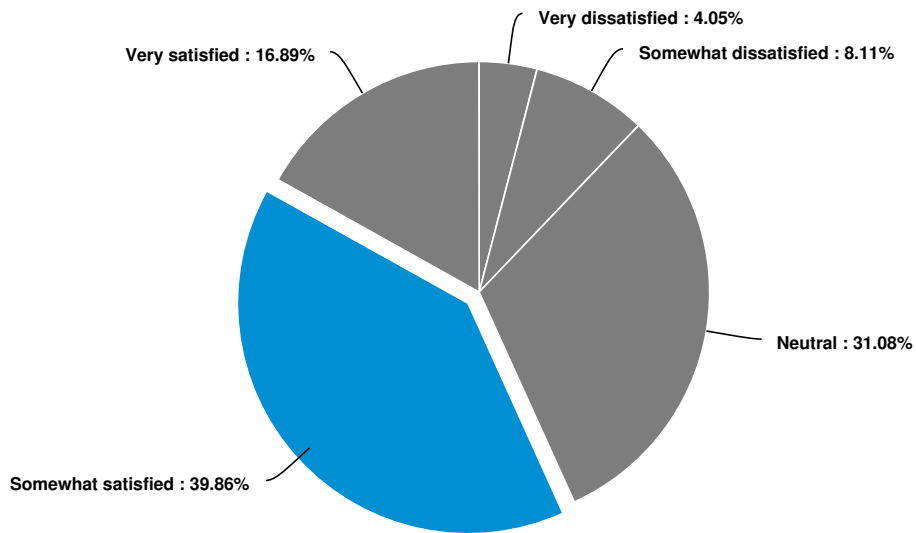
Question	Count	Score	Very dissatisfied	Somewhat dissatisfied	Neutral	Somewhat satisfied	Very satisfied
Establishment of the working groups during the meetings	151	3.65	[Progress bar]				
Organization of the working groups during the 2-week break	148	3.57	[Progress bar]				
Availability of the working group reports and executive summaries	149	3.66	[Progress bar]				
Average		3.63					

Establishment of the working groups during the meetings



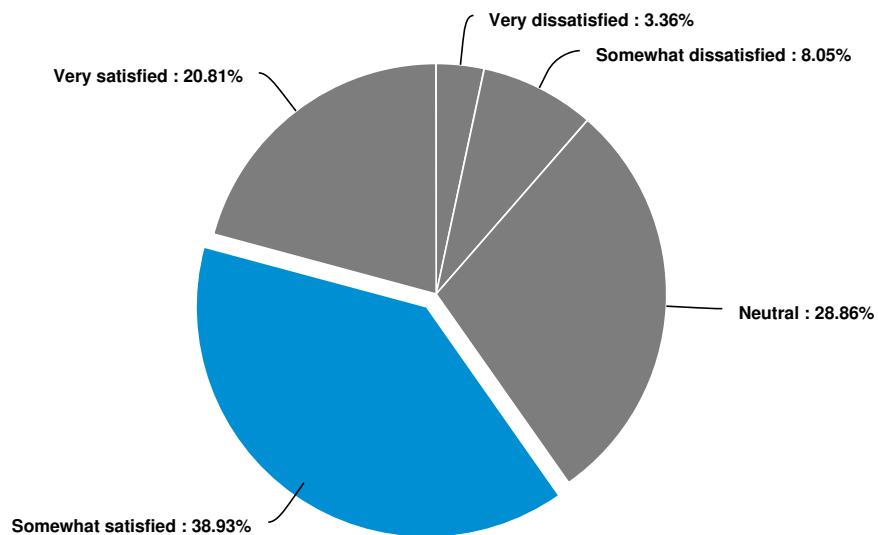
Answer	Count	Percent	20%	40%	60%	80%	100%
Very dissatisfied	6	3.97%					
Somewhat dissatisfied	13	8.61%					
Neutral	38	25.17%					
Somewhat satisfied	65	43.05%					
Very satisfied	29	19.21%					
Total	151	100%					

Organization of the working groups during the 2-week break



Answer	Count	Percent	20%	40%	60%	80%	100%
Very dissatisfied	6	4.05%					
Somewhat dissatisfied	12	8.11%					
Neutral	46	31.08%					
Somewhat satisfied	59	39.86%					
Very satisfied	25	16.89%					
Total	148	100%					

Availability of the working group reports and executive summaries



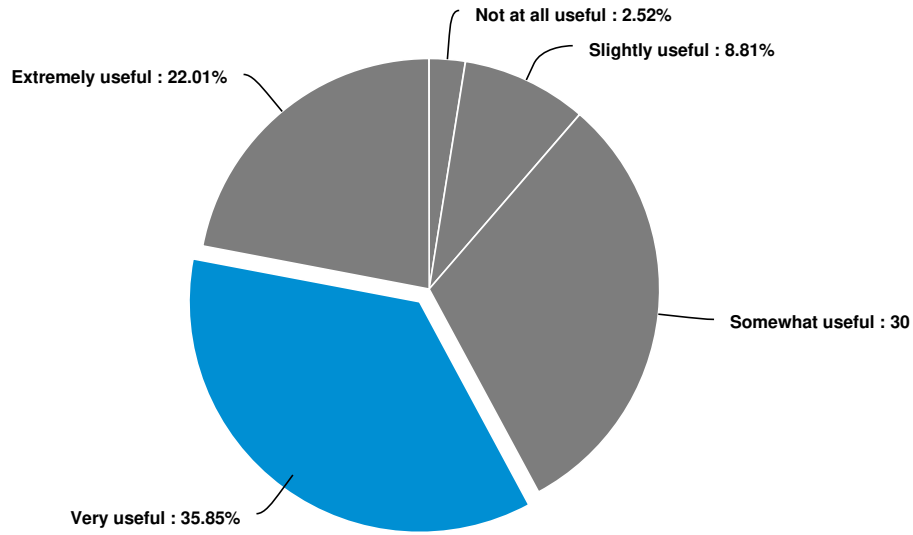
Answer	Count	Percent	20%	40%	60%	80%	100%
Very dissatisfied	5	3.36%					
Somewhat dissatisfied	12	8.05%					
Neutral	43	28.86%					
Somewhat satisfied	58	38.93%					
Very satisfied	31	20.81%					
Total	149	100%					

11. If you wish to expand on your answer above, please do so here:

09/12/2021	54177034	There was no clear guidelines on how this should be done. WG did various things and there were times when it felt that discussions were taking place outside of the WG and decisions made with out all of the WG members participating. The time was very short particularly if you were on more than 1 WG and some waited until then end of the week for a meeting and discussions were rushed.
09/01/2021	54026679	Some of the working groups did not have enough time to have a democratic discussion, I also noticed some working groups did not have party representation i.e Pterocarpus erinaceus and I wonder how effective those discussions are without range state engagement. I also noticed in some working groups some parties joined but did not say anything, so perhaps there could be more ways of having all voices heard. Very often I found the US had many speaking notes and amendments and suggested texts so their voice dominated and if you couldn't think fast enough to respond we had moved the discussion on.
08/31/2021	54005139	The WGs that I was involved in were well managed
08/27/2021	53968819	Not easy to judge as I attended a small amount of the meeting
08/27/2021	53967737	La semaine des groupes de travail a été très fatigante pour ceux qui ont participé à plusieurs groupes de travail, notamment quand certains débutaient leur session à 4h00, sans pause entre les sessions des groupes suivants. Nous aurions aussi apprécié plus de temps pour réviser les rapports et résumés.
08/26/2021	53963078	none
08/26/2021	53946416	Working groups period could be longer to allow more discussion (if needed). Working group reports and summaries should be announced/emailed directly to the WG members
08/26/2021	53945190	no comment
08/25/2021	53943408	<ol style="list-style-type: none">1. Wants to continue and end the meeting without a break week2. Above all, international conferences require precise punctuality. - Because we have to deal with a lot of agendas, I think that it is wrong implementation to increase and decrease time as needed and not even give them a say.3. Switzerland's host country wants at least 4 people to gather in a conference room4. But I know it's not easy, so I would like to want to thank you for your hard work.
08/25/2021	53942032	Hyatt easier in oerson
08/25/2021	53941327	Se me dificultó un poco debido a la falta de traducción simultánea, porque hay personas que no se les entiende muy bien su inglés debido al acento o a problemas del micrófono.
08/25/2021	53937264	The meeting times were adequate to cover the agenda, but that is only after major sections were deleted from the AC agenda (Sig Trade, Review of captive production). The absence of a second AC meeting before CoP is crippling to conclude complicated multi-step activities (like nomenclature standard updates) and means that work needs to be deferred to conclude at CoP20
08/25/2021	53936420	Volvemos a lo mismo, realizar estas acciones en línea es pésimo, a lo anterior que he dicho se suma la diferencia de horario. A mí me tocaron horas muy malas en madrugada.
08/25/2021	53936305	Solo insatisfecho por la coordinación de horarios y los documentos ya argumentado en las respuestas anteriores.
08/25/2021	53935698	No
08/25/2021	53935584	Se recomienda hacer el esfuerzo y contar con traducción simultanea en los grupos de trabajo, y tratar de reducir el numero de grupos de trabajo.
08/25/2021	53934625	Los horarios de los grupos de trabajo fueron demasiado pesados, basándose solo en el horario de Europa sin mucha consideración por la diferencia de horarios con otros países

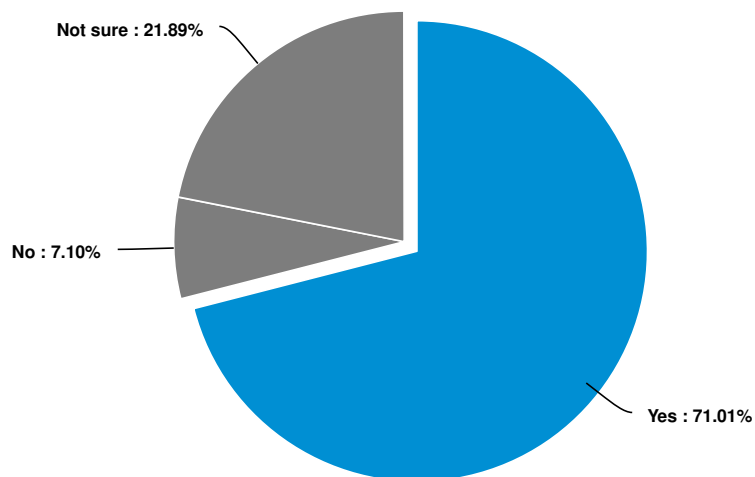
08/25/2021	53933603	J'ai pas assisté aux différents groupes de travail
08/25/2021	53932558	Parfois, la langue des groupes de travail peut représenter un obstacle pour une participation active des membres en absence de traduction
08/25/2021	53932137	It would be very useful to see, which other member states have joined a working group at the time of establishment of a working group.
08/25/2021	53932130	The sharks and rays working group was productive and well managed
08/25/2021	53931911	Its vital that the views of participants regarding establishment of WGs are considered.
08/25/2021	53931807	The WGs seemed far too condensed to have enough time to fully flesh out the issues. I believe this also resulted in very narrow mandates given to the WGs. And the time of day for each WG meeting was not convenient for many around the world. I understand there will always be time zone concerns for such virtual meetings, but CITES failed to even attempt to accommodate anyone outside of European time zones. Perhaps consider varying the start times of meetings each day to shift the burden of early/late meetings equitably across all participants.
08/25/2021	53931782	Too many documents coming in at all hours of the day given difference in time zone - overwhelming. Virtual meeting are needed for emergency but should not be the normal way forward. Not a fair platform to all (eg level of connectivity) and no ability to sideline negotiations
08/25/2021	53931771	Very good approach
08/25/2021	53931650	It would be useful to explore development of online tools for sharing WG drafts within the WGs in the future, to avoid countless emails with many versions of documents and comments, which were a bit difficult to handle for multiple working groups running in parallel.
08/25/2021	53931644	les sessions en ligne sont très pratiques et permettent peut être de favoriser des interventions plus précises et concrètes. Elles ne permettent cependant pas les rencontres "dans les couloirs" et de débattre de certains points. Peut être que des sessions de chat "privé", réunion virtuelle de participants qui souhaitent échanger entre eux pourraient être prévues. Cela était peut être possible de chatter directement avec des participants mais je ne l'ai pas vu. Ces sessions pourraient être lancées lors des pauses ou prévues sur 1h ou plus dans l'agenda de l'ordre du jour.

12. How useful have you found the YouTube streaming of the meetings?



Answer	Count	Percent	20%	40%	60%	80%	100%
Not at all useful	4	2.52%					
Slightly useful	14	8.81%					
Somewhat useful	49	30.82%					
Very useful	57	35.85%					
Extremely useful	35	22.01%					
Total	159	100%					

13. Do you think that future CITES meetings (whether face-to-face or online) should be streamed on YouTube?



Answer	Count	Percent	20%	40%	60%	80%	100%
Yes	120	71.01%					
No	12	7.1%					
Not sure	37	21.89%					
Total	169	100%					

14. Do you have any suggestions for improving the organization of our online meetings? Any suggested changes with regard to the platform itself or suggestions for other systems that perform better for these types of online meetings?

09/12/2021	54177034	The agenda should be reduced as the time (weeks of meetings cant be made longer). Documents need to be submitted earlier and deadlines kept.
09/08/2021	54123446	The frequent back-to-back working group sessions (Plants Committee) were exhausting, making effective participation difficult. I hesitate to suggest lengthening the meetings (yikes!), but reducing the intensity of working group sessions seems necessary.
09/02/2021	54046884	KUDO works well. The main problems encountered were due to connectivity issues (which are unavoidable) and the fact that an online meeting cannot always replace face-to-face discussions.
09/01/2021	54033165	Provide online meeting account for every Region to have regional meeting or discussions during the meeting.
09/01/2021	54026679	I thought the meeting went as well as it could given the circumstances, I would suggest more time spread over more days and perhaps a new question in the PC registration of whether candidates have attended a PC/AC meeting previously to help give information to new delegates.
08/30/2021	54004474	Time for the meetings should be increased to allow more constructive contributions, provide a chart platform and people who will collect views from the chard dashboard and analyse them.
08/30/2021	53999737	It will be useful if the "presentation" function of the platform is utilized to display relevant documents and information during each agenda item
08/30/2021	53998728	CITES and other MEAs should commit to, at a minimum, hybrid meetings going forward to reduce the environmental footprint of such meetings. Combining an in-person, hub city, and hybrid meeting format would be ideal to permit CITES to continue with its important work while also reducing the environmental costs of CoPs and committee meetings.
08/30/2021	53992682	foresee break out groups for SC online meetings
08/30/2021	53990616	We consider KUDO a very good platform for serious official online meetings so should be the preferred platform
08/28/2021	53982465	Facing interpretation problems during the working group's meetings. Need to focus on this matter. It can be solved by engaging 1/2 persons who know English, French & Spanish.
08/27/2021	53968819	Improve response to enquiries
08/26/2021	53963078	none
08/26/2021	53962269	The 2 week break may put too much works on the WGs and the AC and PC. An extension of another week may help to refine more thoughts.
08/26/2021	53958145	i think it was done as well as could be done... there are a lot of people - so many languages... and a lot of connection problems for users.
08/26/2021	53947110	Il faudrait que les commentaires / interventions mis dans la fenêtre de discussion soient pris en compte de façon officielle, pour les Parties qui rencontrent des problèmes techniques.
08/26/2021	53946445	la plateforme est parfaite
08/26/2021	53945190	no thanks
08/25/2021	53944395	Better consideration of time zone as was disadvantageous to Oceania
08/25/2021	53944001	Extend more time or duration of relevance meetings, working groups meeting to allow detail discussion on the topics. Bi-annual virtual meetings or consultation shall consider as ways of work for following up the new progress or development of the CITES related matter

08/25/2021	53943408	There is not. Instead, I would like to see the faces of delegations from many countries. Thanks.
08/25/2021	53941327	Para ser primera experiencia, estuvo excelente.
08/25/2021	53940680	a veces el proceso era muy rápido para que los temas pudieran ser revisados dentro de las tres horas establecidas. Me parece que se podría bajar la velocidad para no perderse en los temas. También incluiría espacios de descanso durante la reunión de tres horas.
08/25/2021	53937264	Translation proved to be sensitive to technical glitches. Moderation/gatekeeping of the chat function may be desirable (esp. for SC), i.e. someone in the Secretariat reviews chat posts before they are posted publicly. The youtube streaming is extremely useful to review exactly what was said, as well as opening up the CITES meetings to people with a casual or partial interest in CITES who would not normally take the time and spend the money to attend an in-person meeting.
08/25/2021	53936420	ya lo he dicho
08/25/2021	53936305	Favor de considerar los comentarios previamente emitidos en el cuestionario a fin de no repetir lo mismo.
08/25/2021	53935921	Zoom and WebEx seem to be user-friendly and quite not very sophisticated
08/25/2021	53935698	IL faut un retour à la présentielle
08/25/2021	53934504	Destinar más horas a la reunión para que la agenda no quede tan ajustada y permitir mayor discusión de algunos puntos
08/25/2021	53933603	Juste contribuer à l'amélioration de l'interactivité entre les membres et l'appui du Secrétariat dans les plus brefs délais pour aider les points focaux et autres de prendre des dicision bien réfléchies et partagées.
08/25/2021	53933541	Es fundamental contar con una plataforma que permita seguir fácilmente las reuniones ofreciendo alternativas de idiomas.
08/25/2021	53933293	En compsracion con otas reuniones KUDO es una buena platforms.
08/25/2021	53933125	IF I HAVE A QUESTION IN AN IN-PERSON EVENT, I WALK TO THE FRONT, PULL ASIDE A STAFFER, AND GET MY ISSUE RESOLVED. I WOULD LIKE THE SAME FACILITY ONLINE — A PERSON WHO COULD RESPOND TO EMAILS INSTANTLY TO ANSWER QUESTIONS ABOUT THE AGENDA, TIMING, OR OTHER ISSUES.
08/25/2021	53933043	No
08/25/2021	53933027	Mejora de plataforma, mejora de seguimiento a los temas tratados en las sesiones par saber cual se están tratando en el momento
08/25/2021	53932939	Creo que la virtualidad es una buena opcion, pero este tipo de reuniones es mucho mejor de forma presencial
08/25/2021	53932660	As noted the time allotted was often not enough to get through the agenda, partly do to an underestimation of the delays caused by technical difficulties. A more relaxed and extended schedule may be necessary to allow for delays beyond the Chair's control.
08/25/2021	53932137	Meetings could be longer than 4 hours a day. In chat there should be personal communication between member/observer and KUDO technical support regarding technical issues so that chat could focus on agenda
08/25/2021	53932130	Please see earlier comments.
08/25/2021	53931937	Rien à signaler
08/25/2021	53931935	you tube is good for non English speaking to repeat something which missing during the meeting
08/25/2021	53931911	Overall, the technical support was very good. There is need to ensure that all participants are enabled to participate equally and not be limited by technical challenges
08/25/2021	53931908	Reiterar las plataformas que permiten visualizar los participantes en la reunión

08/25/2021	53931807	As mentioned, the time zone differences made participation quite difficult. Those difficulties weren't limited only to waking up early enough to attend; rather, it was also impossible to read through all relevant communications that inevitably occurred in the middle of the night and then sufficiently prepare to discuss those communications before being addressed in WGs. Bottom line is the differences in time zones gave some participants an "advantage" in terms of being able to prepare and participate. For others, it was a struggle simply to show up on time. I don't know how to fix this other than to not have virtual meetings or to try to distribute that challenge more equitably by changing meeting start times each day to accommodate as many attendees as possible.
08/25/2021	53931796	KUDU worked - timing is an issue and it is almost impossible to negotiate a position as you cannot speak/meet with colleagues from other countries and regions or you own colleagues
08/25/2021	53931760	make sure all parties have good access to internet
08/25/2021	53931697	Comme dit précédemment, ne pas hésiter à utiliser le partage d'écran de la plate-forme afin de suivre les documents présentés et mis en jour en session
08/25/2021	53931650	See response to question 11: it might be useful to provide a document management tool for the in-session (or even a permanent one for intersessional) working groups.
08/25/2021	53931644	bonne initiative, réunion efficace et bien menée, bonne organisation. Des présentations pourraient être prévues pour illustrer les travaux et les actions mises en oeuvre. Notamment, je pense aux ONG ou autres associations qui perdent en visibilité. Des films ou présentation pourraient être proposés en parallèle des sessions. Merci

