Input paper for the following Committee(s): Purpose of paper:

**□** ARM **□** ENG **🗸 PAP** **🗸** **Input**

**□** ENAV **□** VTS □ Information

Agenda item 4.10.3

Author(s) / Submitter(s) Secretariat

Post Committee Survey

# Background

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| It was decided to send a post committee survey to receive feedback from Committee meetings participants. |  |  |  |  |  |  | |
| Number of total participants to the committee meetings last session: 347 |  |  |  |  |  |  | |
| Number of answers to the survey: 126  To summarize, the results are highly positive but you will find below each question a few negative feedbacks. |  |  |  |  |  |  | |
|  |  |  |  |  |  |  | |
|  | 1 | 2 | 3 | 4 | 5 |
| **1. How was the level of information received before the meeting?** | 1,67% | 1,67% | 19,17% | **42,50%** | 35,00% |
| Too much last minute changes / uploads of documents → hard to keep up |  |  |  |  |  |
| **2. How easily could you find information to prepare and to register for the meeting?** | 0,83% | 2,50% | 17,50% | **46,67%** | 32,50% |
| Website not intuitive enough for registration and finding of documents |  |  |  |  |  |
| **3. How easily could you find accommodation for the meeting?** | 7,63% | 8,47% | 23,73% | **31,36%** | 28,81% |
| Lack of availability of hotels + too expensive. |  |  |  |  |  |
| **4. How were you welcome upon your arrival for the meeting?** | 0,00% | 2,54% | 11,86% | 33,90% | **51,69%** |
| Good. Majority of highest ranking. |  |  |  |  |  |
| **5. How did you enjoy the premises (coffee, lunch facilities, function evening)?** | 0,00% | 4,24% | 20,34% | 29,66% | **45,76%** |
| Queue at coffee machines. Social evening is appreciated. |  |  |  |  |  |
| **6. How satisfied were you with the work division of each working group?** | 0,85% | 6,78% | 19,49% | **39,83%** | 33,05% |
| Clearer explanation of the new work programme would have been needed |  |  |  |  |  |
| **7. How did the file sharing, wifi and video system work for your working group?** | 0,85% | 5,08% | 12,71% | **43,22%** | 38,14% |
| Wifi is much better, could still be improved. More screens for sub groups |  |  |  |  |  |
| **8. How satisfied were you with the work accomplished during the week?** | 1,79% | 1,79% | 21,43% | **47,32%** | 27,32% |
| Some feel that time was wasted discussing group division. A lot of input papers. |  |  |  |  |  |
| **9. What do you mainly retain from your visit to IALA Headquarters?** |
| 72 positive comments: Experts working together, friendly atmosphere, information sharing, networking,… |
| **10. What suggestions would you like to make to the Secretariat for improvement?** |
| All meeting documents on one page |  | | | | | |
| Intersessional group work is important |
| Leave click share dongles in the rooms |
| List of registered participants to be sent to the chairman in advance |
| Confusion in the workspaces of the file sharing (some working groups have their own file share workspace outside of the dedicated Committee workspace) |
| Better explanation of things and work are supposed/expected to be done during the week and working period. Especially for new comers. |
| Include document preview on meeting documents |

The IALA Secretariat has discussed these answers and suggested the following actions:

-Improvements of the website (implement a better search engine, more user friendly features, change of the wording for registration)

-File Sharing system explanation to be provided to participants

-Post Committee surveys will be sent after each committee with the same questions to see the evolution.

A reply from the Secretariat will be communicated to the committees in response to answers received in the survey with a list of actions intended to be taken by the Secretariat.