

13. On the technical side, a slight improvement has been recorded with regard to the quality of the web- cast transmission (live stream) , with a rating of 3.1. This score nevertheless remains relatively low, which can be explained by the technical issues that certain participants faced when they tried to access the live stream (see comments in Annex II). Similarly, the rating given to the usefulness, clarity and ease of navigation of the Convention's website went down from 3.3 for the ninth session of the Committee to 3.1 for its tenth session, although it is still higher than the average score across all sessions.

14. The respondents were less satisfied with the clarity and effectiveness of the Secretariat's communication prior to the meeting , whose score of 3.4 was slightly lower than the 3.6 it received for the previous session. The comments provided on this matter mostly concern the preliminary draft operational guidelines on the implementation of the Convention in the digital environment.

15. Likewise, the satisfaction rate remains relatively low for the quality of meeting time management , whose score of 3.2 is the lowest ever given since the introduction of the survey, as well as for the duration of the session in comparison to the number of items on the agenda , which received a rating of 3.1 for its first inclusion in the survey. The respondents indicated that the limited time afforded to the negotiation of the preliminary draft operational guidelines on digital issues (6 hours) and its repercussions on the following agenda items was the primary cause for their dissatisfaction.

Qualitative results and lines of action

16. An analysis of the respondents' qualitative comments across all statutory meetings corresponds to the quantitative ratings. While many positive comments were made on the Secretariat's work in preparing the governing bodies' sessions, suggestions for improvement were also offered. These recommendations and the actions taken by the Secretariat to address them are summarized below.

(a) Improve communication prior to statutory meetings

17. The respondents indicated the need for the Secretariat to improve its means of communication prior to statutory meetings, regarding both the conduct of the statutory meeting itself as well as the events leading up to it. They underlined that the working documents and the agenda of the meeting should be prepared as far in advance as possible, and that they should be made easily accessible in order to facilitate the participants' planning and involvement in the meetings. In addition, the Parties expressed a specific interest in the working sessions involving civil society, and asked that documents pertaining to these sessions be made available online in the same way as statutory documents.

18. The Secretariat ensures that working and information documents are made available on the Convention's website in accordance with the statutory deadlines set by the rules of procedures of the governing bodies (four weeks ahead of the sessions) and, to the extent possible, makes them accessible even earlier (for example, the document on the preliminary draft operational guidelines on digital issues was published three months in advance). The Secretariat sends an additional email informing the Parties and civil society organizations when working documents become available. The transmission of information to civil society organizations is particularly challenging when they have not completed the necessary steps to register in advance for the statutory meetings, given that the identity of these participants often becomes known to the Secretariat only a few days before the meeting. The Secretariat will, to the extent possible, distribute documents associated with civil society events as soon as they become available.

(b) Clarify the procedures for participation before and during statutory meetings

19. Several respondents mentioned being uncertain about some aspects of the consultations leading up to the draft operational guidelines on digital issues and during the session of the Committee in general. They expressed the wish that the Secretariat would provide more information on these matters before and during meetings. Some respondents indicated their dissatisfaction concerning the late submission of amendments to the preliminary draft operational guidelines to the Committee.

20. The procedures governing the conduct of the sessions and the submission of amendments to resolutions or decisions can be found in the respective rules of procedure of the Conference of Parties and the Committee. The Secretariat does not organize a formal training session, but provides informal working sessions on demand by electoral groups. Concerning the submission of amendments to the preliminary draft operational guidelines, the delay in presenting the consolidated document during the meeting can be partly explained by the late submission of amendments that needed to be translated and integrated into the text in both languages the morning the agenda item was scheduled to occur. This explains why it is important for the Secretariat to receive amendment proposals sufficiently in advance, and in both languages. The Secretariat will set firm deadlines for the receipt of

ANNEX I

Average scores per session and per question on the preparation and organization of statutory meetings of the Convention

Items	4.CP June 2013	7.IGC December 2013	8.IGC December 2014	5.CP June 2015	9.IGC December 2015	10.IGC December 2016	Average Rating	Total number of responses
Total average score	3,1	3,5	3,3	3,4	3,4	3,4	3,4	

ANNEX II

Overview of comments and suggestions regarding the
Committee

tenth ordinary session of the

The qualitative comments support the data

for this, given the limitations of time during the meeting, but the process at the previous IGC had been more open, with all Parties being able to propose changes. It might have been useful to receive a letter or email of invitation to provide comments in writing (if one was sent it did not reach me), though I understand it would have been open to me to submit written comments proactively, since the draft was posted online well in advance of the meeting. The main text change we wished to propose - avoiding the phrase "digital cultural goods" in English - had already been explicitly proposed by our Delegation, and alluded to by 3 other Parties at the 9th IGC. It is partially recorded in the summary record of that meeting paragraph 129 as a preference for the phrase "digital cultural content" or "digitized cultural expressions". http://en.unesco.org/creativity/sites/creativity/files/sessions/10igc_3_summary_record_9igc_en.pdf. Fortunately a neat drafting solution was found during the meeting and the issue was resolved. But as a result of this, and the late circulation of an amended text, the discussions on 15 December were rather more frustrating than they needed to be.

<p>observers-NGOs). The proposed procedure should be clearly communicated in advance to avoid any misunderstandings.</p> <p>Distribute the information on planned civil society sessions (date/intended topics) as early as possible through all communication channels to enable more civil society representatives to participate/contribute/prepare.</p>
<p>Time management and agenda</p>
<p>The quality of the work of the Secretariat in accomplishing its very task is very appreciable. If there's something which needs to be improved is to better suit the duration of sessions and number of item agendas.</p> <p>Maintain your good quality until the very objectives of the Convention are attained.</p>
<p>By reinforcing the quality of the interpretation and improving time management, more realism regarding the number of elements put up for debate vis-à-vis the time available.</p>
<p>The Secretariat accomplished some remarkable work. We regretted however that the study of the preliminary draft guidelines was “underestimated” in the agenda.</p>
<p>The meeting schedule needs to be reviewed because the programme was too crowded. The Secretariat may have to explore avenues for States Parties to host the meetings. A situation, where there are no coffee breaks after very long sessions is not good enough.</p>
<p>The work accomplished by the Secretariat during this last session was remarkable. The only issue was time management within the schedule. Officially, the study of the amendments to the preliminary draft guidelines should have lasted 3 hours, but required over 6 hours. It would advisable to officially allocate it more time in the future.</p>
<p>Civil society involvement</p>
<p>I appreciated the Secretariat’s initiative to work more closely with civil society representatives (NGOs), namely through workshops, working session with NGOs at the beginning of the Committee’s work. In a context where State participation can be somewhat restricted due to national interests, the avenue of working with NGOs should be paid even more attention, as NGOs have more flexibility in their actions and carry the sincere wishes of civil society. Citizens are participating more and more in the political sphere, in a direct manner, so it is also the moment for citizens to participate more, in a direct manner, to the activities of international organizations.</p>
<p>The working day for civil society organizations is an excellent idea. However, the list of participants should be transmitted in advance.</p>
<p>The relevance and the quality of the Secretariat’s work in guiding observer members from civil society deserve a special mention.</p> <p>This work is remarkable and absolutely necessary.</p> <p>Good luck with the next meeting.</p>
<p>I thought the organization was already very good, and that the team works magnificently. Maybe civil society could be contacted more often in the month before the Convention so that it can organize itself better, but this was already suggested by the Secretariat.</p>
<p>Website of the Convention</p>
<p>The French website of the Convention has been difficult to use for a certain time, those technical problems should be solved.</p>
<p>Improve the form for the submission of the periodic reports by States Parties, as mentioned during the meeting.</p>

