

RESULTS OF AN ONLINE SURVEY ON THE EXPERIENCE OF PARTICIPANTS DURING THE SPECIAL VIRTUAL SESSIONS IN PREPARATION FOR SBSTTA-24 AND SBI-3 (15-18 September 2020)

The Secretariat of the Convention on Biological Diversity held special virtual sessions in preparation for the twenty fourth meeting of the Subsidiary Body on Scientific, Technical and Technological Advice (SBSTTA 24) and the third meeting of the Subsidiary Body on Implementation (SBI 3) from 15-18 September 2020. The virtual meetings were conducted on the Interactio platform in the six official languages of the United Nations. They were also broadcasted on the Convention on Biological Diversity's YouTube channel (in English only). Up to 1,044 participants were signed into the meeting platform and 950 followed the meetings on YouTube.

Following the virtual sessions, the Secretariat circulated a survey to all registered participants (notification 2020-078) to gather feedback on their experience during the sessions and their views on the use of the platform with the aim to inform future meetings under the Convention. The survey was made available in the six official languages of the United Nations from 5 to 26 October 2020.

The present note provides a brief summary of the survey responses. All the responses to each question, including the written responses, are provided in the annex.

A total of 296 responses (28% of registered participants in the virtual sessions) were received. Of these, 154 responses (52%) were from representatives of Parties, 77 (26%) were from observers, 42 (14%) were from civil society and 23 (8%) were from other types of representatives.

Most survey respondents participated in the virtual session via the Interactio platform as viewers (65%) or as speakers (32%) and the rest (3%) followed the meetings on the CBD YouTube channel (<https://cbd.int/live>). The survey responses indicate that respondents accessed the virtual sessions from at least 91 countries, representing all regions.

Most participants (77%) found accessing the virtual sessions easy. A total of 19% had a neutral view on this issue, and 4% of the respondents encountered difficulties. The respondents who encountered difficulties indicated that these were generally related to technical issues, such as Internet connectivity, incompatible web browsers and issues related to microphones.

About a third (32%) of the survey respondents were registered to speak in the session, but only 27% of them did so. A majority (74%) of the respondents who took the floor found the procedure to take the floor easy, 17% were neutral on this issue and two respondents (9%) indicated that the process was not easy.

Regarding the quality of interpretation, most respondents (92%) found the interpretation to be of excellent, very good or good quality. More than 75% of respondents also found the audio and video quality excellent, very good or good.

In their written responses, a number of respondents highlighted issues which need to be addressed in future meetings. These include the need to:

- (a) Reduce the Internet bandwidth required to participate effectively in the sessions;
- (b) Clarify the modalities around speaker and viewer roles;
- (c) Ensure that required links and passwords are functional;
- (d) Designate an emergency contact or helpdesk to address issues participants may have in a timely manner.

Virtual Meetings User Experience
(15-18 September 2020, Special Virtual Sessions,
in preparation for SBSTTA-24 and SBI-3)

296

Responses

21:04

Average time to complete

Closed

Status

1. Are you a Party, observer, representative of civil society or media?

Party	154
Observer	77
Civil Society	42
Media	0
Other	23



2. Gender

Female	168
Male	119
Prefer not to say	7
Other	2



3. Age

Less than 30 years	33
30-45 years	135
45-60 years	98
60 years and over	29



4. From where did you access the virtual meetings?

Country	Participants	Country	Participants	Country	Participants
Mexico	20	Georgia	1	Hungary	0
Japan	18	Ghana	1	Iceland	0
Canada	14	Guyana	1	Iraq	0
Germany	12	Jordan	1	Ireland	0
UK	12	Liberia	1	Israel	0
Colombia	9	Malawi	1	Kazakhstan	0
United States of America	9	Maldives	1	Kiribati	0
Malaysia	8	Malta	1	Kuwait	0
Philippines	7	Micronesia (Federated States of)	1	Kyrgyzstan	0
Portugal	7	Monaco	1	Lao People's Democratic Republic	0
Belgium	6	Netherlands	1	Latvia	0
France	6	New Zealand	1	Lebanon	0
Indonesia	6	Panama	1	Lesotho	0
Italy	6	Poland	1	Libya	0
South Africa	6	Saint Kitts and Nevis	1	Liechtenstein	0
Uganda	6	Samoa	1	Lithuania	0
China	4	Senegal	1	Luxembourg	0
India	4	Serbia	1	Mali	0
Jamaica	4	Seychelles	1	Marshall Islands	0
Kenya	4	Slovakia	1	Mauritania	0
Madagascar	4	State of Palestine	1	Mauritius	0
Morocco	4	Sudan	1	Mongolia	0
Nigeria	4	Ukraine	1	Montenegro	0
Peru	4	Venezuela (Bolivarian Republic of)	1	Mozambique	0
United Arab Emirates	4	Zimbabwe	1	Namibia	0
Botswana	3	Algeria	0	Nauru	0
Brazil	3	Andorra	0	Nepal	0
Chile	3	Angola	0	Nicaragua	0
Costa Rica	3	Antigua and Barbuda	0	Niger	0
Ecuador	3	Azerbaijan	0	Niue	0
Norway	3	Bahamas	0	North Macedonia	0
Slovenia	3	Bahrain	0	Oman	0
Sweden	3	Bangladesh	0	Pakistan	0
Switzerland	3	Barbados	0	Palau	0
Australia	2	Belarus	0	Papua New Guinea	0
Austria	2	Benin	0	Paraguay	0
Belize	2	Bolivia (Plurinational State of)	0	Qatar	0
Comoros	2	Bulgaria	0	Republic of Korea	0
Dominican Republic	2	Cabo Verde	0	Republic of Moldova	0
Ethiopia	2	Cambodia	0	Romania	0
Greece	2	Central African Republic	0	Rwanda	0
Iran (Islamic Republic of)	2	Congo	0	Saint Lucia	0
Myanmar	2	Cook Islands	0	Saint Vincent and the Grenadines	0
Russian Federation	2	Cuba	0	San Marino	0
Spain	2	Cyprus	0	Sao Tome and Principe	0
Sri Lanka	2	Côte d'Ivoire	0	Saudi Arabia	0
Thailand	2	Democratic People's Republic of Korea	0	Sierra Leone	0
Trinidad and Tobago	2	Democratic Republic of the Congo	0	Singapore	0
Tunisia	2	Denmark	0	Solomon Islands	0
Zambia	2	Djibouti	0	Somalia	0
Afghanistan	1	Dominica	0	South Sudan	0
Albania	1	El Salvador	0	Suriname	0
Argentina	1	Equatorial Guinea	0	Syrian Arab Republic	0
Armenia	1	Eritrea	0	Tajikistan	0
Bhutan	1	Eswatini	0	Timor-Leste	0
Bosnia and Herzegovina	1	European Union	0	Togo	0
Brunei Darussalam	1	Fiji	0	Tonga	0
Burkina Faso	1	Gabon	0	Turkey	0
Burundi	1	Gambia (the)	0	Turkmenistan	0
Cameroon	1	Grenada	0	Tuvalu	0
Chad	1	Guatemala	0	United Republic of Tanzania	0
Croatia	1	Guinea	0	Uruguay	0
Czech Republic	1	Guinea-Bissau	0	Uzbekistan	0
Egypt	1	Haiti	0	Vanuatu	0
Estonia	1	Holy See	0	Viet Nam	0
Finland	1	Honduras	0	Yemen	0

5. Were you an officially registered participant?

● Yes, I was a registered participant	270
● No	26



6. If you answered "yes", which special virtual sessions did you officially register to participate in?

● 15 September: Launch of the f...	216
● 16-17 September: SBI-3 Revie...	210
● 18 September: Preparation of ...	231



7. Did you principally access the meeting platform (Interactio) as a Speaker, a Viewer or on CBD YouTube live channel?

● Speaker (Interactio)	86
● Viewer (Interactio)	175
● CBD YouTube	9



8. Did you principally access the meeting platform ⁵(Interactio) as a Viewer or on the CBD YouTube live channel?

Viewer (Interactio)	19
CBD YouTube	7



9. Did you take the floor during the meeting?

Yes	23
No	63



10. How easy was the process to take the floor?

Very easy	5
Easy	12
Neutral	4
Difficult	1
Very difficult	1



11. If the process of taking the floor was difficult, how would you improve it?

1

Responses

12. How easy was it to access the Interactio platform?⁶

Very easy	94
Easy	123
Neutral	53
Difficult	7
Very difficult	3



13. If accessing the Interactio platform was difficult, briefly describe what problem you encountered and what could be improved in this regard.

9

Responses

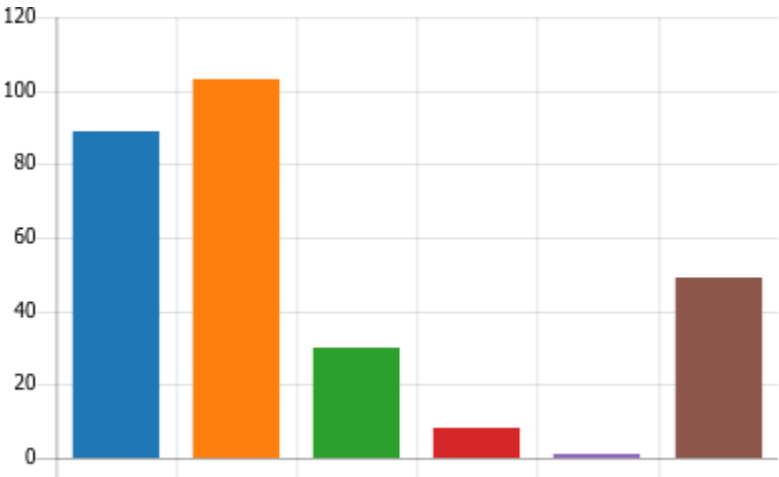
14. Did you use the interpretation feature on the Interactio platform?

Yes	194
No	86



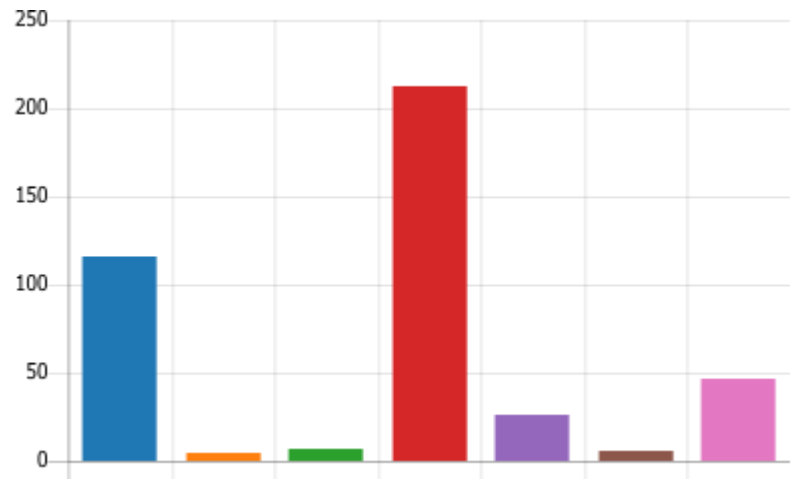
15. How easy was it to switch languages?

Very easy	89
Easy	103
Neutral	30
Difficult	8
Very difficult	1
I did not use the language swi...	49



16. Which channel(s) did you listen to?

Floor	116
Arabic	4
Chinese	7
English	213
French	26
Russian	6
Spanish	47



17. How would you rate the overall quality of interpretation?

Excellent	52
Very good	106
Good	99
Fair	21
Poor	2



18. If interpretation was not optimal, what could be improved?

15

Responses

19. How would you rate the overall audio quality?

Excellent	42
Very good	108
Good	91
Fair	31
Poor	2



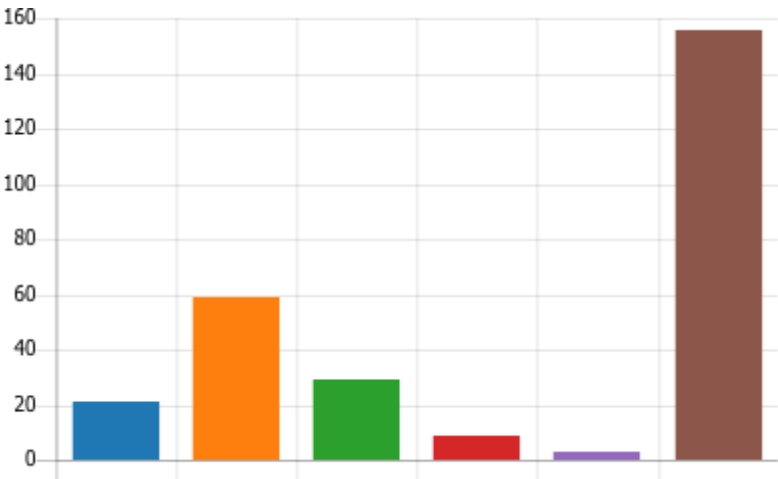
20. How would you rate the overall video quality?⁸

Excellent	41
Very good	104
Good	89
Fair	37
Poor	6



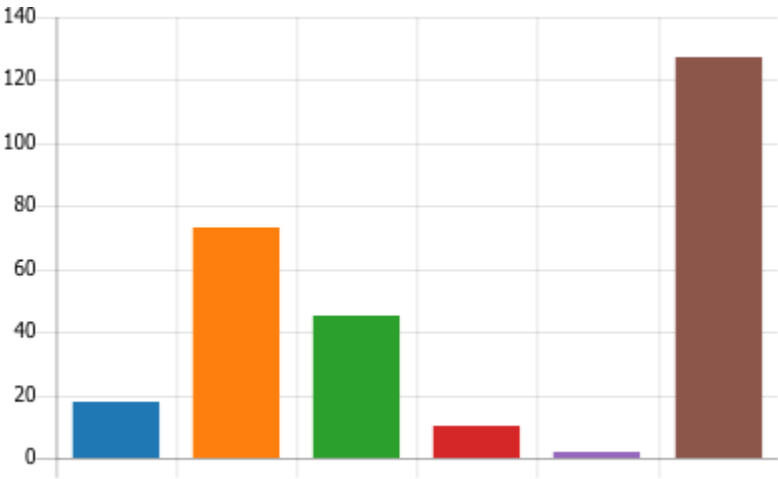
21. How useful were the Interactio training sessions (the week before and an hour before the sessions)?

Extremely useful	21
Very useful	59
Somewhat useful	29
Slightly useful	9
Not at all useful	3
Did not attend training sessions	156



22. How useful was the technical support provided during the sessions?

Extremely useful	18
Very useful	73
Somewhat useful	45
Slightly useful	10
Not at all useful	2
Did not need the technical su...	127



23. The Secretariat had prepared a user guide for the Interactio platform (available at <https://www.cbd.int/conferences/sbstta24-sbi3-prep/interactio-user-guide>). Have you used the user guide?

Yes	120
No, I did not need the user gu...	112
No, I did not know there was ...	47



24. How useful was the guide?

Extremely useful	42
Somewhat useful	68
Neutral	9
Not useful	0
Not useful at all	0



25. If the guide was not useful, please indicate below what could be improved?

0

Responses

26. If you had an unresolved technical problem, please briefly describe it in the text box below.

73

Responses

27. Why did you opt for viewing the meetings on the CBD YouTube Channel?¹⁰

- I did not know I could access t... 4
- I received a direct link to the Y... 2
- I had difficulties accessing Inte... 6
- I find it easier to use YouTube 6
- Other 0



28. Please provide any other comment(s) about your overall user experience during the special virtual sessions in the text box below?

143

Responses

*Annex II***COMPILATION OF WRITTEN COMMENTS PROVIDED THROUGH THE SURVEY ON
VIRTUAL MEETINGS USER EXPERIENCE**

Question 11. If the process of taking the floor was difficult, how would you improve it?

1 response (0.3% of total respondents)

ID Responses

1	More information: have Chair received request to speak? In which place is my country?
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Question 13. If accessing the Interactio platform was difficult, briefly describe what problem you encountered and what could be improved in this regard.

9 responses (3%)

ID Responses

1	Dificultades de conexión, dificultades para hacer log in, dificultades para encontrar el link indicado
2	My connection was very slow it connected with the platform and then disconnected and refuse to connect again
3	On Sep 18, I could not log in with my e-mail address so I had to watch the session on you tube.
4	Servidor del CBD más potente. Independiente de servidores fuera del sistema NU. Invertir en hardware y software.
5	There were frequent connection problems, although they might be partly due to the wifi signal at my guest address in --- (I am normally based in ---). But more importantly, there was not enough time to take the floor. I did appreciate the chair's willingness to allow the formal major groups (IIFB, Women's Caucus, CBD Alliance) to speak, though.
6	Interaction was not working with our standard browser at work (MS Edge), so we needed our IT department to install google Chrome. We were running the test connection several times and good positive feedback on the audio quality and volume, but when it was our time to speak, the micro volume was way too low every time. Since you max have 3 min to speak, the audio quality should be good when you have tested the system before. I also observed that other speaker had good audio quality right before the meeting during the test session but could be barely understood when they got the floor. The user guide showed the option to see a list of

ID Responses

	participants, which is very good and standard in other conference tools. However, during the session, we could not see the list of participants.
7	There was very limited opportunity to interact.
8	Network problems
9	Several commands that made difficult the access.

Question 18. If interpretation was not optimal, what could be improved?

15 responses (5%)

ID Responses

1	En algunos momentos la interpretación no estuvo disponible
2	Переводчики переводили без деталей, только общий смысл, что недопустимо, когда важны детали. Местами переводчики не переводили, ссылаясь на “технические причины”.
3	Sometimes the translators are very lost and late, so the idea expressed is lost. I speak English and see the enormous difference in the understanding and idea.
4	I did not use the interpretation service, just listened to the floor.
5	Utilizar sistema de traducción en línea de ONU.
6	Timing was delayed quite a bit.
7	I remember trying to listen to the session in Spanish and there was no interpretation. I'm not sure but I think it was during a presentation of a Party.
8	L'accès à l'interprétation est un peu difficile.
9	Could consider text if possible or (auto-generated) English subtitles simultaneously.

ID Responses

10	I didn't use interpretation
11	Inform the participant that you need to allow some time when you switch language. Send out information on how to log at least one week before. Some delegates did not receive, other only minutes before the meeting starts.
12	Not used, please insert logic in the questionnaire or an option to skip this mandatory answer.
13	Una persona o intérprete que maneje mejor los dos idiomas y él tenga acceso al internet.
14	Les soucis observés étaient dans le cadre de la traduction Anglais-Français. Les orateurs n'étaient pas très audibles et il y avait un décalage entre la version anglaise et la version française.
15	N/A

Question 26. If you had an unresolved technical problem, please briefly describe it in the text box below.

73 responses (24%)

ID Responses

1	The one unresolved issue was the speed of speakers. It was difficult for the interpreters despite several appeals to speakers to speak slowly! And at times, there was so much ambient noise or feedback in the background maybe which I could attribute to speakers and not necessary the system!
2	When given the floor, I unmuted, which caused my session to freeze. I had to refresh and then it worked. This takes some time... (Microsoft Surface Pro3 using Firefox or Edge over 30Mbps network (no VPN))
3	None...
4	non
5	sin problema durante el evento

ID Responses

6	Not applicable
7	It's difficult to connect to the Interactio platform as I think it requires heavier internet bandwidth. I'm always disconnected.
8	We would like to share the PC with other participants but once we log in as a speaker, we have to use the headset. So, we couldn't share one PC with others.
9	It's OK
10	The guide did not cover all of the actions that needed to be undertaken by speakers. When I first asked for additional guidance, I was just sent a portion of the guide again. I had to send a second email repeating what my request was. Not a major issue - I just think the guide could be a bit more comprehensive in future.
11	n/a
12	No technical problem
13	Had no any [<i>sic</i>] technical problems.
14	no
15	no unresolved technical problem
16	It was okay but network would be shaky but that is difficult to know from where
17	It took quite a bit of time to connect to one of the sessions as I tried to connect just a couple of minutes before the start.
18	none
19	I had technical difficulties on getting access to the meeting. I tried several times to get a new password, but it did not go smoothly.
20	Ninguno

ID Responses

21	None
22	I was registered as a speaker for only the sessions on Sept. 16-17 and as a participant in the Sept. 15 and 18th sessions. I was unable to connect to the sessions as a participant because the system continuously requested a speaker password - despite the fact that I was only a participant in the Sept. 15 and 18 sessions. As a result, I was unable to access the platform during those sessions and, despite contacting the technical support team, this issue was not resolved.
23	Occasional disconnection of the platform from video and audio streams caused the sessions to stop streaming and become unwatchable. YouTube stream was not known about.
24	Des fois le changement de langues se faisait lentement
25	None.
26	As a viewer only, I could not make use of several features of the platform. No technical problems as “viewer only” participant.
27	I didn't
28	I had problem accessing the chat box. it was always blank. I got support from the admin and was able to open it in incognito window but only one of my laptops. I still had the same problem on my other laptop even when I used the incognito window.
29	It kept telling me that my audios are not functioning. I think it was because the connection was slow, and I requested technical assistance but no answer until I disconnected at the beginning of the session.
30	N/A
31	N/A
32	N/A
33	As a member of the --- delegation, I consider an online SBSTTA in this format to be inappropriate, despite the pandemic situation. Several attempts by our delegates to post relevant and necessary contributions were not possible in this online format, causing frustration

ID Responses

	of expectations. This seems to have occurred not for technical reasons of the platform, but for the format and agenda of the event that made it difficult for the parties to participate fully.
34	N/A
35	In my first session, I could not change language from the default to English, because I kept clicking on the text block titled change language, instead on the block below it which if I recall just said speaker. On day 2, I worked this out...but it is not clear until you know. If it said “language of current speaker” it would have been clearer. Also, getting the sound right was not always easy, I prefer my small lap-top speaker, but this did not work at times and at times I had to use headphones.
36	Here in my country, as an NGO, there are some connectivity problems.
37	I was registered to be one of the country’s two designated speakers. However, for the first day, I was only able to access the Interactio portal in listening mode. After writing to the Secretariat and the Help Desk, I was given the directions to use an incognito window.
38	None
39	None
40	None
41	发言者账号登陆无效，需要一个紧急联系人提供支持。发言者可正常登陆参会，但无法正常点击发言按钮发言。
42	I hadn’t
43	-
44	I couldn’t switch back the language to English as I once lost it.
45	NA

ID Responses

46	I experienced some technical difficulties - probable due to rather poor internet connection (or some other reason??) of some speakers it was not possible to understand their whole statement - audio as well as video were often interrupted.
47	The audio quality could be improved
48	Nil
49	No
50	не было проблем
51	None
52	I had audio and video problems, I could not see myself in the room or either and it could not be solved, as an alternate speaker I did not have to make a statement
53	Interactio needs access to strong Internet because most of the time, due to weakness of Internet, the video and audio was a bit late or momentarily cut and we couldn't follow properly the discussion, especially during presentations where participants share their screen.
54	无
55	I was a viewer but I saw some participants who had an access and need to deliver the statement but the connection was not good
56	nothing
57	None whatsoever
58	I did have any unresolved technical problem
59	None
60	No

ID Responses

61	Connexion lente
62	There was a time when speakers came in at the same time
63	I was registered as a speaker, but did not receive password. I reached out to the secretariat but only received a non-speaker password. I believe this could have been avoided if we had received passwords the week before. It would release stress for both the secretariat and participants. I understand that it is difficult for the secretariat to respond to requests from parties very close to the opening of the meeting. They responded surprisingly fast, but again the wrong password was provided.
64	None
65	NA
66	No se puede acceder desde el celular iOS
67	No unresolved technical problem.
68	I was not able to view the chair or the person who had the floor for most of the session. However, the audio was clear.
69	I have not an unresolved technical problem.
70	Pas de problème particulier.
71	Network connection bandwidth was weak sometimes.
72	Internet problem and lack of access to data bundles.
73	Sometimes, I got signed out of the system and had to keep logging in over a few times.

Question 28. Please provide any other comment(s) about your overall user experience during the special virtual sessions in the text box below?

143 responses (48% of total respondents)

ID	Responses
1	Resultaría útil tener una lista de oradores por adelantado y conocer qué partes están conectadas (más que la cantidad de personas conectadas) para tener una impresión de cuál es el nivel de participación.
2	Overall, the virtual session was okay but just connection issues that I encountered that have nothing to do with the system but as a result of my Internet service provider, so I kept on being logged out a lot! At some point, I had to switch from my laptop to use my mobile phone and that was hectic coz I could not see the presentations on my phone!
3	La comunicación se corta
4تذكر صعوبات نواجه ولم سهلة الفنية الأمور كانت.. عام بشكل
5	As a user, it was fine. I would rather comment on the content and structure of the session. I would have liked to have fewer and shorter presentations, and more time for Q&A, to enable speakers to input and to enable the session to be more interactive. Thank you.
6	Interface is very grey... would be useful to highlight clearly option that need to be clicked etc...
7	La plataforma funcionó de manera adecuada. Sin embargo, no se contó con el tiempo de hacer uso de la palabra.
8	Watching and listening was not a serious challenge at all. It was extremely unsatisfactory to have essentially no change to participate in any meaningful way. The presentations were fairly good in general; the Parties droning on with prepared and totally unimaginative texts full of platitudes and vague words intended to be “aspirational” gave the sessions very little real value as anything but a showcase for posturing.
9	Tenía grandes expectativas sobre estas reuniones. Fueron decepcionantes.
10	Poco tiempo para intervenciones, el representante de pueblos indígenas no tuvo oportunidad de hablar.
11	I would like to congratulate the Secretariat for the excellent webinar!!!!
12	Time frame of each speaker should be exercise/limited.

ID	Responses
13	The technical platform was quite good, though some people had Internet issues and it was clear that some people did not read the instructions in advance.
14	Very good platform
15	Creo las sesiones virtuales serán en el futuro próximo el mecanismo por el cual se trabajará la mayoría de las sesiones, por lo que será prioritario que la mayoría de las Partes sepan hacer uso de ella.
16	The sessions were informative to me, though some delegates seemed to be unable to make interventions unfortunately due to the time constraints and technical problems.
17	1. It is better if we can see all of the participants 2. The virtual conference was arranged less interactive than I expected.
18	I did not have any problems myself, but I noticed that many others did. The degree to which many speakers struggled to get their audio going was somewhat distracting and time-consuming. I hope it can be avoided in future meetings of this kind.
19	Excellent choice of selecting a good platform
20	Since online meetings are a new feature, it would take a little time for all participants to be both familiar and comfortable with its features. Perhaps a few ‘Dummy’ sessions may be useful in case of some regions/countries.
21	I have an intermittent connection. The user-interface is nice, but it keeps on disconnecting.
22	The interaction was not letting me in.
23	It was obvious that it was the first time experimenting with this video system, and, therefore, there were many interruptions and issues (for example, speakers not being able to connect, faces of members of the CBD Secretariat showing on the screen when not speaking which was distracting) so it would be useful to test further the technology and make sure that the CBD Sec, SBSTTA/SBI chairs and speakers have some proper training to make the next virtual sessions easier to follow.
24	No special comment

ID Responses

25	This is a relatively complicated platform. However, given the complexity of the needs related to this process, I think it is appropriate. The more participants use this platform, the more comfortable we will all get with it.
26	I thought it went very well technically and congratulate you/Interactio on the smoothness. There were clearly some challenges for speakers to be on video and mute/un-mute, but that is a common challenge with delays and Internet speeds!
27	Не у всех есть хорошее интернет-соединение и возможность подключаться. Не все могут присутствовать на этих сессиях и высказываться. Я считаю, что данный онлайн формат может использоваться максимум для экспертных совещаний, и только в одном регионе.
28	Connection quality of several participants was not that great. Delays and interruptions caused by connectivity problems could become a challenge when it comes to more formal settings.
29	From the technical view ok, not enough time for meeting.
30	Special virtual sessions are a very useful tools under the pandemic or in other special situations only.
31	It was a good new experience.
32	Very good experience
33	There were problems related to the quality of the audio and sometimes also of the video (still or skipped image), probably depending on the speaker of that moment and not on the viewers. Perhaps you should make sure that everyone who speaks and broadcasts presentations and videos has the uploading working properly. Beyond these technical problems, the virtual sessions are still very useful to keep the focus on the work we have to do in the coming months and also to keep us up to date.
34	Sometimes the firewalls in the laptop of some institutions or organizations do not allow you to use INTERACTIO via Microsoft Edge, Google Chrome or Firefox because the browsers are not updated.
35	Apprendre, Approfondir, l'échange des expériences

ID Responses

36	The presentations were interrupted by Internet outages that I experienced.
37	In my view, it was a success it was the first time for such a process for CBD, so, indeed, this was good so far.
38	The quality of the call was hit and miss - it would need to improve for more complex discussions. The audio/visual frequently cut out. e.g., the chair's remarks were often choppy and I could not see or hear the first expert panellist's presentation on resource mobilization. However, I was able to see and hear the second and third presenters, as well as regional statements, clearly.
39	I was a speaker and a viewer and the only negative is as a viewer you did not see what was in the chat and I think the viewers should also have this opportunity.
40	I understand that timing is very tight, but this significantly limits the possibility of a fruitful interaction. In these COVID-19 times, online meetings are the only available option, so it would be better to give them plenty of time.
41	Would be great if also viewers would be able to see (and maybe also provide inputs) into the chat box. Given the very limited time for delivering statements, Parties and observers should maybe be encouraged to provide statements via the chat box?
42	It was a pity that: i) The chat function was not visible to participants that were not listed as "Speakers". ii) Even if an individual/organization was listed as a Speaker, there was no designated time/space for them to take the floor, an oversight that effectively made the registration as a "Speaker" unnecessary. For reasons of transparency and a more realistic re-enactment of actual sessions happening in person, there should always be a designated time frame for at least some registered Speakers to have the opportunity to take the floor. iii) The chat function was used for irrelevant purposes at times (such as greetings). iv) There was no response, acknowledgement or consideration by the presenting Parties or Organizers of the questions, feedback, comments and remarks included. v) The time allotted to the Special Virtual Sessions (especially the SBI ones) was clearly inadequate. To that end, there should have been at least an extension of the completion of the sessions, instead of interrupting or hurrying key presentations or remarks. The latter made the Sessions counter-productive and at times lacking cohesion.
43	great!
44	Très bonne expérience surtout avec les restrictions dues à la pandémie Covid, cette technique est devenue pratique courante surtout les webinaires et les discussions virtuelles

ID	Responses
45	It was not a pleasant experience at all this time.
46	Ninguno
47	<p>The training was very useful for the participants to figure out how to navigate the system and when taking the floor. I would suggest that a separate training in advance for the presenters would be useful as this took some time and they also had issues as well. Another suggestion would be for the Secretariat to advise presenters to reduce presentation slides as a few took way too long and did not have time for Q&A. Since this is also virtual, when countries make an intervention, to go straight to the point and none of the formalities etc. It would also be good to notify Parties/Observers/Speakers that if they want to make interventions they have to submit them in advance - some of the Parties/speakers wanted to make interventions but were not aware that only those who had made submissions were allowed to speak.</p>
48	The virtual sessions were great
49	No comments.
50	C'était très enrichissant d'utiliser ces technologies
51	We could require additional time for discussions if the topic is very useful and engaging to all participants.
52	The only problem was that some speakers had connection problems, I think that it is important that the speakers ensure a good connection to avoid these problems.
53	Due to a restricted time regime, there were only a few interventions. Several participants faced technical challenges at the beginning of their intervention. Time limits for interventions should be respected.
54	Registered speakers had many technical difficulties, which led to considerable delays and omissions of statements of Parties and observers. Sometimes, the audio quality of speakers was so bad that their interventions could hardly be understood. Some parts functioned quite well; others were very difficult to follow.
55	It was very interesting as a "speaker" being able to see and interact in the chat room. It is, perhaps, a tool with a lot of potential for submitting official statements for those who don't have the time to take the floor.

ID Responses

56	It wasn't easy to figure out how to mute myself and turn off my video. Changing interpretation languages wasn't straightforward either. In addition, there were several videos shown on the screen and, with original and interpretation voices running, it was somewhat confusing to figure out who was speaking.
57	It seemed there were technical issues on the side of the participants of SBSTTA as ICCA video and sound jumped in while GYBN was talking and then then technicians switched back to GYBN but never gave ICCA the chance to speak again...
58	Except limited participation of parties (I think it was because of the time constraint), everything was nice.
59	A dog was heard barking at one instance.
60	I found the high number of participants who wanted to speak but could not be heard quite concerning. I don't think that is to be blamed on your platform, or on the inability of those participants to use the platform correctly, but, rather, on issues with the connection/Internet access and stability. I therefore doubt that there will be much opportunity on your side to improve these problems, as you don't have much influence on the local Internet stability or bandwidth. It might make sense to suggest that the visuals/camera be turned off in case problems occur, as this significantly reduces the bandwidth needed.
61	I disconnected early, so no experience, it is not your fault but my browser.
62	Presentations and speakers should appear on the biggest of the 3 screens. With the chair being bigger and the speakers being smaller, presentations were sometimes very hard to see and follow on the screen.
63	None at this time
64	I experienced a slow connection. I had to reload in order to see the image of the speaker speaking.
65	The pre-registered question arrangement limited interaction and the virtual meeting arrangement is not fit for the LDCs. There is very inadequate infrastructure for virtual meetings and very high data costs. Thank you. It was a great experience.
66	The session was quite productive and useful. Many thanks for everything!

ID Responses

67	As a member of the --- delegation, I consider an online SBSTTA in this format to be inappropriate, despite the pandemic situation. Several attempts by our delegates to post relevant and necessary contributions were not possible in this online format, causing frustration of expectations. This seems to have occurred not for technical reasons of the platform, but for the format and agenda of the event that made it difficult for the parties to participate fully.
68	I attended all 5 sessions, and was registered to speak in 2 of them but I did not as I was not lead. I did post 2 content-related questions on the side and these were promptly and well answered by the speakers in the text section, as well as one being considered orally. The content of the 5 days was really good, and I took fairly detailed notes on my iPad whilst listening on the laptop (so actually the visuals were not so important, and could have reduced bandwidth in my view....). If I had to be critical, it would be that too many speakers tried to generalize about matters, often leaving little time for questions to be addressed, which means that specific questions or unfolding threads can be lost. For example, the OSPAR presentation on Friday, whilst being a good presentation on its own merits, as a last presentation, it seemed to drag on and repeat general points taking us right up to time. Fortunately, the chairs extended the session. So, my recommendation would be for speakers to be instructed to be more specific, and not to spend 50% of their time generalizing... unless this is what they have been asked to do.
69	I think this survey could have been sent sooner...
70	الاجتماعات تكون أن يمكن لذلك الوجاهية الاجتماعات عكس على المداخلات و الملاحظات لإبداء كاف الوقت يكن لم قرارات وإتخاذ صياغة و لمناقشات تحتاج لا التي المواضيع لبعض الافتراضية
71	Need support to participate and talk in the CBD COP as a senior expert/scientist protected biodiversity against toxic compounds for decades.
72	I have registered as a speaker, but I could not access the interactio and thus I could not take the floor to make comments on our views. The system for virtual meetings is essential to give all Parties an equal opportunity. I think written submissions would be effective rather than virtual meetings for future negotiation.
73	i) The chat function was not visible to participants that were not listed as “Speakers”. ii) Even if an individual/organization was listed as a Speaker, there was no designated time/space for them to take the floor, an oversight that significantly compromised the potential of input from a wider set of speakers. For reasons of transparency and a more realistic re-enactment of actual sessions happening in person, there should always be time allotted for at least some registered Speakers to have the opportunity to take the floor, designating separate time frames for Parties and civil society organizations and coalitions. iii) The chat function was used for irrelevant purposes at times (such as greetings). iv) There was no response, acknowledgement

ID Responses

	or consideration by the presenting Parties or Organizers of the questions, feedback, comments and remarks included in the chat function. This is problematic in two ways: Firstly, some of those comments were conducive to a more fruitful and productive discussion and secondly, given the lack of allocated space for civil society input, their voices went unheard. v) The time allotted to the Special Virtual Sessions (especially the SBI ones) was clearly inadequate. To that end, an extension should have been provided before the completion of the sessions, instead of interrupting or hurrying key presentations and remarks. The latter made the Sessions counter-productive and at times lacking cohesion.
74	The platform works well.
75	Ok experience, but I don't know to find the Spanish channel.
76	Didn't know about the training sessions. If they are still available - recorded sessions, please do share the links. Would be useful for our teams and partners.
77	The YouTube channel link was helpful as this provided flexibility for viewing the sessions.
78	It will be necessary to inform the participants at the beginning of the session to write the name of the country or identify if the participant is observer, civil society or media. Will be clear for the participants as well as the organizers.
79	The experience was very good; I had no problems with the platform, audio or video.
80	Mis compañeros y yo recibimos el correo de registro a las reuniones virtuales en la bandeja de correo no deseado, por lo que algunas personas indicaron (de manera equivocada) que no habían recibido la confirmación de su registro.
81	I was satisfied with the logistics and with the overall execution of the virtual sessions.
82	会议效果受到网络条件的影响比较大。受到会议时间限制，各缔约方发言机会有限。
83	It was an excellent experience in which I could hardly have participated if it had been in person.
84	It would be good for more discussion time to be built into these virtual sessions to allow the opportunity for more Parties and Observers to speak.

ID	Responses
85	-
86	Very good format for overcoming Corona and safeguarding nature.
87	In some sessions, there were frequent situations video freezing, and, though the audio was ok, I had to refresh the browser to re-access the session and be able to see the slides and people in the session.
88	I believe the sessions are of utmost importance for the work on the Convention and the protocols. Unfortunately, translators stopped translating very punctually when the foreseen time of the closure of the meeting ran out. Thus, the Chinese speaker was not able to speak.
89	It may be a --- issue, but the Interactio platform really used a lot of bandwidth, which our systems were struggling with. I would have preferred a function where I could switch off the videos to simply listen to the audio and get a better quality experience that did not lag or pause.
90	We appreciate the efforts to organize these meetings online in light of the current situation, and the efforts made to allow observers to contribute to the process. The main problem is the lack of time available for discussions.
91	Quisiera que los que participamos, tengamos oportunidad de opinar y consultar sobre buenas practicas.
92	In general, a good experience.
93	C'est la première fois, besoin de renforcement surtout pour l'enregistrement des sessions, c'est difficile d'enregistrer et de télécharger après la réunion.
94	Was excellent
95	It would be very good to see some kind of waiting list, if you request the floor, so you get an idea when it's your time and how many people are waiting to speak. If the list of participants would be visible to everyone and would indicate who requested the floor on a specific item, you would also get a better understanding about the dynamics in the virtual room e.g. if people respond to a statement etc....
96	Excelente experiencia, se debería la información de las sesiones a las universidades.

ID Responses

97	Interesting, exciting and inspiring. Some difference of the quality of audio input from participants, in some cases, it did hinder the perception, but mostly quite OK. The use of good headphones should be further promoted until this is generally perceived by delegations.
98	I love to learn new things, our curator Polina Shulbaeva helped us during the connection.
99	I think it was a very good experience, I had colleagues and interpreters who talked to me about this platform recently and they gave me good comments as well.
100	C'est intéressante, mais besoin beaucoup plus d'appui technique.
101	It was a great learning experience.
102	Sometimes there was a blank in language interpretation in French.
103	Very well done, could tell that panellists and presenters had practiced and rehearsed the session, which made for a very smooth and enriching session.
104	I think I was registered officially but I did not receive any link to attend as a Party.
105	缺乏面对面的互动，不能自由提问，会议成效不理想
106	Good
107	Good apps
108	For some countries, the network is unstable so that they were on and off from time to time, which affects the whole session somehow.
109	Despite having had numerous representatives from all parts of the world, the webinar, all in all, went very smoothly.
110	I think for quality audio and video interfaces, one needs a stable and reliable source of Internet connection.

ID Responses

111	It would have been good to announce (and make it clear) before that observers would not be allowed to take the floor. Only a couple of observers were allowed (they pre-registered?) and that created a lot of frustration. The fact that interventions, questions and answers! from Parties/presenters were prepared in advance didn't allow for real discussion and interaction. It is understood why this is done like this but, still, at least a portion of time should be left for "free" discussion.
112	Fine
113	Thank you for the important work that you do for the holistic wellbeing of all earth-born beings!
114	The virtual sessions were good.
115	Very positive.
116	I believe this platform can be used for the formal meetings of SBI and SBSTTA. Small changes can be made, and parties will learn how to use it. Very useful that the secretariat keeps on informing about how to "raise hand" and speak. Parties will forget this from one day to the other. However, be mindful to not give too much information "live". Only the really necessary info. The rest can be provided in written form.
117	J'aurais aimé que plus de temps soit donné aux interventions des Parties et aux questions/-réponses, surtout sur des thématiques aussi importantes. On aurait pu réserver plus de jours à chaque thématique.
118	Good option for the situation that we are living and the need to discuss issues that cannot wait
119	Considero que es importante realizar estas reuniones virtuales sin un horario muy extendido y con temas puntuales de discusión para mantener el momentum de las mismas. Es muy importante avanzar en el nuevo marco de biodiversidad post 2020 e ir aterrizando consenso entre las partes. Sin embargo, las reuniones virtuales y sobretudo tener videos pregrabados dificulta mucho la discusión
120	It was not clear when individual parties should raise hands to intervene. This would have been clear during a face-to-face meeting

ID	Responses
121	It was not an intuitive platform to use, and we had difficulties receiving the passwords. I tried to use the platform before to make sure I knew how to use it, and it wasn't working correctly. However, during the meeting there were no problems.
122	The virtual sessions were excellent.
123	Creo que mismo en el período pos pandemia este será un recurso muy útil que amplía las posibilidades de participación.
124	The chat facility is useful, but it would be very helpful if participants could be encouraged to provide only very brief comments, not quasi-interventions, as this takes up too much space on the chat facility.
125	There was poor connectivity on my side due to Internet interruptions and low bandwidth.
126	They fulfil satisfactorily the need of presential meetings for the main key issues. Its lower duration provokes though a deficit on retrieval of opinions/views from the floor, compared to presential meetings. It is also needed to clearly announce if interventions from the floor will be needed/offered by any presenter just when s/he starts the presentation and not announce it and the end (it happens sometimes - e.g. working groups result in synthesis presentation). I attended in another frame an EU 10-hour virtual meeting, and such long durations show themselves to be neither reliable nor efficient, since virtual meetings demand stronger, fatiguing, every-minute attention, higher than presential ones. Time duration of CBD meetings is perfect, but, for some topics, consecutive days' meetings might be adequate to extend duration.
127	It was overall good but the organization of training sessions has a scope for improvement - it was too long and started late.
128	It would be useful to have clarity on when Parties will have an opportunity to speak in the sessions. There was a lot of confusion as to when and how many Parties would have an opportunity to speak. Information on the time allowance for interventions could have been available much earlier to allow for effective preparations.
129	Me pareció muy útil y adecuada para realizar las reuniones, y ha servido de manera apropiada como una etapa de prueba para utilizarla en reuniones futuras.
130	Se puede mejorar las programaciones para dar mayor participación a las partes, eso contribuiría a una mejor igualdad.

ID Responses

131	Las sesiones se escucharon claramente en idioma español, y no tuve ningún problema con el sonido y/o temas técnicos.
132	It would have been helpful if the speakers' list or at least the name of the speaker at the moment showed up. Some speakers did not have their actual name showing or the country was not showing. The switching of the speakers was fairly smooth. I was impressed with the speed of video uploading after the sessions were over.
133	The special virtual sessions are a very useful tool to keep contact and up-to-date for all parties on the activities of the CBD and the upcoming meetings and the need for the preparations of these meetings (gaining time) and sharing experiences.
134	NO
135	It was easy to navigate.
136	Overall, our appreciation of the virtual format is positive, in particular for its efficiency in terms of liberating time for negotiations during physical meetings. It also allows for broad participation by persons who may not normally be in a position to attend the physical meetings of SBSTA and/or SBI. We would welcome seeing the format used for appropriate items in the future, in particular for opening statements and presentations / agenda item introductions by experts.
137	I was not able to log in with the password I was given, so I had to create another password to get in. This was not difficult to do. That was the main issue I had in accessing the platform.
138	-
139	Le temps imparti aux discussions n'a pas permis à tous les participants de s'exprimer. Aussi, le fait d'être à nos lieux de service n'a pas permis une disponibilité totale et même l'assiduité due à d'autres interpellations professionnelles.
140	Some speakers were not audible due to network connection problems.
141	NEED TO MAKE FREE WIFI AND DATA BUNDLES AVAILABLE TO PARTICIPANTS.

ID	Responses
142	The system also seemed to do that when Internet connections were a bit unstable, and this is a problem for certain countries, particularly in my region.
143	The interpretation was very useful and necessary for these kinds of meetings; we need more time to make the interventions and to listen to others