



■ Sharing Experiences, Tools and Methodologies in the Field of Monitoring and Evaluating Technical Assistance Activities – supplementary information

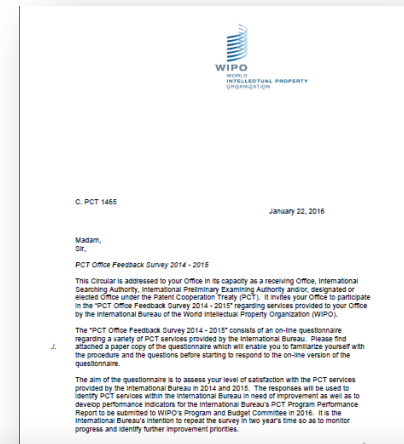
WIPO Roundtable on Technical Assistance and Capacity Building: Sharing Experiences, Tools and Methodologies

**Geneva
May 12, 2017**

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Director
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Office survey

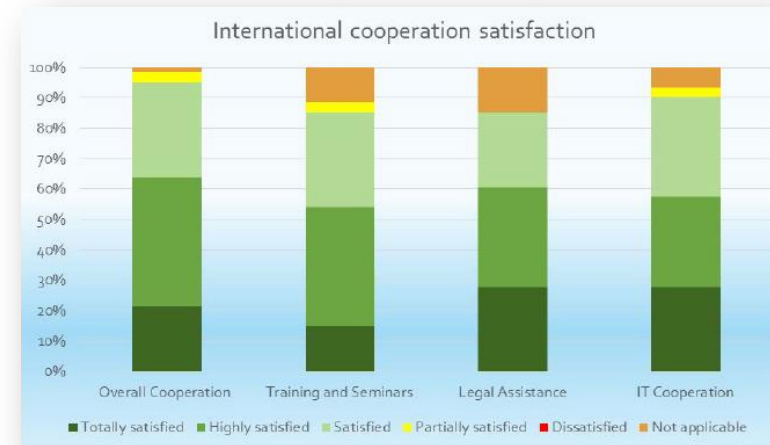
- Sent to all the PCT Member States
- Respond on-line
- Cooperative Activities
 - Training and Seminars
 - Legal Assistance
 - Technical (IT) Cooperation
- IT Tools
- Meetings
- Operations
- Document Availability
- Translation



The image is a screenshot of the online questionnaire interface. At the top, it says 'PCT Office Feedback Survey 2014-2015' and has an 'English' button. Below this, the section 'PCT Cooperative Activities' is highlighted. The first question asks to rate satisfaction with PCT cooperation activities such as training and seminars, legal assistance, and technical (IT) cooperation. It provides radio button options for 'Overall': 'Totally satisfied', 'Highly satisfied', 'Satisfied', 'Partially satisfied', 'Dissatisfied', and 'Not applicable'. There are three sub-questions for rating satisfaction with training and seminars, legal assistance, and technical (IT) cooperation, each with the same set of radio button options. The second question asks for thoughts and suggestions regarding PCT training and seminars, legal assistance, and technical (IT) cooperation, with a text input field. At the bottom, there is a table of contents for the survey sections: PCT cooperative activities (1 - 2), PCT IT tools (3 - 4), Organization of PCT administrative bodies (5 - 6), PCT international applications processing service (7 - 8), PCT document availability (9 - 10), and PCT translation service (11 - 12). The page number '13/16' is visible at the bottom left, and the footer reads 'A PCT Office Feedback questionnaire from the World Intellectual Property Organization'.

Office survey: Results

- Sent to all the PCT Member States, also available on the website
- 61 responses (40% of the total) in 2016
- Overall 96% satisfaction rating
- Used as a performance indicator



Satisfaction of Offices and International Authorities with PCT cooperative activities

Updated Baseline end 2013:
56 (95 % out of 59 beneficiaries of PCT cooperative activities; 85% out of the 66 survey respondents) (2012 survey)

Original Baseline P&B 2014/15: 59 respondents expressed satisfaction with the activities in 2011 (95% out of 62 involved in the activities/ 86% out of all 69 respondents)

Maintain the 2011 level of satisfaction of Offices and International Authorities

58 (96% out of 60 beneficiaries of PCT cooperative activities; 95% out of 61 survey respondents) (2016 survey)

Fully Achieved

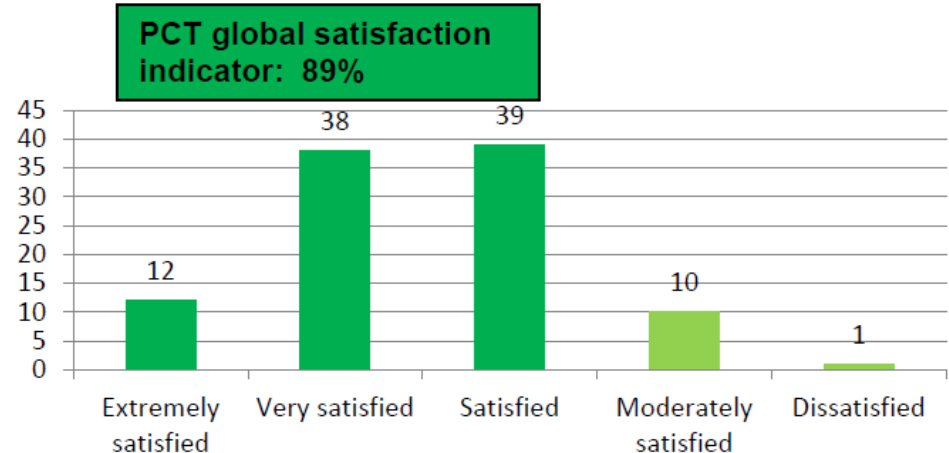
User survey

- Sent to more than 10,000 users by email
- Contacting WIPO
- PCT Staff at WIPO
- PCT Services provided by WIPO
 - Information Resources
 - PCT Training
 - Processing of PCT Applications
- Value of PCT Services

3 - PCT SERVICES PROVIDED BY WIPO					
3.2 - PCT TRAINING					
PCT Seminars					
Have you attended a PCT seminar taught by a WIPO representative?	Yes	No			
	<input type="checkbox"/>	<input type="checkbox"/>			
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Availability of seminars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Materials provided during the seminar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Quality of the presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Training content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT seminars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCT Webinars					
Have you participated in a PCT webinar?	Yes	No			
	<input type="checkbox"/>	<input type="checkbox"/>			
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
Frequency of webinars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Usefulness of the webinar archive recordings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Topics variety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Quality of the presentations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Training content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT webinars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCT Distance Learning Course					
Have you taken the PCT Distance Learning Course?	Yes	No			
	<input type="checkbox"/>	<input type="checkbox"/>			
	Meets my expectations	Does not meet my expectations	Don't know, Not applicable		
User-friendliness of the online course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Technical support received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Training content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	Weak	Average	Good	Very good	Excellent
Your evaluation of PCT Distance Learning Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCT Video Training Series					
Have you watched one or more segments of the PCT Video Training Series?	Yes	No			
	<input type="checkbox"/>	<input type="checkbox"/>			

User survey: Results

- Reported in the PCT/WG
- More than 1,000 responses received (10%)
- More than 1,000 free text comments
- 89% global satisfaction
- Uses as a performance indicator



Performance Indicators	Baselines	Targets	Performance Data	TLS
Level of satisfaction of PCT users with user-focused information and training services	2009 level of user PCT satisfaction with PCT user information and training services	Maintain or increase 2009 level of PCT user satisfaction	Overall PCT user satisfaction with WIPO-provided PCT services increased 11% since 2009 to 89%.	Fully Achieved

Questionnaire for each event



FEEDBACK QUESTIONNAIRE

This questionnaire is aimed to gain feedback from participants about events delivered by WIPO, in order to evaluate and improve WIPO PCT-related cooperation activities.

Event:					
Date:	Place:		Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female		
Business title:			Organization:		
Business field: <input type="checkbox"/> Government/ IP Office <input type="checkbox"/> Academia <input type="checkbox"/> Attorney <input type="checkbox"/> Private company <input type="checkbox"/> Others []					
Position: <input type="checkbox"/> Senior Management <input type="checkbox"/> Middle Management <input type="checkbox"/> Staff					
Please rate the following aspects of the event, check marking the boxes that apply:					
	Very High ☺	High	Medium ☹	Low	Very Low ☹
1. Relevance The subject(s) was(were) relevant to your work/interests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Quality					
a) Please indicate the overall quality assessment of the presentation(s)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The objective of the presentation(s) was(were) clear and concise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The presentation(s) was(were) well organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The handouts, visual aids and supporting material were useful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The time was well managed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Utility Please indicate the likelihood that you will use what you have learnt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Which subject was of the most interest?					
5. Were there any subjects that could have been covered more extensively?					
6. Is there any subject, not dealt with, which you think should have been covered?					
Additional comment or feedback (suggestions for improvements, etc.):					

Thank you for taking the time to provide feedback.

■ Relevancy

■ Quality

Clear/concise

Presentation

Supporting materials

Time allocation

■ Utility

■ Free comments

Most interest

More extensively

Other subject

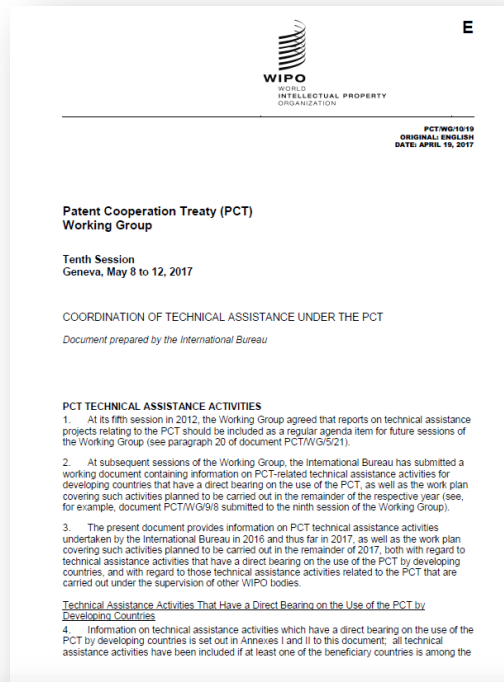
Discussion at the PCT/WG

■ Coordination of Technical Assistance under the PCT

■ Reporting mechanism (PCT/WG/10/19)

□ List of activities

■ Opportunity to have direct feedback from the Member States



PCT/WG/10/19
Annex I, page 4

DATE	FUNDING	EVENT TYPE	CONTENT	EVENT DESCRIPTION	CO-ORGANIZER(S)	LOCATION	PARTICIPANTS FROM	P.TYPE	P. NUMBER
2016-4	FITI/IP	PCT Workshop and Seminar	BC	Regional Workshop on Patent Examination Quality Management under the Japan Funds-in-Trust		Malaysia (MY)	Malaysia (MY)	Office	27
2016-4	REG	Workshop	C	Training of patent examiners on worksharing		Bahrain (BH)	Bahrain (BH)	Office	3
2016-4	REG	PCT Workshop and Seminar	BC	Sub-Regional Workshop on the PCT, Dushanbe, Tajikistan		Tajikistan (TJ)	Kazakhstan (KZ) Kyrgyzstan (KG) Tajikistan (TJ) Turkmenistan (TM) Uzbekistan (UZ)	Office + Users	150
2016-4	REG	PCT Workshop and Seminar	BC	Skolkovo Patent School	WIPO Office in the Russian Federation	Russian Federation (RU)	Russian Federation (RU)	Users	240
2016-4	REG	PCT Workshop and Seminar	BCD	ePCT Training Workshop	DIGERPI	Panama (PA)	Panama (PA)	Office + Users	4
2016-5	REG	PCT Workshop and Seminar	B	PCT Seminar	OEIPI	Turkey (TR)	Turkey (TR)	Users	15
2016-5	REG	PCT Workshop and Seminar	BC	PCT Awareness-Raising Seminar	GCC	Saudi Arabia (SA)	Bahrain (BH) Kuwait (KW) Oman (OM) Qatar (QA) Saudi Arabia (SA) United Arab Emirates (AE)	Office + Users	32
2016-5	REG	PCT Workshop and Seminar	BC	PCT National Seminar	OCPPI	Cuba (CU)	Cuba (CU)	Office + Users	225
2016-5	REG	PCT Workshop and Seminar	BCD	Sub-Regional Training Event on the PCT System – IP Office Staff from ASEAN Countries	WIPO Singapore Office	Singapore (SG)	Cambodia (KH) Lao PDR (LA) Indonesia (ID) Myanmar (MM) Malaysia (MY) Philippines (PH) Singapore (SG) Thailand (TH) Viet Nam (VN)	Office	9
2016-5	REG	PCT Workshop and Seminar	BC	ePCT Workshop with the Hellenic Industrial Property Organization (OEI)	OBI	Greece (GR)	Greece (GR)	Office	4

Further measures

- Initial (pre) assessment test
- Evaluation test (at the end of the workshop)
- Follow-up questions after events (difficult to collect responses)