## Virtual Governance Meeting 2021 June
## Summary of Feedback & Recommendations

Here's a summary of the feedback collated from the Virtual Governance Meeting 2021 post-event survey including recommendations from the Event Working Group following their meeting on Wednesday 7th July 2021.

There was a higher response rate compared to March's virtual that only gained a 13% response rate.

**Registrations:** 443 registered from 56 countries.

**Actual Attendance:** 360 attendees from 49 countries.

**Survey Responses:** 67 (18-19% Response Rate).

Overall experience of the core elements of the event were received as satisfied or very satisfied at 77% or over taking into account any specific areas of non-attendance.

| Registration and access to the platform:<br><br>Total: 92% satisfied or very satisfied | Finding your way around the platform:<br><br>Total: 87% satisfied or very satisfied |
|---|---|
| Breakout Sessions:<br><br>Total: 64% satisfied or very satisfied<br>NB: 14% did not attend | Opening Plenary:<br><br>Total: 77% satisfied or very satisfied |

Overall satisfaction on meeting aims were reasonable, however you will notice a percentage of undecided attendees. The aim to listen to attendees' views, thoughts and ideas received below 50% satisfied rating' this is consistent with comments across all responses requesting more debate, more specific content around key organisational priorities and interaction.

| An opportunity for attendees to reconnect and network:<br>Total: 62% satisfied or very satisfied<br><br>NB: 31% are undecided | Shared the challenges and opportunities for Cochrane:<br>Total: 71% satisfied or very satisfied<br><br>NB: 19% are undecided |
|---|---|
| Harnessed the collective brain power of our global community but listening to your views, thoughts, and ideas:<br>Total: 48% satisfied or very satisfied<br><br>NB: 30% are undecided & 17% unsatisfied | Introduced Judith Brodie, our new interim Chief Executive Officer:<br>Total: 90% satisfied or very satisfied |

**Technical difficulties:** Technical issues were minimal, 15% of responses reporting issues, all of which could be deemed local to individual user-engagement, not universal. One main technical function missing was live captioning functionality noted by a number of attendees.

**Reasons for non-attendance:** This particular question was targeted at the individuals who did not register for the event. The response rate for this survey was low with only eight replies, however, predominately these responses reported that there was not enough notice given for their schedules other meetings and personal circumstances taking priority.

Please see the associated appendices for full breakdown of the survey responses and event statistical data in the accompanying attachments.

## Recommendations & Improvements

- **Lack of captioning for speech to text** has been a consistent theme as well as mentioned live during session 1. For session 2, a Google Chrome Browser captioning plugin was offered and tested, it worked very well during the Main Plenary, however it was noted it struggled to translate in one of the breakout groups specifically with a strong American accent. This is recognised as an important accessibility function and needs to be implemented going forward for all events with the potential for paying for an external individual to provide the service live during events.

- **More opportunity for increased attendee participation.** It was noted in the feedback that attendees would like an opportunity for debating, more question and answer time, as well as interaction and evaluation from the polling function.

- It was felt that the final Main Plenary session could have been a **longer more informative session** debriefing from the breakout sessions and more specific content required on key organisational priorities.

- **Content variety** to suit specific groups of the Cochrane Community. Popular future topics included future plans for fundraising, open access and how to operationalize the future Strategy for Change. There is potential to build more interactive engagement with specific constituent groups as part of a longer-term virtual events and communications plan.

- It was suggested that the speaker selection could be deemed as quite hierarchical in nature and questioned **are we representing the wider Cochrane Community?** It was suggested that future speakers should involve members of the Council to present or key constituent groups to a wider representation at events. This was endorsed by members of the Events Working Group.

- Increase the **opportunity to debate and discuss topics in smaller groups**. Create and promote meetings for debate and group discussion on specific strategic plans or projects to ensure consistent attendance throughout to limit drop offs and maximise involvement. The potential to use more pre-recorded content pre-event to lead into live debate.

- Recommendations for future key topics, **fundraising, open access, operationalizing the Strategy and editorial priorities/future of review production.**

- Aim to create **variety in networking situations** to ensure new connections are being made - particularly pertinent for Session 2 – fewer attendees and were from the Americas mainly which resulted in colleagues 'networking' with friends and close colleagues due to time-zones which limited opportunity to meet 'new' Cochrane people.

- Recognised that the **virtual format does widen attendee participation** who would not normally be able to attend in person. Taking into account virtual event fatigue, it would still be seen as a positive to integrate regular virtual Community events/meeting into our planning in the future regardless of in-person events. Recognition we are global, and the pandemic has shown us how we can, and should continue to, operate in this brave new world.

Jo Anthony and Richard Devany
Cc Events Working Group
9th July 2021