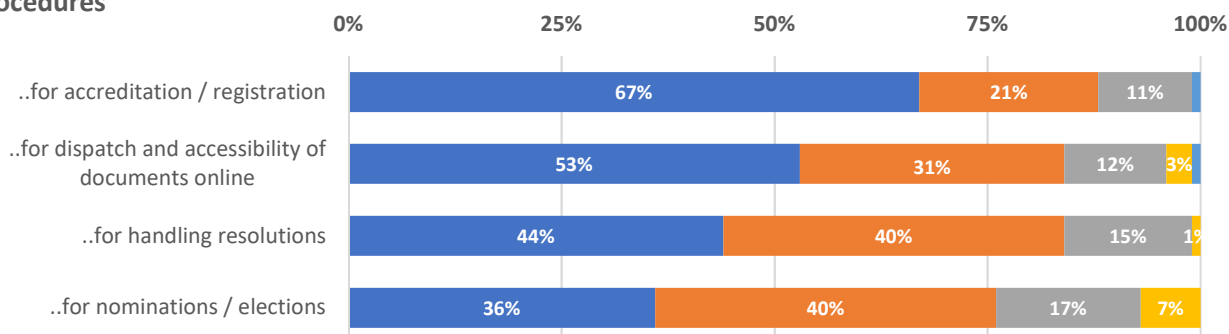


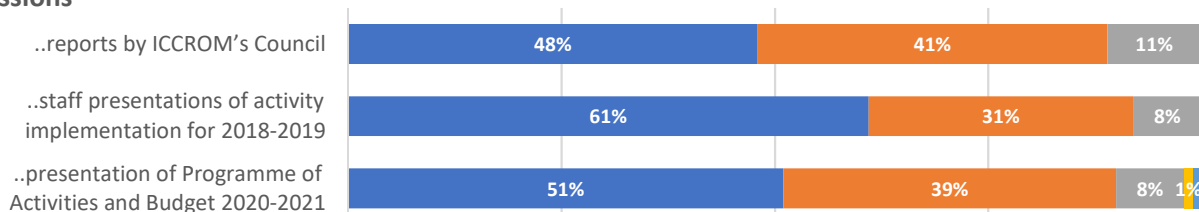
ICCROM 31st General Assembly Evaluation

1. OVERALL ORGANIZATION *(number of responses: 75)*

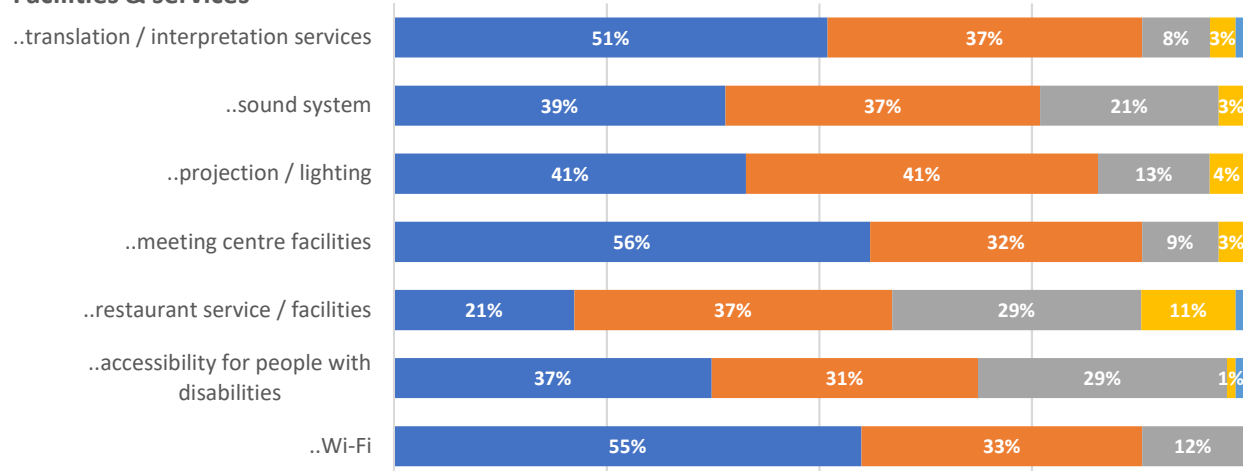
Procedures



Sessions



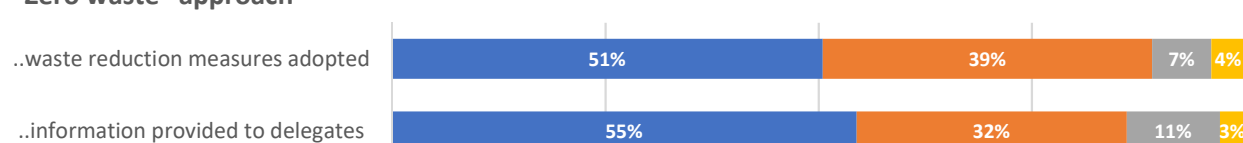
Facilities & services



Side event



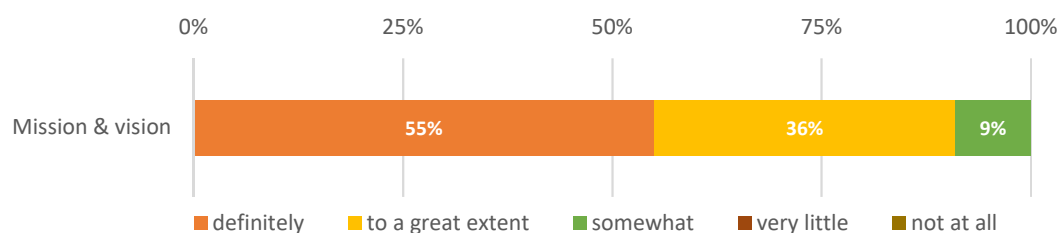
"Zero waste" approach



■ excellent ■ very good ■ good ■ fair ■ poor

2. ABOUT ICCROM *(number of responses: 75)*

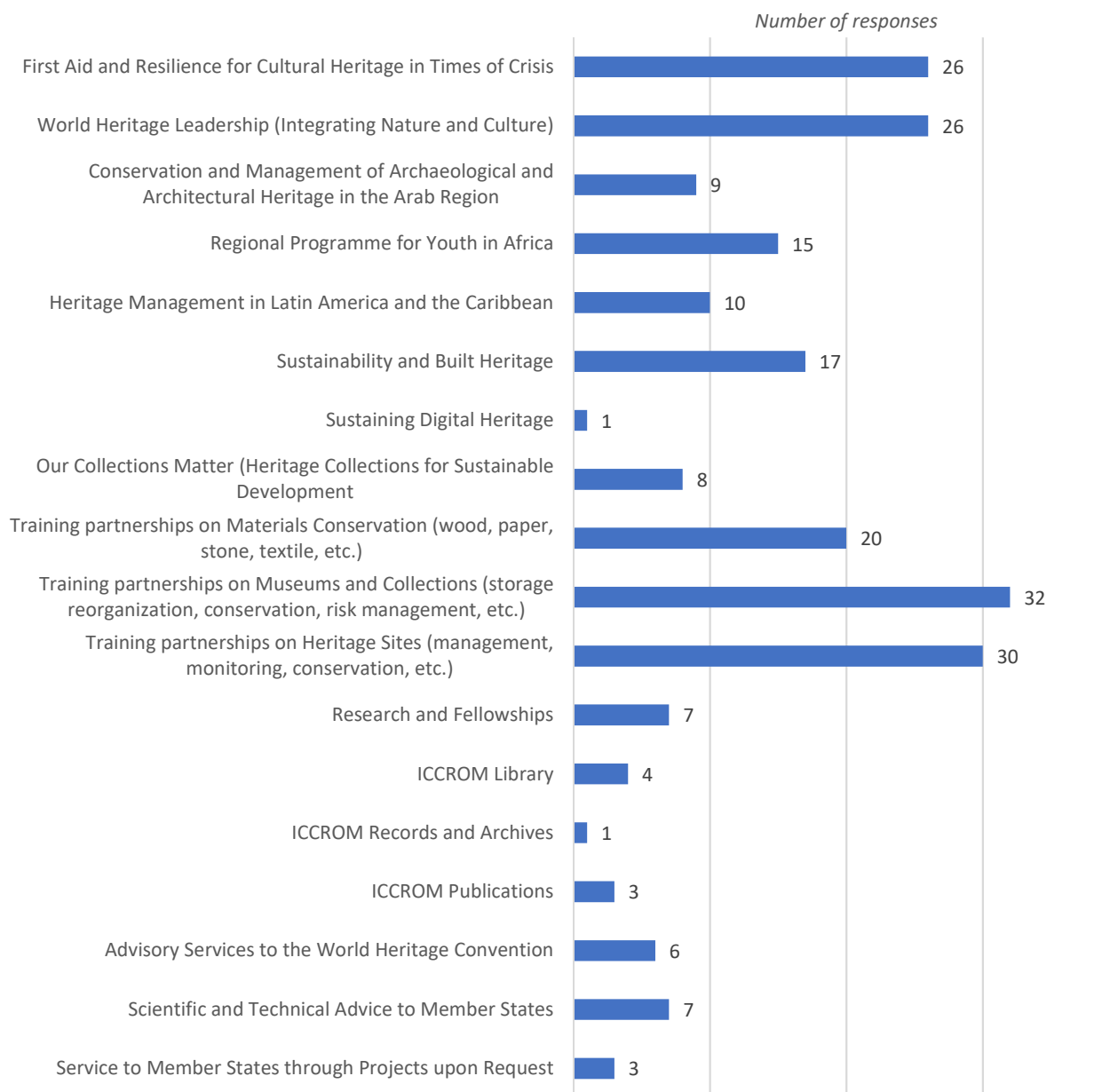
Are ICCROM's mission and vision clearly conveyed throughout this event?



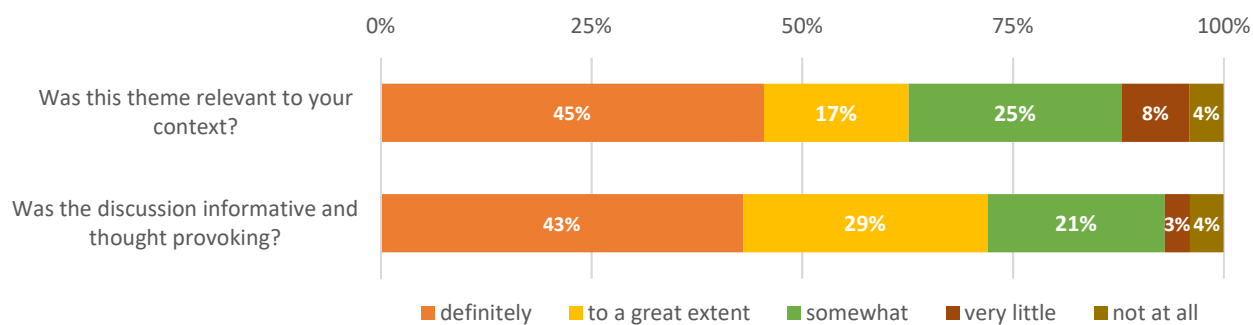
Are ICCROM's strategic objectives clearly addressed?



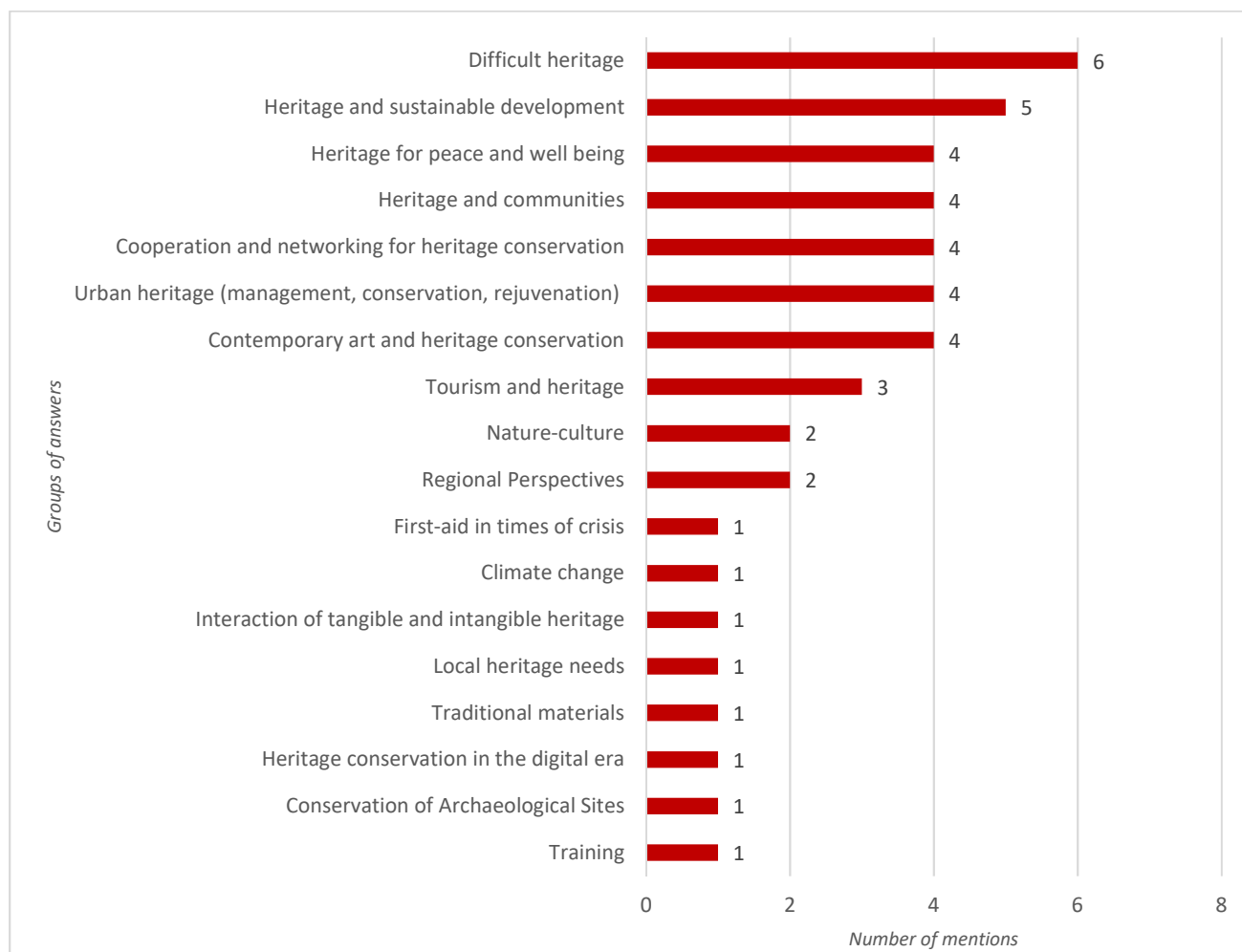
Select the 3 activities of ICCROM's programme for 2020-2021 that are most relevant to your context: (number of responses: 225 from 75 respondents)



3. THEMATIC DISCUSSION on Decolonization and Heritage Conservation (number of responses: 75)



What theme would you recommend for the next General Assembly? (number of responses: 46)



Proposed themes organized by categories:

Difficult heritage

Continued talk on decolonizing the practice of conservation

Difficult heritage

La restitution des biens culturels

Moving on with decolonization & heritage conservation. Finding shared grounds for discarding historical narratives and a really decolonised heritage!

Restitution and Repatriation

Restitution of African heritage held in Europe

Heritage and sustainable development

Cultural Heritage and Sustainable Development

HERITAGE AND DEVELOPMENT: A FOE OR CATALYST/DRIVER

Patrimoine et développement durable

SD Goals - how they are genuinely being implemented in conservation

The Cultural Heritage for sustainable Development

Heritage for peace and well being

Cultural Heritage and Restorative Justice: Healing through Heritage

Engaging communities towards heritage & aiming at heritage to serve human wellbeing.

Heritage and well-being; Heritage as an agent for social good

Heritage as a tool for cross cultural faith and dialogue

Heritage and communities

Management of Cultural Property through Public Participation

Programs for Conservation the cultural heritage in communities

Programs of cultural heritages conservation in communities

Promotion of the conservation and exchange of the special knowledge; participation of the young generation

Cooperation and networking for heritage conservation

Collaboration and streamlining among organisations working in the heritage protection sector

coopération nord-sud et mobilité

Establishment of the network for heritage experts/practitioners

La gestion du patrimoine et le role de la collectivité locale et les ONG

Urban heritage (management, conservation, rejuvenation)

Adaptation of historical and cultural heritage to modern functions

Management and preservation of the character of the historical towns

Raising awareness of investors/developers on sustainability and adaptive reuse in an urban context

Réutilisation du patrimoine culturel désaffecté (y compris les églises)

Contemporary art and heritage conservation

Conservation of modern architecture sites, collections and materials.

Contemporary art conservation

Enjeux du XXI^{ème} siècle pour la présentation et la conservation du patrimoine

Enjeux du XXI^{ème} siècle pour la présentation et la conservation du patrimoine culturel

Tourism and heritage

challenges of increased tourism

heritage enhancement and tourism management for the promotion of mutual respect among cultural diversity

Tourism and sustainable Heritage conservation

Nature-culture

linking nature and culture

Nature-Culture Journey

Regional Perspectives

Concept of Conservation for the East Countries.

Cultural Heritage in Latin America

First-aid in times of crisis

First aiders

Climate change

The challenge of climate change to conservation

Interaction of tangible and intangible heritage

sur la conservation interactive du patrimoine matériel et du patrimoine immatériel

Local heritage needs

Case studies on local heritage needs

Traditional Materials

Tradicional conservation materials

Heritage conservation in the digital era

Heritage conservation in an increasingly digital/virtual world (there are many angles from which this can be approached!)

Conservation of Archaeological Sites

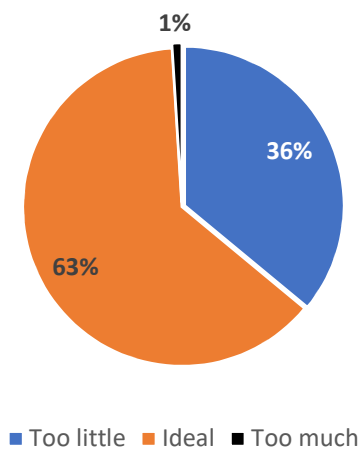
conservation of Archaeological sites

Training

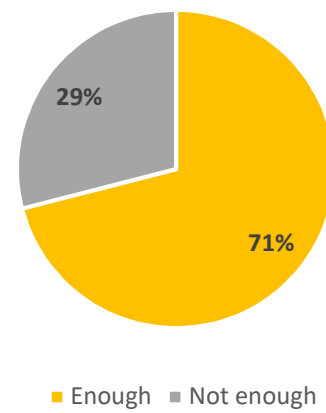
Training partnerships on Heritage Sites (management, monitoring, conservation.

4. PARTICIPATION AND NETWORKING (number of responses: 75)

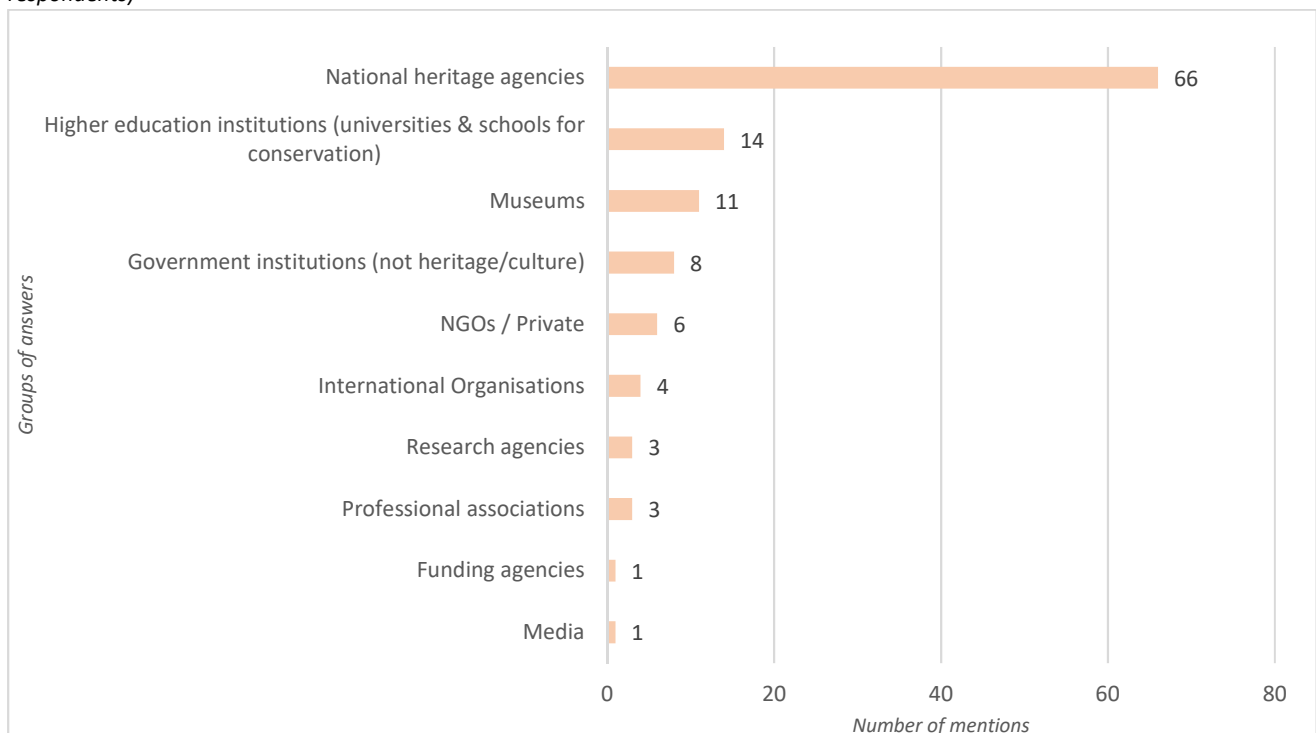
The opportunities for delegates to participate during the plenary sessions were:



The opportunities for delegates to network during breaks and social events were:

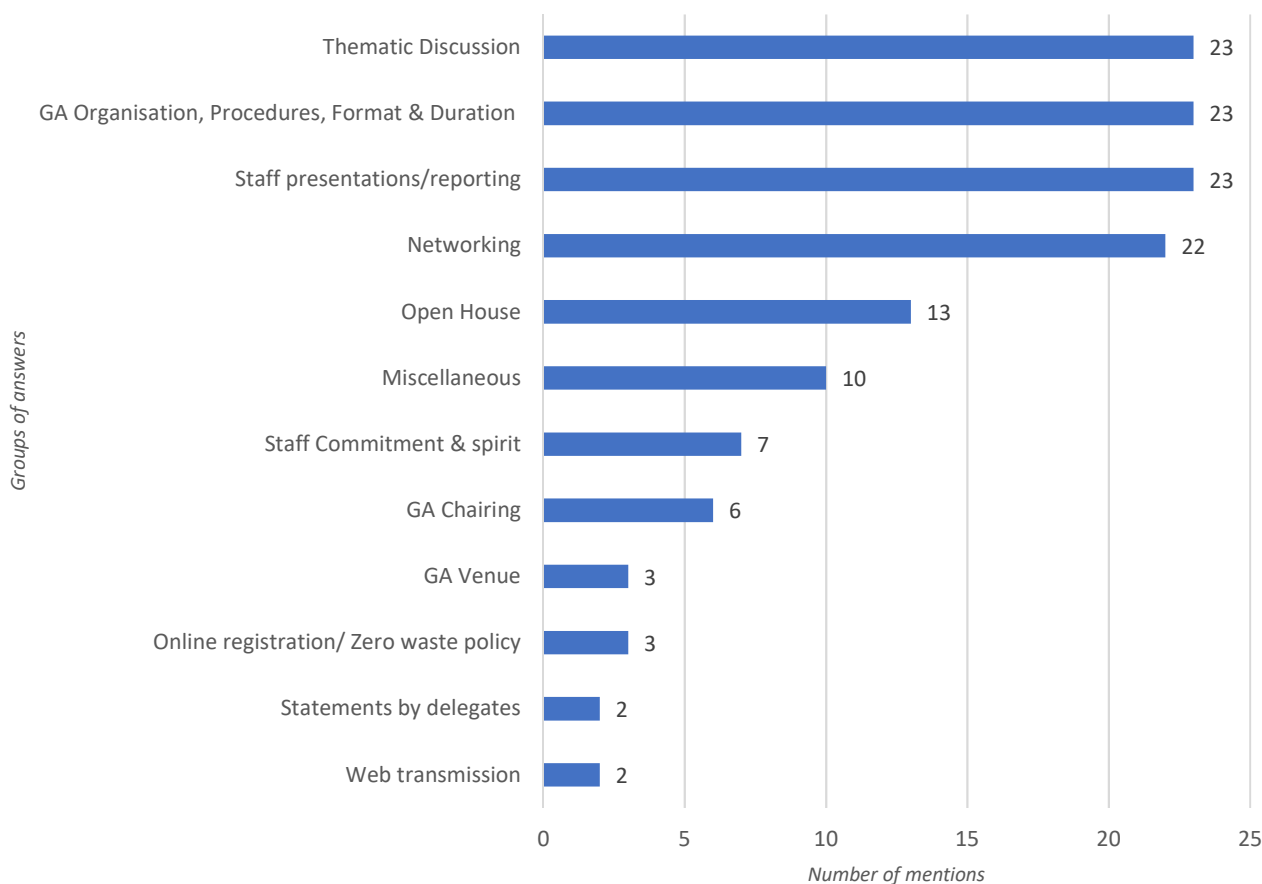


List 3 institutions in your country that ICCROM should be collaborating with: (117 mentions from 48 respondents)



5. WHAT WAS BEST, AND WHAT NEEDS IMPROVEMENT

List 3 aspects you liked most about this General Assembly: (137 mentions from 53 respondents)



Participants' responses per group:

➤ Thematic discussion:

- Discussion about decolonization of heritage
- Interesting thematic session
- Knowledge gained from Thematic Discussion
- La thématique
- Les communications avec les orateurs sur la thématique de la Décolonisation du patrimoine
- Les présentations sur la décolonisation des musées
- Panel and Discussion
- The Decolonizing Discussion
- The descolonización topic
- the panel
- the panel discussion with experts
- The thematic panel discussion
- The thematic topic and the related presentations and discussion
- Thematic choice 'Decolonization of Cultural Heritage'
- Thematic Discussion
- Thematic discussion
- Thematic Discussion
- thematic discussion
- THEMATIC DISCUSSION on Decolonization and Heritage Conservation
- Thematic Discussion Panel and Discussion
- Thematic discussions
- Thematic session
- Thematic Sessions

➤ GA Organisation, procedures, format & duration:

- Clear procedures and processes
- Less time consuming

- L'organisation
 - order
 - organization
 - organization
 - The election of the president she was very efficient
 - The organization
 - The organization
 - The pattern of the General Assembly
 - the reduction of 3 to 2 days, efficiently solved.
 - The reduction of GA duration to 2 days increased efficiency.
 - The secretariat's work, especially Ms Pilar
- **Staff presentations/ reporting:**
- be informed about all projects and activities of the last biennium
 - Clear reports and future plans
 - Competence of speakers
 - Easy to understand PowerPoint presentations
 - Excellent program presentation
 - Financial Report
 - Good presentations on activities
 - Hearing about the programme
 - Openness and well prepared and presented work
 - Partager les objectifs de l'Iccrom
 - Presentation of ICCROM Programme
 - presentations from ICCROM staff and opportunity to know ICCROM staff/facility/programmes
 - Presentations of Programmes and of ICCROM's role, including the fantastic film (and please put it available on the site!!)
- **Networking:**
- Contact with heritage conservation colleagues from other nations
 - Getting to know faces of Member States
 - Learn from other countries
 - Les rencontres
 - Meeting colleagues and sharing experiences
 - Meeting People
 - Networking
 - Networking opportunities
 - Opportunities
 - opportunity for member states and delegates to come together and network/share ideas
 - Opportunity to collaborate and exchange experience with colleagues from different countries
- THE STERLING PREPARATION DONE BY THE ICCROM TEAM
 - more efficient timing
 - Conducting Elections
 - Crisp format
 - Efficient work during two days
 - Good organisation
 - good organisation and management
 - La disposition des pays par ordre alphabétique, ce qui permet de vite localiser les collègues
 - L'élection des membres du Comité
 - Length
- Presentations on the work of ICCROM staff highlighting their achievements and the way forward
 - Programs reporting and future
 - Quality of presentations
 - reporting
 - Staff Presentations
 - The ICCROM Sharjah presentations
 - The importance and visibility given to ICCROM's professionals and staff, not forgetting the younger generation.
 - The new approach related to information about budgetary and structural issues
 - the opportunity to hear the explanations of ICCROM projects
 - We can share ICCROM activities and its information
- opportunity to participate in discussions
 - Opportunity to catch up on the range of activities
 - Possibilité de communication
 - Possibilities for international cooperation
 - professional contacts
 - Relations with Host Country
 - THE COOPERATION OF DELEGATES
 - The international atmosphere
 - the networking
 - The possibility to network with experts of other state parties
 - We can share various issues in cultural heritage protection

➤ **Open house:**

- Excellent Open House
- first evening reception at premises
- ICCROM's choice of an in house/court location for the 29 November reception.
- Official Inauguration
- Open house
- Open House
- open house

➤ **Miscellaneous:**

- La traduction simultanée
- the video
- The increased participation and interest of member state delegations to attend all proceedings of the GA
- Information/discussions

➤ **Staff commitment & spirit:**

- respect
- Collegiality
- Friendliness of ICCROM's staff and the Presidency of the Assembly.
- The commitment & spirit of ICCROM staff

➤ **GA Chairing:**

- Chair
- La direction de l'Assemblée
- The lead of her President

➤ **GA Venue**

- FAO is a great place to host the Assembly.
- THE GOOD VENUE

➤ **Online Registration / Zero-waste policy:**

- Previous online registration and paperless policy
- Waste reduction measures

➤ **Statements by delegates:**

- Statements of delegates and observers

➤ **Web transmission:**

- Clear information (GA handbook) and streaming

- Open house at ICCROM (not really a part of the GA)
- Open House event was great - ICCROM should be proud!
- Open house reception, welcoming and informative
- Reception at ICCROM
- The open house reception
- Welcome reception

- Introduction des membres dans la gestion financière
- Niveau élevé de participants
- Rome
- Decisions adopted
- Confirming the commitment to heritage issues in a global basis

- The Staff
- Work of the ICCROM people at the evening presentation
- Attentive and Efficient Staff and Processes

- The lead of the assembly
- the presidency of the GA
- Very well chaired!

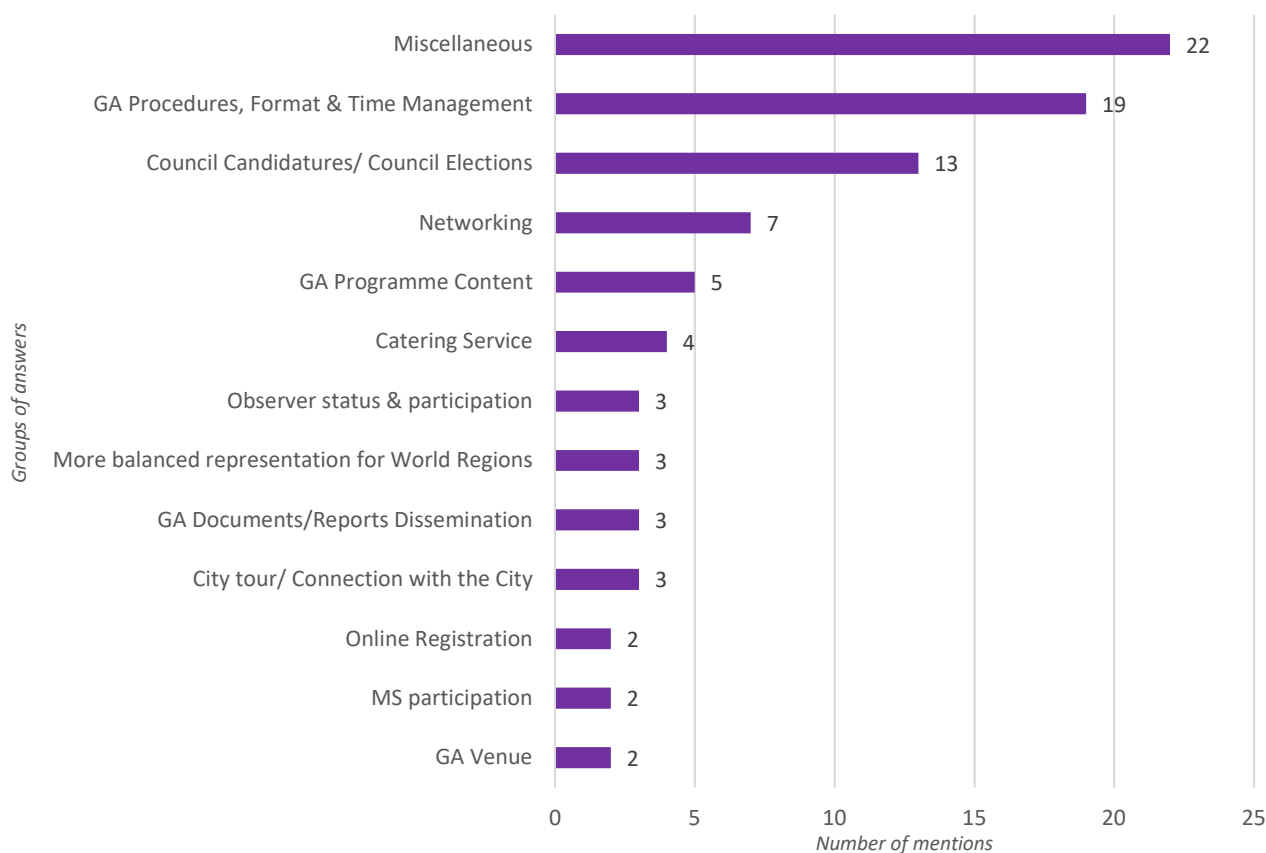
- venue

- Zero waste!!!

- Jamaica's Presentation

- The web transmission of the so interesting Thematic discussion, allowing it to be followed worldwide

List 3 aspects you would improve: (88 mentions from 41 respondents)



Participants' responses per group:

➤ **Miscellaneous:**

- Add a TV screen on the GA floor, showing reviews of every course and activity currently developed by ICCROM
- Invite Conservation institutions that usually assist to the GA, to set up stands to show their programmes, ongoing projects, etc.
- Members that are defaulting being alerted before hand so that the representatives are fully briefed why they have defaulted with their payments and subscriptions
- models of collaboration with the member states
- Appuyer les ambassades dans la diffusion de l'information au niveau de leurs pays pour la crédibilité de l'action de l'ICCROM
- The circulation of a fact-sheet flyer (or short report) with regional and global statistics on ICCROMs activities, their outputs and outcomes over the biennium
- The use of digital tools as Power points and visual presentations
- scientifism
- It is not necessary to provide the participants with lunch (day one) - save money!
- the overlaps in the mission with other organisations need to be reviewed
- More seats earphones
- Visit to ICCROM onsite programmes needs to be expanded.
- Partnerships among member states that are working
- Avoir des publications dans les autres langues de travail et pas seulement en anglais
- Side events
- Space for Delegates
- Strategic discussions
- Covering participation from countries who couldn't attend for different kind of reasons
- Les thématiques de la discussion
- too global approach to conservation problematic
- Translation into Arabic is needed

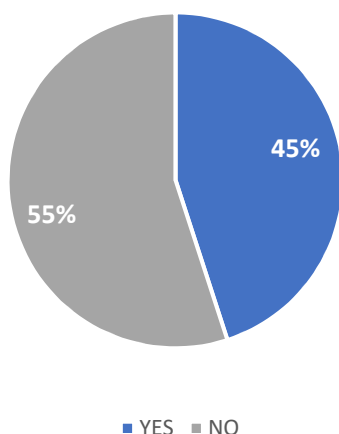
- budgetary reports can become more transparent
- **GA Procedures, Format & Time Management:**
 - Accreditation - far too old-fashioned that ICCROM needs an original letter
 - arrears procedures that are a bit embarrassing
 - Could have been interesting to have opportunities for State reactions after the presentation of each component of the program of work
 - More information / statements submitted in advance so that there is time for discussion and response
 - Nevertheless, some more time should be left for delegates' and observers' contributions to the debate.
 - Scheduling national statements of member states directly after the DG's report
 - No decisions for new questions (as was about new financing committee) without possibility to discuss about it in the countries with responsible people of governments
 - The timeframe for procedural AND thematic presentations / discussions in 2 days was too tight
 - Scheduling decision-making earlier in the day, and the award and thematic discussion later in the day
 - Selection of Case studies showcasing ICCROM'S work
 - A mix of short and long breaks, to long plenary sessions is ineffective
 - augmenter le nombre de jours pour éviter des journées très longues dans la salle
 - establish a time limit for statements, in order to achieve a certain equilibrium (some very long). But bravo for asking previous texts to help the translations
 - More time allocation for comments
 - More time for discussion
 - Clearer separation between the time allotted for the Thematic discussion and the sessions on administrative matters.
 - Thematic discussion session was too long sitting - needed to be broken up
 - Time available for practical interventions from delegates, especially during the Thematic Discussion (otherwise it's a Conference/Lecture, not a Discussion!)
 - You cannot have a three-hour long session without break
- **Council Candidatures/ Council Elections:**
 - A reception at the end of the first day of the GA could have enabled greater interaction and networking for council candidates
 - Candidates to the Council must be known some days before the elections.
 - Improve (I don't know how) the process of candidatures to the Council, avoiding eliminations, and also procedures for credentials (as sometimes they are difficult to same small and far away countries)
 - Information about candidates
 - Information on candidatures for the council should be available earlier
 - La présentation des candidatures
 - Le vote secret
 - More checking on the legibility of state delegates specially when there is election
 - More clear information about possibility to participate in council elections and possibility for candidates to represent ideas (directly in meeting or better online before GA)
 - More transparency in giving all equal opportunities, especially for the nominated candidates for the Council
 - more updated process for registration/credentials
 - Presentation of the candidates for the council during the first day
 - Voting scheme
- **Networking:**
 - A light lunch (brunch) after the thematic discussion (as in the first day) could have triggered more discussion on the topic
 - exchange of experience in heritage conservation

- have more opportunities to exchange information and knowledge with other delegates and observers
 - If you can share the list of participants, we will be connected to the network of ICCROM participating countries.
- **GA Programme Content:**
- Add an award for young conservators (maybe ICCROM Courses ex participants who have contributed to the Heritage Conservation Field))
 - More case studies from beneficiaries of programmes
 - Architectural conservation
- **Catering Service:**
- Restauration on site
 - The foods
 - The foods
- **Observer status & participation:**
- ALLOW PEOPLE ATTENDING THAT ARE NOT DELEGATES TO TALK
 - GIVE MORE TIME TO "OTHERS" INCLUDING OBSERVERS TO SAY SOMETHING
- **GA Documents/Reports Dissemination:**
- All the reports need to be delivered some time in advance so they can be discussed properly before the GA.
 - document dissemination (update of each files could be more clearly shown on the website)
- **More balanced representation for World Regions:**
- Latin America and Central and the Far East Asia (not only China and India) should be given more space at the GA like the Middle East (especially the MENA region) and Africa that now are dedicated a good amount of attention.
- **City tour/ Connection with the City:**
- A city tour
 - Connection with events in Rome
- **MS participation:**
- The participation of the members
- **Online Registration:**
- More opportunity to get to know each other and work together
 - There was limited formal framework for networking. A reception on evening of first day essential for next GA.
 - When there is no coffee at the break, people go off and this reduces opportunities for discussion
- Training issues
- Allow more space for the youth to participate in the GA, especially in the thematic discussions, in order to increase their interest in protection and conservation of cultural heritage properties
- l'espace pour la pause café est étroit et le service est aussi lent
- Permanent observers should have their identification plates like at UNESCO (as States Parties do) to facilitate their participation within the GA
- Making clear on the annotated agenda which items are for discussion only, and which are for decision.
- NOT ALLOW BIG COUNTRIES TO BULLDOZE ISSUE
- représentativité de toutes les régions dans les organes
- programmer des visites de sites classés dans la ville de Rome
- The participation of the members

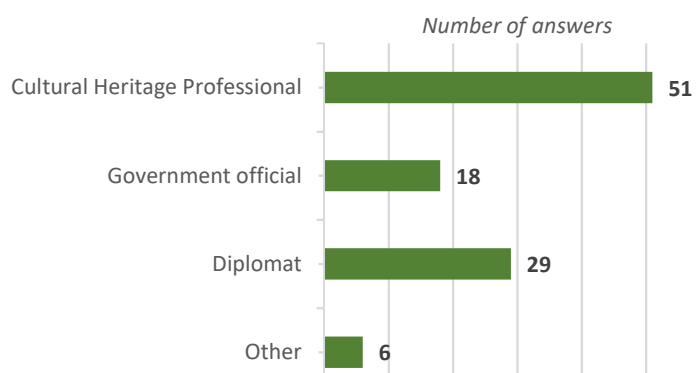
- continue to improve the online registration
- The registration process - it is extremely long and articulate, and the personnel at the registration desk was rude and not at all welcoming.
- **GA Venue:**
 - Friendlier Room and Venue
 - Security checking

6. RESPONDENT PROFILE *(number of responses: 75)*

Is this your first time attending an ICCROM General Assembly Meeting?



Please indicate your professional status



Other include: University Professor on Heritage Conservation and Management; Civil Society Organisation (2); Candidate; conservation educator; observer

7. COMMENTS (optional): *(number of responses: 29)*

Please provide any additional comments you might have concerning this General Assembly:

- The youth participated briefly on day one. However, I would have wished to have the youth also participating in the thematic discussions where they should also present their thoughts on the themes selected for the GA.
- A brilliant event - congratulations to ICCROM
- Noting
- Congratulations to the ICCROM Team for an excellent GA and for reviving the true ICCROM spirit!
- I was very pleased with the GA.
- all in all, it was good
- Great atmosphere thanks to ICCROM staff & panel!
- We need more scientific themes
- A very good GA. Many of the things I suggested could be done by specialist groups between GA's. Interaction between the staff and experts in member countries should be improved. The council should have an administrative role in governing the organization. No one wants to hear the council having thematic discussions.
- It would be great if there is a way for ICCROM providing an information desks of ongoing and future programs for country delegates to ask questions and discuss

- ICCROM staff did a great job to improve the GA, thank you for all your hard work. I felt proud to be there and to be a member of a great organisation - well done for presenting yourselves and your valuable work in such a clear and inspiring way!
- The organization of the event was excellent. The Open House was a great idea. I think it would be useful to provide more opportunities for the delegates to get to know each other and work together.
- It is possible to put some poster presentations in FAO building.
- Excellent video on the history of ICCROM. I hope you will publish it online!
- On the first page of this survey, there were questions about the translation service and some other items for which there was no opportunity to say that one had not used them and had no opinion (no N/A option).
- "Congratulations! It was a wonderful meeting! Thanks to you all!!!"
- It is always amazing to verify the incredible amount of quality work done by an organisation relatively numerically little staffed. An increase in staff could contribute to widen the range of services provided to States Parties. JK must continue the good work. Sad for Catherine Antomarchi retirement as she is a great ICCROM asset. Couldn't she keep providing her support as external expert provided that she feels like it?
- IT WAS WELL PREPARED. THE STAFF OF ICCROM STOOD TOGETHER AND GAVE IT ALL. IT WAS SUCH A FANTASTIC EXPERIENCE. THE STAFF WERE THE REAL CHAMPIONS AND THE COUNCIL NEED TO BE COMMENDED TOO.
- N.A
- Congratulations on the work and support you are doing with the resources you have. The reception to the event was a wonderful icebreaker and an opportunity to get to know other delegates.
- "I don't have, everything was fine"
- Il faut augmenter le nombre de jours afin d'éviter de passer des journées très longues dans la salle et prévoir des visites de sites classés patrimoine mondial dans la ville de Rome
- It was so good to meet the ICCROM staff at the event on the first night and it made the following GA much more engaging - partly because you had met several of the speakers face to face, partly because you already had a little background information
- Congratulations for all the improvements. Fantastic presentation of ICCROM (film) and the programmes, giving "stage and voice" to the staff, senior and junior. Open House at ICCROM, great idea!!! The thematic discussions always interesting. Gain in time (2 days) but increased interest!! Bravo
- Thank you for your clear vision and plans for next 2 years!
- Generally spoken, the organisation and conduct of the General Assembly was a success and the team of ICCROM together with the council should pursue this way forward.
- No additional comment.
- Dans l'ensemble les choses se sont bien déroulées et l'ICCROM a montré que la question de conservation du patrimoine est très importante
- Thank you.
- more conceptual discussion
- The thematic discussion was the most lively part of the GA. Personally I would've preferred a more accentuated separation between the decision-making/administrative sessions and the thematic discussion. It felt completely - and refreshingly - out of place in the midst of all the organizational issues.