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Item 5 of the provisional agenda

DEVELOPMENT AND TRANSFER OF TECHNOLOGIES

**Questionnaire for the survey on the assessment of the effectiveness
of the use of the UNFCCC technology information clearing house (TT:CLEAR)**

Note by the secretariat

Summary

This document presents the questionnaire for the survey to assess the effectiveness of the use of TT:CLEAR.

At its nineteenth session, the SBSTA may wish to urge Parties, and invite relevant international organizations as well as business and industries, to respond to this questionnaire.

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I. INTRODUCTION

A. Mandate

1. The Subsidiary Body for Scientific and Technological Advice (SBSTA), at its sixteenth session, requested the secretariat to assess the effectiveness of the use of the UNFCCC technology information clearing house (TT:CLEAR), to identify any information gaps, to make recommendations for improvement, and to provide a report to the SBSTA at its nineteenth session.¹
2. At the same session, the SBSTA adopted the programme of work of the Expert Group on Technology Transfer (EGTT) for the biennium 2002–2003. One of the items in this programme of work, in the area on “Technology information system”, is to conduct client surveys and assessments on the effectiveness of the use of TT:CLEAR.²

B. Scope of the note

3. This note contains the questionnaire for the survey to assess the effectiveness of the use of TT:CLEAR, which can also be found at <<http://ttclear.unfccc.int/html/survey/survey-start.html>>.

C. Possible action by the SBSTA

4. The SBSTA may wish to urge Parties, and invite relevant international organizations as well as business and industries, to respond to this questionnaire.

II. SURVEY

A. Background

5. TT:CLEAR is a web-based technology information clearing house developed by secretariat of the UNFCCC, with support from Parties and the EGTT. Its main objective is to improve access to, and the quality of, information on the development and transfer of environmentally sound technologies under the Convention. A detailed description of the system is contained in document FCCC/TP/2001/2.
6. The system, located at <<http://ttclear.unfccc.int>> enables users, to find information on, inter alia:
 - (a) Technology transfer projects and programmes
 - (b) Case studies of successful technology transfer
 - (c) Environmentally sound technologies and know-how
 - (d) Organizations and experts
 - (e) Methods, models and tools to assess mitigation and adaptation options and strategies
 - (f) Relevant Internet web sites for technology transfer
 - (g) Ongoing work of the Parties and the EGTT such as issues under negotiation, documents and meetings, and implementation of the technology framework.
7. TT:CLEAR started up, as a prototype, in September 2001. During the testing period, some 570 users registered with the system. The registered users have a broad type of expertise, varying from experts in ministries, private industry and international organizations to media representatives and university students. The testing of the system was completed at SBSTA 18 in June 2003.

¹ FCCC/SBSTA/2002/6, paragraph 38 (f) (iii).

² FCCC/SBSTA/2002/6, annex II, appendix II.

8. Following a request by the Conference of the Parties (COP), in its decision 4/CP.7,³ the secretariat organized an expert workshop on technology information to review the feedback from Parties on testing TT:CLEAR, and further define user needs for information, criteria for information quality control, technical specifications of the system and contributions of Parties. The workshop was held in Beijing, China, on 18 and 19 April 2002. The report of the workshop is contained in document FCCC/SBSTA/2002/INF.6 and submissions from Parties on TT:CLEAR are contained in document FCCC/SBSTA/2002/MISC.12.

9. The above-mentioned submissions from Parties, the conclusions and recommendations of the workshop on technology information and the testing of TT:CLEAR generated good feedback and recommendations for improving the system. However, the number of registered users was considered insufficient to draw conclusions with regard to the usefulness of the system. Therefore an assessment of the effectiveness of the use of TT:CLEAR, including identification of user's needs for information on climate friendly technologies, information gaps and ways to fill them in, was requested.

10. In response, the secretariat, in collaboration with the EGTT, designed and initiated the survey to assess the effectiveness of the use of TT:CLEAR. The survey would be used in concert with an outreach programme, initiated by the secretariat following a request by the SBSTA at its sixteenth session, with the objective of making TT:CLEAR more widely known to potential interested users, including the private sector and practitioners.⁴

11. The survey will help to assess the needs for technology information of existing and potential users of TT:CLEAR and how effectively TT:CLEAR can be used to search for, collect, use and disseminate information on development and transfer of environmentally sound technologies.

12. The survey is planned to reach a wide audience and is expected to answer key questions about TT:CLEAR functionality, information quality, information gaps, and user satisfaction; to gather opinions of current and new users of TT:CLEAR on the web site's ease of use and navigation, quality and type of content offered, and information gaps that users would like TT:CLEAR to fill; and to provide a basis for recommendations to improve TT:CLEAR in the future.

B. Sample

13. The survey is targeted at the following groups, in particular from developing countries and countries with economies in transition:

- (a) Registered TT:CLEAR users (demographic information is available from user profiles);
- (b) Non-registered users of TT:CLEAR (invited to take the survey while on the TT:CLEAR web site);
- (c) Other experts and contacts available in TT:CLEAR databases (e.g., technology information centres in developing countries, coastal zone centres, experts nominated by Parties to the UNFCCC roster of experts, contacts for technology cooperation projects indicated in national communications of Annex I and non-Annex I Parties and in bilateral projects, and developers of models and tools, technology-related clearing houses and web sites);
- (d) Potential users currently active in other technology transfer web sites and electronic networks;

³ FCCC/CP/2001/13/Add.1, decision 4/CP.7, annex, paragraph 10 (c).

⁴ FCCC/SBSTA/2002/6, paragraph 38 (f) (i)

- (e) Party experts involved in the development and transfer of technologies under the UNFCCC;
- (f) Staff of relevant intergovernmental organizations (e.g., secretariat of the UNFCCC, United Nations Development Programme (UNDP), United Nations Environmental Programme (UNEP));
- (g) Secretariat staff and multilateral organizations (e.g., UNDP local officers, UNEP SANet local desks, Climate Technology Initiative contacts);
- (h) Other relevant climate technology transfer stakeholders.

C. How to complete the questionnaire

14. The survey, available only in the English language, will take about 5–10 minutes to complete. The main part of the survey contains three pages of questions. In addition, an entry point welcomes the survey taker, describes the goals of the survey, asks a few qualifying demographic questions to help target the remainder of the survey, and offers an incentive upon completion of the survey. And anyone interested and willing to spend extra time on the survey, after completing the main part, is offered the opportunity to answer an additional page of follow-up questions.

D. Evaluation of results

15. In full response to the request by the SBSTA, at its sixteenth session (see paragraph 1 above), the secretariat will prepare a report based on the results of the survey for consideration by the EGTT at its fifth meeting in June 2004, with the aim of making the final report available to the SBSTA at its twentieth session.

Annex

Questionnaire on the effectiveness of use of TT:CLEAR
(v1.02)

Please fill in the questionnaire online at <<http://ttclear.unfccc.int/ttclear/html/survey/survey-start.html>>. You can also fill in the questionnaire below and send it by mail, fax or e-mail, to UNFCCC, P.O. Box 260 124, D-53153 Bonn, Germany, Fax: (49-228) 815-1999, Email: secretariat@unfccc.int

| About You | (page 1 of 4) |
|---|---------------|
| <p>The following information is used for statistical purposes only and will remain strictly confidential.</p> | |
| <p>1. I have visited or used TT:CLEAR previously.</p> | |
| <p><input type="checkbox"/> Yes</p> | |
| <p><input type="checkbox"/> No</p> | |
| <p>2. I am involved in the UNFCCC negotiation process.</p> | |
| <p><input type="checkbox"/> Yes</p> | |
| <p><input type="checkbox"/> No</p> | |
| <p>3. If "yes", which of the following best describes your role in developing and transferring climate friendly technologies (select only one)?</p> | |
| <p><input type="checkbox"/> Party representative</p> | |
| <p><input type="checkbox"/> UNFCCC secretariat staff/consultant</p> | |
| <p><input type="checkbox"/> Practitioner</p> | |
| <p><input type="checkbox"/> Technology provider</p> | |
| <p><input type="checkbox"/> Technology user</p> | |
| <p><input type="checkbox"/> Other (please specify): <input type="text"/></p> | |
| <p>4. Which of the following most closely describes your organization (select only one)?</p> | |
| <p><input type="checkbox"/> Private sector</p> | |
| <p><input type="checkbox"/> Government</p> | |
| <p><input type="checkbox"/> Financial institution</p> | |
| <p><input type="checkbox"/> Knowledge institution</p> | |
| <p><input type="checkbox"/> Non-profit organization</p> | |
| <p><input type="checkbox"/> No organization</p> | |
| <p><input type="checkbox"/> Other (please specify): <input type="text"/></p> | |

5. Which country are you from?

6. How often do you use TT:CLEAR?

- Often (weekly or more).
- Regularly (3 or more times a month).
- Occasionally (every 1-2 months).
- Rarely (Less than 3 times total)
- I have never been to the site before.

7. I connected to TT:CLEAR using the following Internet access option:

- Dial-up
- DSL
- Wide band network
- Other (please specify):

Content of the web site

(page 2 of 4)

After reviewing the TT: CLEAR web site or from your past experiences with the web site, please respond to the statements below.

8. Information on TT: CLEAR is useful and relevant to my work and/or interests.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

9. I find information on TT: CLEAR that is not available on any other web sites.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

10. I find the information on TT: CLEAR to be current and up-to-date.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

11. I find the quality of the information found on TT: CLEAR to be:

Excellent
 Good
 Fair
 Poor
 Not sure

12. Please rank the information found on TT: CLEAR.

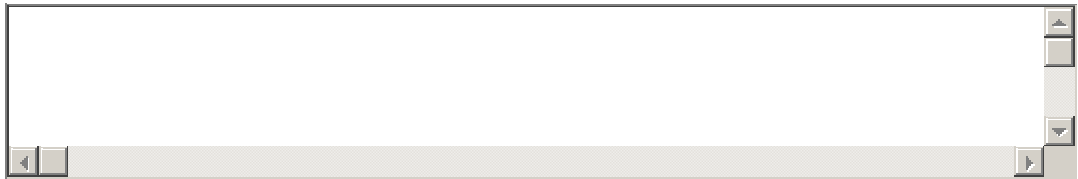
Most Useful Least Useful

| | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Projects |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Technologies |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Contacts and organizations |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Links (resources) |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Documents |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Models and tools |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Forum |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | News/calendars/events |

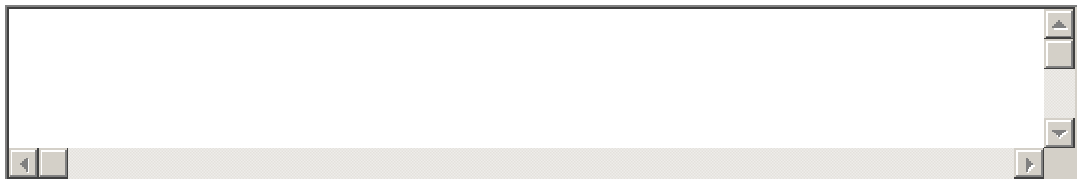
13. Which topic areas are most valuable when you use TT:CLEAR?

- Needs assessment
- Capacity-building
- Enabling environments
- Financial and technical support

14. Please describe any benefits you have gained by using TT:CLEAR e.g. access to new information, new ideas or new business.



15. Please describe what you like on TT:CLEAR.



Continue

Reset

Organization, navigation and functionality of the web site

(page 3 of 4)

16. My overall impression is that TT:CLEAR is well organized.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

17. The design, colour and layout of TT:CLEAR are visually pleasing and make the web site easy to use and understand.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

18. I could easily discern from the homepage the information available within the TT:CLEAR web site.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

19. It is easy to find information on TT:CLEAR.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

20. It is easy to get help if I become confused on TT:CLEAR.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

21. The subjects listed under "Technology" on the sidebar are the most appropriate categories.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

22. I found the "Quick Links" dropdown useful.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

23. I utilized the TT:CLEAR search engine.

- Yes (please answer 24 and 25 below)
 No (please proceed to 26)

24. If yes, I found the search logical and easy to use.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

25. If yes, I successfully found what I was looking for by utilizing the search.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

26. If no, I did not use the search because:

- I could not find it
- I did not understand how to use it
- I did not attempt to find or use it

27. The TT:CLEAR web site allows me to find information in ways I cannot use on other web sites.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

28. Overall, TT:CLEAR is easy to use.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

29. TT:CLEAR loaded quickly and operated smoothly.

Strongly agree Agree Neutral Disagree Strongly disagree Not sure

Further development needs and information gaps

After reviewing the TT: CLEAR web site or from your past experiences with this web site and other relevant web sites, please respond to the statements below.

30. I would like to see additional information on TT: CLEAR regarding barriers and opportunities for enabling environments.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

31. I believe it is useful to create or enhance, as necessary, technology national centres in developing countries and connect them in a network?

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

32. A technology assessment and comparison tool is needed on TT: CLEAR.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

33. More information on TT: CLEAR should be translated in other UN languages.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

34. Please rank the following potential new TT: CLEAR resources:

Most Useful Least Useful

| | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---|
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Financial sources |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Technology needs assessments |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Assessment and comparison of technologies |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Capacity-building (e.g., workshops, training, national centres) |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | Assistance (financial and technical) |

Others (please specify):

35. What information, tools and resources are NOT available on TT: CLEAR that you would like to access?

36. What information, tool and resource categories that ARE available on TT:CLEAR that you would like to eliminate?

37. TT:CLEAR should be more strongly linked to other technology relevant sites (e.g., Canadian Clean Energy Portal, SANet, CTI, United States CTC Gateway)

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

38. A TT:CLEAR news service and e-newsletter provided on TT:CLEAR and e-mailed on a regular basis would be useful.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

39. Please rank the following things found on TT:CLEAR that are in most need of improvement

No need Needs much improvement

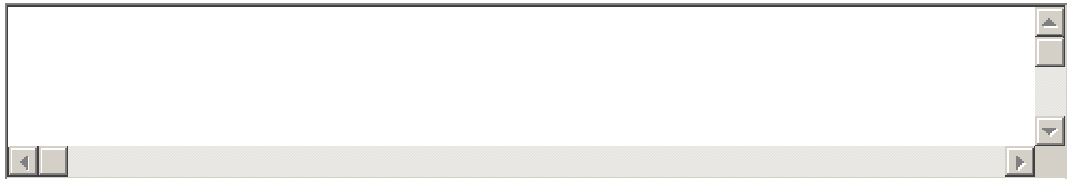
| | | | | | |
|---------------------------------------|----------------------------|----------------------------|----------------------------|---------------------------------------|---|
| <input checked="" type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input checked="" type="checkbox"/> 5 | Information relating to the negotiation process of technology transfer under the UNFCCC |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input checked="" type="checkbox"/> 5 | Search engine |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input checked="" type="checkbox"/> 5 | Technology inventory |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input checked="" type="checkbox"/> 5 | Projects database |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input checked="" type="checkbox"/> 5 | Case studies |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input checked="" type="checkbox"/> 5 | Contacts and organizations |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input checked="" type="checkbox"/> 5 | Links to other web sites |

Others (please specify):

40. I would like to see information found on TT:CLEAR to be distributed by other means, including CD-ROM and diskette.

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

41. Please provide general comments on TT:CLEAR information, tools and resources.



Continue

Reset

Thank you for taking part in our survey!!! Your opinions will help us improve TT: CLEAR in the future.

Please complete the following form to be entered into our drawing for a personal digital assistant.

E-mail address:

Day phone:

First name:

[Click here to answer additional follow-up questions.](#)

Follow-up questions

(page 1 of 1)

1. I am interested and willing to be contacted to provide additional input on the TT: CLEAR web site.

My e-mail address is

2. The largest barriers to technology transfer information dissemination are:

Lack of effective information dissemination means

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

Lack of capacity to use the information

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

Languages

Strongly agree
 Agree
 Neutral
 Disagree
 Strongly disagree
 Not sure

Other (please specify):

3. The biggest barrier to transfer of environmentally sound technologies is:

- Financial
- Capacity of host country
- Technology information
- Other (please specify):

4. Do you think effective information dissemination can play an important role in

promoting the removal of such barriers?

- Yes
- No
- I don't know

5. **The most important role that the information technology can play in the technology transfer process is:**

- A network of information systems to share and disseminate information
- A network for people involved to communicate with each other
- Easier access to specific technologies, technology providers, and related resources.
- Don't know

Finish

Reset
