



**RESULTS OF THE EVALUATION OF EUROPEAN CONSUMER SUMMIT
18-19 March 2010**

1. OVERALL EVALUATION OF THE SUMMIT

	Number of answers					total replies
	very negative 1 -	negative 2	neutral 3	positive 4	very positive 5 +	
Overall, how useful was this Summit to you professionally (e.g. Networking, content)	1	2	25	80	38	146

	Answers/total answers in %					total of negative + very negative	total of positive + very positive
	very negative 1 -	negative 2	neutral 3	positive 4	very positive 5 +		
Overall, how useful was this Summit to you professionally (e.g. Networking, content)	1%	1%	17%	55%	26%	2%	81%

2. WORKSHOPS/MEDIA SEMINAR

I participated in the following workshop(s) / Media Seminar: (please mark the appropriate box)

Workshop 1: Consumer's choice of the service provider	29	15%
Workshop 2: Web 3.0. - Internet of the future	20	10%
Workshop 3: Bank Account Fees - transparency and choice	38	20%
Workshop 4: Enforcement (example of Car Hire)	30	16%
Workshop 5: The green energy challenge	23	12%
Workshop 6: Urban sustainable mobility	26	14%
Media Seminar	25	13%
Total replies (some people went to several workshops and evaluated them)	191	100%



3. EVALUATION OF WORKSHOP 1: Consumer's choice of the service provider

	Number of answers					total replies
	very negative 1 -	negative 2	neutral 3	positive 4	very positive 5 +	
To what extent did your understanding of the topic and of other stakeholder 's position improve as a result of attending this workshop?	0	0	8	20	1	29
Do you think that the workshop was interactive enough	0	0	1	14	12	27
Do you think that you had the opportunity to voice your opinion	0	0	3	14	11	28
Were you satisfied with the output of the discussion?	0	4	6	15	3	28
Were you satisfied with the report from the workshop?	0	1	3	19	5	28
Do you think that workshop of this kind can contribute to the policy making of the Commission?	0	3	4	14	6	27

	Answers/total answers in %					total of negative + very negative	total of positive + very positive
	very negative 1 -	negative 2	neutral 3	positive 4	very positive 5 +		
To what extent did your understanding of the topic and of other stakeholder 's position improve as a result of attending this workshop?	0%	0%	28%	69%	3%	0%	72%
Do you think that the workshop was interactive enough	0%	0%	4%	52%	44%	0%	96%
Do you think that you had the opportunity to voice your opinion	0%	0%	11%	50%	39%	0%	89%
Were you satisfied with the output of the discussion?	0%	14%	21%	54%	11%	14%	64%
Were you satisfied with the report from the workshop?	0%	4%	11%	68%	18%	4%	86%
Do you think that workshop of this kind can contribute to the policy making of the Commission?	0%	11%	15%	52%	22%	11%	74%



4. EVALUATION OF WORKSHOP 2: Web 3.0. - Internet of the future

	1 -	2	3	4	5 +	total replies
	very negative	negative	neutral	positive	very positive	
To what extent did your understanding of the topic and of other stakeholder 's position improve as a result of attending this workshop?	0	1	4	11	3	19
Do you think that the workshop was interactive enough	0	0	2	11	5	18
Do you think that you had the opportunity to voice your opinion	0	2	3	9	6	20
Were you satisfied with the output of the discussion?	0	1	6	7	3	17
Were you satisfied with the report from the workshop?	0	3	4	5	4	16
Do you think that workshop of this kind can contribute to the policy making of the Commission?	0	2	6	10	0	18

1 -	2	3	4	5 +	total of negative + very negative	total of positive + very positive
very negative	negative	neutral	positive	very positive		
0%	5%	21%	58%	16%	5%	74%
0%	0%	11%	61%	28%	0%	89%
0%	10%	15%	45%	30%	10%	75%
0%	6%	35%	41%	18%	6%	59%
0%	19%	25%	31%	25%	19%	56%
0%	11%	33%	56%	0%	11%	56%



5. EVALUATION OF WORKSHOP 3 : Bank Account Fees - transparency and choice

	1 -	2	3	4	5 +	total replies
	very negative	negative	neutral	positive	very positive	
To what extent did your understanding of the topic and of other stakeholder 's position improve as a result of attending this workshop?	3	4	7	20	2	36
Do you think that the workshop was interactive enough	1	3	7	18	8	37
Do you think that you had the opportunity to voice your opinion	3	1	2	17	13	36
Were you satisfied with the output of the discussion?	5	8	12	12	1	38
Were you satisfied with the report from the workshop?	2	10	10	12	1	35
Do you think that workshop of this kind can contribute to the policy making of the Commission?	5	3	7	16	6	37

1 -	2	3	4	5 +	total of negative + very negative	total of positive + very positive
very negative	negative	neutral	positive	very positive		
8%	11%	19%	56%	6%	19%	61%
3%	8%	19%	49%	22%	11%	70%
8%	3%	6%	47%	36%	11%	83%
13%	21%	32%	32%	3%	34%	34%
6%	29%	29%	34%	3%	34%	37%
14%	8%	19%	43%	16%	22%	59%



6. EVALUATION OF WORKSHOP 4: Car Hire

	1 -	2	3	4	5 +	total replies
	very negative	negative	neutral	positive	very positive	
To what extent did your understanding of the topic and of other stakeholder 's position improve as a result of attending this workshop?	0	0	7	14	9	30
Do you think that the workshop was interactive enough	0	0	2	9	19	30
Do you think that you had the opportunity to voice your opinion	0	0	2	9	18	29
Were you satisfied with the output of the discussion?	0	0	1	17	11	29
Were you satisfied with the report from the workshop?	0	1	5	11	11	28
Do you think that workshop of this kind can contribute to the policy making of the Commission?	0	0	9	13	8	30

1 -	2	3	4	5 +	total of negative + very negative	total of positive + very positive
very negative	negative	neutral	positive	very positive		
0%	0%	23%	47%	30%	0%	77%
0%	0%	7%	30%	63%	0%	93%
0%	0%	7%	31%	62%	0%	93%
0%	0%	3%	59%	38%	0%	97%
0%	4%	18%	39%	39%	4%	79%
0%	0%	30%	43%	27%	0%	70%



7. EVALUATION OF WORKSHOP 5 : The green energy challenge

	1 -	2	3	4	5 +	total replies
	very negative	negative	neutral	positive	very positive	
To what extent did your understanding of the topic and of other stakeholder 's position improve as a result of attending this workshop?	0	0	7	12	4	23
Do you think that the workshop was interactive enough	0	0	2	12	9	23
Do you think that you had the opportunity to voice your opinion	0	1	1	9	11	22
Were you satisfied with the output of the discussion?	0	3	5	10	5	23
Were you satisfied with the report from the workshop?	0	0	4	12	5	21
Do you think that workshop of this kind can contribute to the policy making of the Commission?	1	0	5	7	10	23

1 -	2	3	4	5 +	total of negative + very negative	total of positive + very positive
very negative	negative	neutral	positive	very positive		
0%	0%	30%	52%	17%	0%	70%
0%	0%	9%	52%	39%	0%	91%
0%	5%	5%	41%	50%	5%	91%
0%	13%	22%	43%	22%	13%	65%
0%	0%	19%	57%	24%	0%	81%
4%	0%	22%	30%	43%	4%	74%



8. EVALUATION OF WORKSHOP 6 : Urban sustainable mobility

	1 -	2	3	4	5 +	total replies
	very negative	negative	neutral	positive	very positive	
To what extent did your understanding of the topic and of other stakeholder 's position improve as a result of attending this workshop?	0	1	6	18	1	26
Do you think that the workshop was interactive enough	0	2	2	10	12	26
Do you think that you had the opportunity to voice your opinion	1	0	1	15	9	26
Were you satisfied with the output of the discussion?	1	2	8	11	4	26
Were you satisfied with the report from the workshop?	1	3	10	10	0	24
Do you think that workshop of this kind can contribute to the policy making of the Commission?	1	1	9	11	4	26

1 -	2	3	4	5 +	total of negative + very negative	total of positive + very positive
very negative	negative	neutral	positive	very positive		
0%	4%	23%	69%	4%	4%	73%
0%	8%	8%	38%	46%	8%	85%
4%	0%	4%	58%	35%	4%	92%
4%	8%	31%	42%	15%	12%	58%
4%	13%	42%	42%	0%	17%	42%
4%	4%	35%	42%	15%	8%	58%

9. EVALUATION OF MEDIA SEMINAR

	1 -	2	3	4	5 +	total replies
	very negative	negative	neutral	positive	very positive	
Are the issues discussed during Media Seminar of interest for your readers/audience?	0	1	10	11	3	25
Were the issues in EU consumer policy presented in sufficient detail for your purposes?	1	3	10	8	3	25
Did you establish satisfactory contacts which will allow you to include the EU aspects when reporting on consumer issues?	0	2	10	8	4	24
Do you think that the seminar format is the right format for a media professional like yourself?	3	2	6	11	3	25

1 -	2	3	4	5 +	total of negative + very negative	total of positive + very positive
very negative	negative	neutral	positive	very positive		
0%	4%	40%	44%	12%	4%	56%
4%	12%	40%	32%	12%	16%	44%
0%	8%	42%	33%	17%	8%	50%
12%	8%	24%	44%	12%	20%	56%

10. LOGISTICS

	1 -	2	3	4	5 +	total replies
	very negative	negative	neutral	positive	very positive	
Please state your level of satisfaction with the practical organisation of the Summit (registration, website, information, ...)	2	7	13	66	67	155
Please state your level of satisfaction with the facilities (hosting, venue, technical and audiovisual equipment, ...)	0	2	21	69	64	156
Please state your level of satisfaction with the catering service (lunch, cocktail, coffee break)	2	2	22	73	53	152

1 -	2	3	4	5 +	total of negative + very negative	total of positive + very positive
very negative	negative	neutral	positive	very positive		
1%	5%	8%	43%	43%	6%	86%
0%	1%	13%	44%	41%	1%	85%
1%	3/4%	14%	48%	35%	3%	83%

If you benefited from the travel and accomodation , please state your level of satisfaction with the organisation?	5	0	17	39	51	112

