

CONNEX Post-Support Feedback Questionnaire: <Name of the support project>, <Name of Country>

Declaration of Intent

Any Information provided by the expert will be treated with utmost confidentiality and used for project evaluation and publicity purposes only. Any information will not be passed on to third parties or shared publicly without the explicit consent of the expert.

CONNEX Staff	
Prepared by (CONNEX staff)	
Expert	
Name of CONNEX expert	
I, the expert, herewith explicitly consent that CONNEX is allowed to publicly use my testimonial, cited by name, for publicity purposes.	<input type="checkbox"/> I consent that my testimonial can be cited by name for marketing and fundraising purposes.
	<input type="checkbox"/> I consent that my testimonial can be used for marketing and fundraising purposes without citation by name.
	<input type="checkbox"/> I do not consent.
Support Information	
Name of main Client	
On which stage of contract negotiation did the support provided focus?	<input type="checkbox"/> Preparations of negotiations
	<input type="checkbox"/> (Direct) negotiations
	<input type="checkbox"/> Post negotiation
What kind of support was provided?	<on site/remote; legal, technical etc.>

Feedback questions on the support provided	
What were the clients' expectations and demands at the beginning of the project?	
Were these expectations and demands clear and understandable for everyone at the beginning?	
What were your expectations at the beginning of the support project?	
To what extent did the support meet your expectations?	<If the support did not meet certain expectations please briefly explain why not>
In your opinion, did the requested support match the main issues, you would have considered worth supporting?	<If not, what support should have been requested and how should it have been tailored to more adequately address these issues?>
Were aim and scope of the support adjusted over time?	<If yes, why? On the basis of your expert opinion/changing project circumstance etc.>
In case milestones were set at the beginning of the support project: Do you consider these milestones helpful?	<If not, why not>
In the case of support in cooperation with further experts/a further expert: Did you have any disagreements on the support provided?	
In the case of support in cooperation with further experts/a further expert: Did you face any challenges during the cooperation with the expert(s)?	

Did you have the impression that anyone tried to illegitimately interfere in the support/negotiation process?	<i><If yes, why and how?> <Respond without breaching confidentiality></i>
Have you reviewed and discussed the support provided with the client?	<i><Please provide a brief summary of the main aspects> <Respond without breaching confidentiality></i>

Feedback questions on the cooperation with the client					
On a scale of 1-5, 5 being the highest, how adequately has the government client endorsed the support project?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Did the client provide/disclose all information necessary to you to fulfil your assignment to the demands and expectations of the client?					
Did the client facilitate meetings and interactions with other stakeholders as required?					
Did the client accept/act according to the recommendations provided?	<i><If not, why not?> <Respond without breaching confidentiality></i>				
What are your main lessons-learnt concerning the support provided and the cooperation with the client?					
Were roles and responsibilities between you and the client been adequately clarified prior to support begin?	<i><If not, please briefly explain what could be improved to clarify roles and responsibilities></i>				
Have there been any challenges with the client you face throughout the support provided?	<i><If yes, why and which challenges did you face?> <Respond without breaching confidentiality></i>				
How did you experience the cooperation with the client (e.g. regarding communication, cooperation, expectations, demands, objectives etc.)?	<i><Respond without breaching confidentiality></i>				

Feedback on the cooperation with the CONNEX Support Unit as service provider					
On a scale of 1-5, 5 being the highest, how responsive was the CONNEX Support Unit to your demands?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
	<i><If not, please explain what could have been improved></i>				
Did CONNEX provide/disclose all information necessary to you, for you to fulfill your assignment according to the demands and expectations of the client?					
Could you briefly describe your overall experience of working with CONNEX?					
Have there been any challenges you faced throughout the cooperation with the CONNEX Support Unit?	<i><If yes, why and which challenges did you face?></i>				
What kind of (additional) support would you like to receive when working with CONNEX again?					
Do you have any recommendations for the CONNEX Support Unit as service provider?					

Testimonial	
Could you provide a short quote that captures your experience of working	<i><respond without breaching confidentiality></i>

with the CONNEX Support Unit as service provider and the client?	
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Miscellaneous comments	
Please provide any other comments or information on issues, which have not been addressed above, but which you still consider important and want to share.	