



## **Your satisfaction with Interact products and services and feedback on their usefulness**

The survey you have just entered collects your feedback on the use of and satisfaction with the products and services delivered by Interact during the last 2 years: 2018-2019.

Have you used our products and services during that time? Did you find them useful? Were you able to use our tools and the knowledge you acquired through events and publications back in your workplace? Are you satisfied with what we delivered?

You are encouraged to submit your answers as a combined input from your institution/programme, where possible.

Your feedback will help us identify and learn from our successes and failures. Above all, it will provide important input on how to improve our services in the future.

The survey is open until 13 March 2020.

Should you have any questions, please do not hesitate to contact Karolina Bachmann at [karolina.bachmann@interact-eu.net](mailto:karolina.bachmann@interact-eu.net)

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## Identification

First name

Last name

Email

Please select your programme

▸ Please select your programme

Comments

Please select your institution

▸ Please select your institution

Comments

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## Stakeholder feedback

The Interact Programme 2014-2020 provides services in three main fields of intervention:

- 1) management and control of Interreg programmes,
- 2) communication of Interreg results, and
- 3) support to Interreg programmes with the implementation of innovative approaches.

Our services within the three programme objectives include different types of events, tools, publications, networking activities, etc.

In recent years, Interact has supported Interreg and other cooperation stakeholders with products and services in different service areas, as listed for each of the three objectives under the first question below. When reflecting on the use of and satisfaction with our services, please note that you are providing general feedback on our products and services in the given area.

In my programme, we have used Interact products and services in the following areas:

### 1) Interact services aimed at improving the management and control capacity of Interreg programmes

	YES	NO
* Programme/project management trainings, financial management and communication camps	<input type="radio"/>	<input type="radio"/>
* Harmonised implementation tools	<input type="radio"/>	<input type="radio"/>
* Interreg harmonized branding	<input type="radio"/>	<input type="radio"/>
* Programme monitoring and reporting, including project quality	<input type="radio"/>	<input type="radio"/>
* Eligibility of expenditure	<input type="radio"/>	<input type="radio"/>
* Simplified Cost Options	<input type="radio"/>	<input type="radio"/>
* Exchange on monitoring systems	<input type="radio"/>	<input type="radio"/>
* eMS	<input type="radio"/>	<input type="radio"/>
* State aid	<input type="radio"/>	<input type="radio"/>
* Public procurement	<input type="radio"/>	<input type="radio"/>
* Programme evaluation and Interreg indicators	<input type="radio"/>	<input type="radio"/>
* Programme cash flow, including annual accounts, de-commitment	<input type="radio"/>	<input type="radio"/>
* Programme/project financial management	<input type="radio"/>	<input type="radio"/>
* Management verifications	<input type="radio"/>	<input type="radio"/>
* Audit	<input type="radio"/>	<input type="radio"/>
* General Data Protection Regulation	<input type="radio"/>	<input type="radio"/>
* Roles and responsibilities of programme bodies	<input type="radio"/>	<input type="radio"/>
* Network meetings, including regional networks, networks of different programme bodies/functional managers	<input type="radio"/>	<input type="radio"/>
* Online learning courses	<input type="radio"/>	<input type="radio"/>

### 2) Interact services aimed at improving the capacity of Interreg programmes in capturing and communicating programme results

	YES	NO
* Support to preparation of post 2020 programming period	<input type="radio"/>	<input type="radio"/>
* Capitalisation, including thematic networks and communication of results	<input type="radio"/>	<input type="radio"/>
* Project and programme communication support	<input type="radio"/>	<input type="radio"/>
* keep.eu	<input type="radio"/>	<input type="radio"/>
* Interreg.eu portal	<input type="radio"/>	<input type="radio"/>
* Promotion of Interreg, e.g. EC Day campaign, project slam	<input type="radio"/>	<input type="radio"/>

**3) Interact services aimed at improving the cooperation management capacity to implement innovative approaches**

	YES	NO
* Inter-programme capacity and competence, including Interreg staff exchange	<input type="radio"/>	<input type="radio"/>
* Support to implementation of macro-regional strategies	<input type="radio"/>	<input type="radio"/>
* Innovative tools: Cooperative actions (Art. 96.3d), Territorial development tools (ITI, CLLD, JAP)	<input type="radio"/>	<input type="radio"/>
* European Grouping of Territorial Cooperation (EGTC)	<input type="radio"/>	<input type="radio"/>

**Other support (please specify any other areas of Interact support you have used)**

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3) Interact services aimed at improving the cooperation management capacity to implement innovative approaches

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Cannot say
* Inter-programme capacity and competence, including Interreg staff exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Support to implementation of macro-regional strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Innovative tools: Cooperative actions (Art. 96.3d), Territorial development tools (ITI, CLLD, JAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* European Grouping of Territorial Cooperation (EGTC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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As a result of using the knowledge and skills acquired through Interact products and services, we have implemented changes in the way we work in our programme (changes to working practice, to perception, to interpretation, etc.).

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Cannot say
* Changes that helped improve the management and control capacity of our programme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Changes that helped improve the capacity of our programme in capturing and communicating programme results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Changes that helped improve the capacity of our programme to implement innovative approaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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In my programme, we have used the tools and publications developed by Interact (please see the Library section of the Interact website for the list of publications: <http://www.interact-eu.net/library>).

	Fully used/used to a significant extent	Used as inspiration only	Not used	Cannot say
* eMS	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* keep.eu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Interreg.eu portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Online learning courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Publications (factsheets, guidance documents, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you have used any of the publications, please provide examples and any other relevant comments.

As a result of using the tools and publications developed by Interact, we have implemented changes in the way we work in our programme (changes to working practice, to perception, to interpretation, etc.).

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree	Cannot say
* Changes that helped improve the management and control capacity of our programme (eMS, Online learning courses, Interact publications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Changes that helped improve the capacity of our programme in capturing and communicating programme results (keep.eu, Interact publications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Changes that helped improve the capacity of our programme to implement innovative approaches (Interact publications)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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If you were not able to use certain knowledge or skills provided by Interact products and services, or the tools developed by Interact, please explain why. In particular, we are interested in knowing if this was due to a lack of practicality or quality of the service/product itself, or due to other factors.

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3) Interact services aimed at improving the cooperation management capacity to implement innovative approaches

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Strongly dissatisfied	Cannot say
* Inter-programme capacity and competence, including Interreg staff exchange	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Support to implementation of macro-regional strategies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* Innovative tools: Cooperative actions (Art. 96.3d), Territorial development tools (ITI, CLLD, JAP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
* European Grouping of Territorial Cooperation (EGTC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

On reflection, what aspects of our delivery of products and services have you been most satisfied with (in particular, if you have indicated "very satisfied" or "satisfied" under any of the areas of the question above)?

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**Do you have any specific suggestions for improvement of Interact products and services?**

**Any further comments or feedback**

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[Submit](#)

The survey is finished.

Thank you for taking the time to answer.

Your input is very important for us.