



Evaluation of the Seventh Session of the World Urban Forum Medellin, Colombia 5-11 April 2014



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of the World Urban Forum
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LIST OF ACRONYMS AND ABBREVIATIONS

CPR	Committee of Permanent Representatives
Habitat III	United Nations Conference on Housing and Sustainable Urban Development
IISD	International Institute for Sustainable Development
MOU	Memorandum of Understanding
POW	Programme of Work
TOR	Terms of Reference
UN	United Nations
UNCT	United Nations Country Team
UN-Habitat	United Nations Human Settlements Programme
WUC	World Urban Campaign
WUF5	Fifth Session of the World Urban Forum (Rio de Janeiro, Brazil)
WUF6	Sixth Session of the World Urban Forum (Naples, Italy)
WUF7	Seventh Session of the World Urban Forum (Medellin, Colombia)

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- Participants
- Visitors to the Exhibition and exhibitors
- Dialogue participants, moderators and speakers
- Training event participants and organizers
- Media representatives
- Members of the Advisory Group
- UN-Habitat staff

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EXECUTIVE SUMMARY

A. INTRODUCTION

- i. The seventh session of the World Urban Forum (WUF7) was held in Medellin, Colombia, from 5 to 11 April 2014. The WUF7 theme “Urban Equity in Development—Cities for Life”, emphasized the need to integrate urban equity into the development agenda. It was also an opportunity for stakeholders to gather and start discussing the New Urban Agenda.
- ii. The World Urban Forum is held every two years. It is a non-legislative technical forum in which experts can exchange views in the years when the Governing Council of the United Nations Human Settlements Programme does not meet. The seventh forum of its kind, WUF7, was expected to accomplish improved collective knowledge, increasing coordination and cooperation, awareness raising, and improving UN-Habitat strategy and work effectiveness.
- iii. WUF7 brought together a record number of 18,030 participants from 142 countries, representing governments at national, regional and local levels, academia, civil society organizations, parliamentarians, foundations, professionals, women and youth groups, United Nations entities and the private sector as partners working for better cities. Participants could select from more than 500 events, including assemblies, dialogues, special sessions, roundtables, networking events, side events, training events, and an exhibition—as well as other events.
- iv. All World Urban Forums held since 2002 have been evaluated. The present evaluation is mandated by Governing Council resolution 23/5 of 15 April 2011 to assess the impact and outcome of each forum session, using a results-based approach and to incorporate that more distinctly into the programme of work of the United Nations Human Settlements Programme (UN-Habitat). The evaluation provides evidence of results to meet accountability requirements and to promote learning, feedback, and knowledge sharing through results and lesson learned among UN-Habitat and stakeholders.

B. EVALUATION OBJECTIVE, APPROACH AND METHODOLOGY

- v. The objective of the WUF7 evaluation is to provide evidence of results to meet accountability requirements and to promote learning, feedback and knowledge sharing for future planning. It was conducted by the Evaluation Unit of UN-Habitat with support of a consultant over the period of March to October 2014. The WUF Secretariat provided support in terms of administration of surveys, provision of data and responded to queries from the evaluation team for information.
- vi. The evaluation was carried out in accordance with norms and standards for evaluation in the United Nations system. The evaluation approach and methodology was developed based on the terms of reference of the evaluation. The pathways or theory of change was established based on the WUF7 log frame, which had been developed for the first time for a WUF. The log frame was used to identify the results chain and sequence of factors necessary for the outcomes to lead to the expected results and impact of WUF7.
- vii. The evaluation team reviewed WUF7 documentation and used 11 different surveys and interview templates to collect data for the evaluation. The surveys included the main WUF7 participant survey and surveys for visitors and exhibitors at the exhibition, moderators, speakers and participants at the dialogues, and participants and organizers of training events. Interview templates were used for interviews with members of the advisory group, interviews with stakeholders at WUF7 and focus group discussions. These were administered or conducted on-site and after the WUF7.
- viii. The evaluation of WUF7 was limited by the fact that more than 525 events were held over a period of seven days, which made it impossible for the evaluation team to cover all sessions and events. Therefore, the evaluation focused on certain types of events, namely dialogues, training events and the exhibition and used the post-WUF7 participant survey as its primary survey tool.

Profile of Participants and Survey Respondents

ix. The profile of participants and survey respondents to the participant survey was compared by region, gender, age, recurrent participation and partner affiliation. The typical WUF7 participant was male (53 per cent), between 18 and 45 years of age (69 per cent), a first time WUF participant (92 per cent), from Latin American and the Caribbean (84 per cent), and likely working in academia/ research or regional/ local government and municipality (30 and 24 per cent respectively). The participant survey was found to be overall representative compared with the overall profile of participants attending WUF7.

C. KEY FINDINGS AND RECOMMENDATIONS OF THE EVALUATION

Organization of WUF7

x. The majority of participants, exhibitors and event organizers were satisfied with the organisation of WUF7. On average, participants regardless of their role (exhibitors, media representatives, participants and event organizers) found registering 'very satisfactory' or 'satisfactory' (91 per cent) through the new online registration system.

xi. More participants at WUF7 than at previous WUFs learnt about the World Urban Forum through media (26 per cent); specifically, 14 per cent learnt from printed media, newspaper, radio, television, etc. and 12 per cent from social media. At WUF5 and WUF6, participants were more likely to learn about the forum from receiving an invitation from UN-Habitat.

xii. Most of the participants were satisfied with the information about the forum on the UN-Habitat WUF7 website and the format of the programme (86 and 80 per cent respectively of respondents to the participant survey). Of information resources made available participants, the document most valued as most useful, was the programme-at-a-glance (84 per cent). The printed programme was much appreciated by participants (83 per cent) and its usefulness was rated highly by all groups regardless of role (83 per cent). Some survey respondents (12 per cent of survey respondents) however, complained about lack of information such

as short supply of the printed programme (n=63), lack of access to participants' list (n=9) and lack of information about cultural events in Medellin (n=7). The latter was also mentioned by some responding visitors to the exhibition survey (n=10).

Recommendation 1:

The programme should be more easily available in print, and the programme on website and app should prominently bring forward daily updated schedules.

Recommendation 2:

More cultural events, including city tours and tourist information, showcasing the host city should be included in the programme.

xiii. Various tools were used to keep WUF7 participants informed of proceedings. Most popular update tool was the WUF7 Newsletter, which 81 per cent of participants found useful. Media representatives were slightly more positive about the newsletters (83 per cent) and #our WUF social network (69 per cent).

xiv. At the venue of WUF7, the Plaza Mayor convention and Exhibition Center in Medellin, there were seven helpdesks. Helpfulness of the helpdesks was rated very positively by all participant groups (91 per cent).

xv. In terms of support to speakers, moderators, media representatives and event organizers, the overall response was positive. Moderators and speakers at the six dialogues were satisfied (100 per cent) with the WUF7 website available information, timeliness and support from UN-Habitat and briefing meetings held in advance. Most of the moderators and speakers responding to the survey (88 per cent) were satisfied with the quality and usefulness of pre-event information provided by UN-Habitat. Most media representatives (82 per cent) of the 919 accredited representatives at WUF7 were satisfied with registration and other media specific services, including access to interviews (70 per cent), the media centre (82 per cent) and Internet and Wi-Fi facilities (68 per cent) provided. Event organizers found the substantive concept notes and the focal points were useful (73 and 63 per cent respectively).

Assemblies

xvi. The assemblies were arranged as one day gatherings to align discussions on global urban development and seek input from stakeholders to the development of the New Urban Agenda, the Post 2015 Agenda and Habitat III processes. Each assembly gathered between 200 and 900 participants. The quality of the World Urban Youth Assembly was rated as 'very good' or 'good' by 53 per cent by participant survey respondents followed by the Gender Equality Action Assembly (50 per cent), Business Assembly (44 per cent) and Children's Assembly (37 per cent).

The Exhibition

xvii. The exhibition was aligned with the theme of the forum, and had over 37,000 visitors. Visitors to the exhibition were largely satisfied with the experience (91 per cent). Visitors of age 24 years and younger, and above 66 years, were slightly more positive than other age groups. Individuals, visitors from the private sector and the United Nations system were slightly more positive than other partner groups. More than 90 per cent of participants visited the exhibition and out of which some 43 per cent visited the exhibition two to four times.

xviii. Visitors in all age ranges, except 66 years and above, went to the exhibition primarily to be inspired by new urban development services and knowledge products (63 per cent). The main reason for visitors age 66 years and above was to meet new institutions and others at the exhibition. Reasons for visiting the exhibition were very similar among the different partner types, except for visitors from the United Nations system, who more often cited making new network contacts (18 per cent), and parliamentarians and media, which were more interested in getting up-to-date information on sustainable urbanisation issues and solutions (24 per cent and 21 per cent respectively).

xix. The exhibition had 103 exhibitors. Most visitors were satisfied with the number of exhibitors (93 per cent) and the quality of exhibitions (88 per cent). By far, most exhibitors (95 per cent) were satisfied with the number of visitors to the exhibition, and with visitors from their target audience (90 per cent). Fifty-eight per cent of the exhibitors were satisfied with the number of requests and follow-up from visitors. Some visitors and exhibitors (n=743) responding to surveys suggested to better navigate and manage flow of visitors in the exhibition area.

Recommendation 3:

The exhibition layout should be more user-friendly in terms of themes with more signage, easy hand-outs of map, a books sales area and more public spaces.

Dialogues

xx. Participants attended the six dialogues mainly because they were interested in the theme in their area of specification (17 per cent), to acquire information about urban solutions (17 per cent) and to get a holistic approach (13 per cent). Overall, the majority of participants (73 per cent) responding to the dialogue survey were satisfied with the dialogue experience.

xxi. Most respondents (91 per cent) found the number of participants during the dialogue to be 'very satisfactory' or 'satisfactory'. Participants responding were also positive about the quality of moderators and speakers (89 per cent and 82 per cent) and quality of interventions from participants (75 per cent). Over one third (40 per cent) of participants found that the linkages with Post-2015 Development Agenda and Habitat III had been discussed in the dialogues, while 21 per cent did not. Overall, moderators and speakers (100 per cent) were satisfied with their experience in the dialogues.

Training Events

xxii. The 30 training events held at WUF7 were attended by 1,607 participants. Seventy-one per cent of training event participants was satisfied with the training events in which they had participated. Most of the participants (73 per cent) agreed that the sign-up process for the training events was straightforward and 55 per cent agreed that they had received adequate information about the training event during the sign-up process to select the event that would be suited to their work. Few pre-registered participants, however, showed up the training events and meant that organizers had to deal with many new participants.

xxiii. Most of the participants (70 per cent) agreed that it would be easy to apply what they had learned at the training event in their work and 76 per cent of participants responded that they had substantially increased their knowledge of sustainable urbanization issues, and 12 per cent of participants were 'not sure' or 'undecided'. Expectations of training event participants were mainly to acquire new knowledge (20 per cent), tools and methods (18 per cent) as well as skills (16 per cent).

Recommendation 4:

Audience of the training events should be more targeted by providing incentive to pre-register, having longer events and offering additional on-line courses.

xxiv. Overall, 96 per cent of organizers felt that the training events achieved the objectives and improved participants knowledge on sustainable urbanization issues and would consider organizing a training event at the next WUF. The majority of organizers (69 per cent) felt that they were given enough information about UN-Habitat's expectations for the training events prior to submitting their proposals, while 78 per cent felt that they were well-informed throughout the process from acceptance to delivery of the event. In terms of facilities, 46 per cent agreed that the facilities provided met their expectations based on the information provided by UN-Habitat. The main issue cited by respondents were the occurrence of noisy rooms with poor acoustic, which made it difficult for some trainers to interact well with participants.

Other Issues raised on WUF7 Organization

xxv. More than 20 per cent of the 2,047 suggestions received from respondents to the participant survey addressed the need to improve the format of conference schedule and programme mainly to avoid repetitive/ overlapping events and organize programme by themes and topics rather than by event type. The WUF7 format was also number one on the list of top ten suggestions on how to improve the next forum from respondents to the participant survey. Some of the topics that participants suggested that they would have liked to see feature more were social inclusion, citizen participation and vulnerable groups, urban planning and slums, urban mobility, and environmental issues.

Recommendation 5:

The programme design should be more aligned by themes and related to areas of interest to participants such as creating tracks of interest in development, finance, law, energy, climate change, academic network, have more distinctively branded event types and with more focus on solutions-oriented presentations.

xxvi. Some participants complained about the lack of interpretation in English and Spanish (6 per cent of all suggestions from participant survey) and short supply of printed programme (4 per cent of all suggestions). More than half of the participants

appreciated and found the app useful (57 per cent of respondents to participant survey). Specifically on the app use, respondents to the participant survey (5 per cent of 428 responses on lack of information in the participant survey and 1 per cent of all suggestions) mentioned that they found it difficult to use due to poor Wi-Fi, format of information on the app and lack of a search option.

xxvii. Some participants raised the need to improve visa, hotel and transport services (9 per cent of all suggestions); however, these are provided by the host country and discussed between UN-Habitat and the host country.

xxviii. Some of these issues seem inevitable due to the large number of participants, which resulted in some areas and events being overcrowded (4 per cent of all suggestions) and access to certain events were restricted due to the physical limitations of the respective rooms such as the opening and closing ceremonies and the Urban Talks (1 per cent of all suggestions).

Recommendation 6:

In principle, the opening and closing ceremonies should be accessible to all participants and limited access to such events should be published and communicated well in advance.

xxix. Ten per cent of event organizers responding to the participant survey suggested improving conference facilities (i.e., audio, air conditioning/ ventilation). The need for better air conditioning and ventilation were also raised by 4 per cent of visitors responding to the exhibition survey and 9 per cent of exhibitors responding to the exhibitors' survey. Similarly, the audio system and headsets were raised as an issue by participants in the dialogues (4 per cent of participants responding to the dialogue survey), participants in training events (14 per cent of participants responding to the training event participant survey), and participants in general (12 per cent of suggestions from participants responding to the participant survey), as well as by event organizers (10 per cent of event organizers responding to survey) and exhibitors (6 per cent of exhibitors responding to survey).

xxx. Some participants in the dialogues (16 per cent of dialogue participants responding to survey) also raised the issues of lack of audio visual material, and poorly organized question and answer sessions.

Recommendation 7:

Improve the format of dialogue through better organized question and answer sessions with fewer speakers and allow more use of PowerPoint presentations as well as other audio visual material.

Assessment of Relevance, Efficiency and Effectiveness of the Forum

- xxxi. The relevance of WUF7 is assessed by the evaluation team as 'highly satisfactory' in terms of theme, objectives and programme. The findings from the surveys and interviews indicate that participants perceived WUF7 as very useful.
- xxxii. The efficiency of WUF7 is assessed as 'satisfactory'. WUF7 brought together stakeholders to work with or already working with UN-Habitat with reduced costs of meetings that would have had to be held elsewhere. With more than 37,000 visitors to the exhibition and 18,030 participants—and more than initially planned for—it seems inevitable that some participants referred to logistical problems such as shortage of room space resulting in overcrowded conference rooms or participants being deferred, poor audio conditions, lack of interpretation, and poor Wi-Fi that could negatively have affected the experience of some participants.
- xxxiii. The effectiveness in terms of achievement of objectives is assessed to be 'highly satisfactory' based results against indicators in the WUF7 log frame and survey results. *Most of the targets for overall WUF7 participation and participation in various events were superseded based on the indicator targets of the WUF7 log frame.* Targets for overall WUF7 participation and participation in the various events were superseded based on the indicator targets of the WUF7 log frame and exceeding previous WUFs. In terms of inclusiveness, participants represented a healthy spread of age groups with 49 per cent between 25 and 45 years of age and diversity of partners with participants representing academia, regional/ local government and municipality and civil society organizations and private sector accounting for 75 per cent of all participants.
- xxxiv. Participants responding to the WUF7 participant survey rated the four objectives as achieved with improving collective knowledge (91 per cent), raising awareness (87 per cent) and increasing coordination and cooperation (84 per cent) and improving UN-Habitat work effectiveness (84 per cent).

- xxxv. Systemic changes are anticipated through improved institutional competency and implementation of new initiatives by participants, in particular through the implementation of 13 memoranda of understanding signed between UN-Habitat and partners and the delivery of inputs to the next Work Programme and Budget of UN-Habitat. The assemblies, special sessions and dialogues provided open fora for stakeholder discussions related to topics on the global urban development and development of the New Urban Agenda, the Post 2015 Agenda and Habitat III processes. While 40 per cent of dialogue survey respondents found that linkages with Post 2015 Agenda and Habitat III had been discussed, almost two-thirds of dialogue moderators (63 per cent) responding to survey felt it had been discussed. The potential of influence on this strategic level, however, is not easy to gauge based the results indicators used in the WUF7 log frame.

Recommendation 8:

The use of the logical framework for WUF should be enhanced to create stronger links with the themes of the WUF and its contributions at strategic level such as Habitat III, and with indicators and targets that use both absolute and relative numbers.

- xxxvi. The Medellin Declaration—Equity as a Foundation of Sustainable Urban Development was issued on the last day of the forum containing general recommendations emerging from the substantive debates held at the Forum and around which a substantial consensus was reached. It highlights three emerging themes: Equity as a foundation of sustainable urban development; The city as opportunity; and a New Urban Agenda. In addition, the declaration acknowledges contributions to the future for sustainable urbanization in the post-2015 development agenda; the United Nations Conference on Housing and Sustainable Urban Development (Habitat III); and support for the Forum.
- xxxvii. The Medellin Declaration was read by the majority of respondents to the participant survey (59 per cent) and most of those who had read the declaration felt that the declaration adequately reflected the urban topics discussed at WUF7. Confirming the WUF7 theme of 'Urban Equity in Development' and resonating with the Medellin Declaration, 'urban equity' was mentioned by most respondents (n=198) as the most important emerging issue coming out of WUF7.

The issues of 'urban resilience' and 'environment, sustainable use of resources, waste management' were the second and third most important emerging issues respectively.

- xxxviii. The 18 members of the advisory group were tasked to provide advice and assist the Executive Director during WUF7. They met during the WUF7 to prepare the Medellin Declaration. Interviewed members of the group found the group's work well organized and partners were committed to the task. Overall, members were also positive towards the final declaration.
- xxxix. Gender aspects from a planning perspective were reflected in the WUF7 programme, which had 20 gender related events, including an assembly and a roundtable. The focus was on how gender equality and women's empowerment is integral to urban equity and the Habitat III process. In terms of process and outputs, there were slightly more male (53 per cent) than female participants at WUF7 and more male speakers and moderators at main events (63 per cent).
- xl. Similarly, engagement of youth and private sector were mainly through their assemblies and roundtables and effectively presented the need to ensure youth opportunities and review the private sector's role towards a New Urban Agenda and in preparation for Habitat III. WUF7 had both a youth assembly and—for the first time—a children's assembly. The significant involvement of youth and children is supported by the fact that 23 per cent of participants attending WUF7 were under the age of 25 years.

Preliminary Impact

- xli. Most respondents to the participant survey (94 per cent) indicated that WUF7 had met their reasons for attending the forum. WUF7 bestowed behavioral changes and influences on participants. Sixty-six per cent of respondents found that WUF7 helped them to build or strengthen their capacities with new knowledge and understanding of urban issues with parliamentarians most positive (90 per cent) and academia/ research least positive (61 per cent). Some participants (21 per cent) did not know and 13 per cent responded that the WUF7 had not built their capacities.
- xlii. The top three reasons for participants to attend WUF7 were acquiring new knowledge about sustainable urbanisation (64 per cent); sharing of experiences, lessons learned and best practices (52

per cent); and meeting new contacts in my field of expertise (52 per cent).

- xliii. As a result of participating in WUF7 most participants had indeed shared ideas, knowledge, skills and best practices (60 per cent). The main positive 'take-away' for participants from their experience at WUF7 was meeting people from around the world and possibility of visiting 'on-site' the Medellin experience (34 per cent), greater awareness of what other countries are doing to solve urban problems, and concepts of well planned and managed cities settlements as key driver of change and urban development (26 per cent), and networking (15 per cent). Monitoring information about follow-up is scattered, but an indication of preliminary impact is confirmed by over a quarter of survey respondents (27 per cent), who are planning or have already organized an event in their organization, city, country or other to share their WUF7 experience.

Recommendation 9:

Follow-up events, including briefing and monitoring, and post-WUF events at national level should be planned in advance.

D. LESSONS LEARNED

- xliv. As host of WUF7, the city of Medellin provided participants with a living example of a city in transition. The Medellin Lab Tours offered an opportunity for participants at the forum to observe first-hand examples of urban transformation. It was a successful approach to be replicated in future WUFs with many participants taking the tours, which effectively linked the WUF7 theme with real-time examples and connected the forum with the hosting city.
- xlv. With many emerging issues and several sub-themes in the programme, it was up to participants to select events addressing urban issues of their interest. The programme had well-defined sub-themes that related to the overall theme of the forum and colour codes for event types. However, the format layout of the programme organized by type of event and sheer number of events made it appear less focused on themes and less directed towards specific urban problems and their solutions. The structure of future programmes need to provide different options for participants to quickly get an overview.

- xlvi. WUF7 was a success in participation by attracting over 18,000 participants, which are more participants than ever for a WUF. Awareness of the reached hundreds of thousands through various social media applications. The many participants at the WUF7 venue, more than planned, meant that some conference rooms for particular popular training events, networking events, and City Change Room events lacked enough seating, and some participant experienced poor ventilation, poor audio and noise. At future forums, some measure of crowd control need to be communicated to participants of limited access before the forum to avoid disappointed participants, in particular to the Opening and Closing Ceremonies.
- xlvii. Social media tools used at WUF7 such as Facebook, Twitter, Instagram, Flickr!, #our WUF social network and the first ever used WUF7 App attracted many users and followers over a short period of time. Participants had different preferences of information tool and some worked better than others. The lesson is that the variety and options of tools used at WUF7 is needed to keep as many as possible participants updated.
- xlviii. The percentage of face-to-face interviewees was only 0.2 per cent of all participants although these were representative of the different WUF7 participant types. In the on-line participant survey, about one third of the respondents skipped one or more questions. These are lessons learned and future evaluation design and methodology need to reflect on these issues.

E. CONCLUSION

- xlix. The World Urban Forum continues to be a global forum that attracts thousands of partners and stakeholders engaged in urban issues. This evaluation demonstrates that the forum successfully provides an attractive platform for participants to discuss and learn about different approaches to planning, building and managing cities and urban settlements.
 - I. The evaluation concludes, based on overall very positive response from survey respondents, that WUF7 was perceived by participants to achieve its objectives and offering something valuable to all types of participants as participants acquired new knowledge about sustainable urbanisation, shared experiences, made new contacts and learnt of solutions. Meeting people from around the world and the Medellin experience were considered the main added values of WUF7 by participants.

1. INTRODUCTION AND CONTEXT OF THE EVALUATION

1.1 BACKGROUND

1. The Seventh Session of the World Urban Forum (WUF7) was held in Medellin, Colombia, from 5 to 11 April 2014. Held every two years, the Forum gathers participants from all over the world, presenting governments at national, regional and local levels, academia, civil society organizations, parliamentarians, foundations, professionals, women and youth groups, United Nations entities and the private sector as partners working for better cities. The Forum was created as "...a non-legislative technical forum in which experts can exchange views in the years when the Governing Council of the United Nations Human Settlements Programme does not meet".¹ Specifically, WUF7 was expected to improve collective knowledge, coordination and cooperation, awareness-raising, and the UN-Habitat strategy and work effectiveness.
2. The objectives of WUF7, derived from different General Assembly and Governing Council resolutions, were distilled into the following four expected accomplishments, and reflecting both a change at the level of beneficiaries and at the level of UN-Habitat:
 - Collective knowledge on sustainable urbanization is improved through inclusive open debates, exchange of experiences and best practices;
 - Coordination and cooperation is increased within and between different stakeholders and constituencies towards advancement and implementation of the Habitat Agenda;
 - Awareness is raised on sustainable urbanization among stakeholders and constituencies (including general public);
 - UN-Habitat strategy and work effectiveness is improved as a result of the Forum, with specific focus on the Work Programme and budget and sub-programmes.²
3. The theme of WUF7 "Urban Equity in Development—Cities for Life" was selected by UN-Habitat and the host city of Medellin to emphasize the need to integrate urban equity into the development agenda. It was a call for equity in access to opportunities, income, consumption, information and technology as well as a human right principle to ensure sustainable development. The WUF7 also was also an opportunity for stakeholders to gather and start to discuss the New Urban Agenda in view of the United Nations Conference on Housing and Sustainable Urban Development—Habitat III in 2016.
4. Medellin was chosen as the host city for WUF7 through an open bidding process. Medellin exemplifies a city in transition, which is striving to create opportunities to overcome past and current challenges towards re-shaping its future for the better.
5. The WUF7 programme featured assemblies for youth, gender, business and children; roundtables for key partner groups; dialogues on thematic urban issues; special sessions organized around key programmes and projects; training and networking events; an exhibition; side events; as well as demonstration excursions to field projects and cultural events held outside the Forum's venue.
6. As with the previous forum, WUF6, the evaluation of WUF7 as mandated by the Governing Council resolution 23/5 of 15 April 2011, which requests [UN-Habitat] "...to assess the impact and outcome of each Forum session using a results-based approach and incorporate that more distinctly into the Programme of Work of the UN-Habitat".
7. It should be noted that this evaluation report does not cover all what happened at WUF7. Such information is presented in the WUF7 Report prepared by the World Urban Forum Secretariat. Given the resource limitations of the evaluation, the evaluation focused on selected aspects of the forum's organization process, and its relevance, efficiency, effectiveness and preliminary (immediate) impact.
8. The evaluation of WUF7 was mandated by Governing Council resolution 23/5 of 15 April 2011, which requests [UN-Habitat] "...to assess the impact and outcome of each Forum session using a results-based approach and to incorporate that more distinctly into the Programme of Work of the UN-Habitat". Specifically, the purpose and objective of the evaluation were to provide evidence of results to meet accountability requirements and to promote learning, feedback, and knowledge

1.2 PURPOSE AND OBJECTIVE OF THE EVALUATION

1 WUF was established in accordance with Governing Council resolution 18/5 of 16 February 2001 and General Assembly resolution 56/206 of 21 December 2001.

2 Log frame WUF7 March 2014.

sharing through results and lessons learned among UN-Habitat management, staff, donors, governing bodies and other stakeholders.

9. What is learned from the evaluation findings is expected to play an instrumental role in influencing future planning, adjusting and correcting as appropriate as well as exploiting opportunities. It is also expected to effectively be instrumental in influencing concurrent global processes of Post 2015 Development Agenda and review of the urban agenda in 2016 through improving the collective knowledge, increase coordination and cooperation, raise awareness and improve UN-Habitat corporate strategy and work, and advocating for sustainable urban development.

1.3 APPROACH AND METHODOLOGY

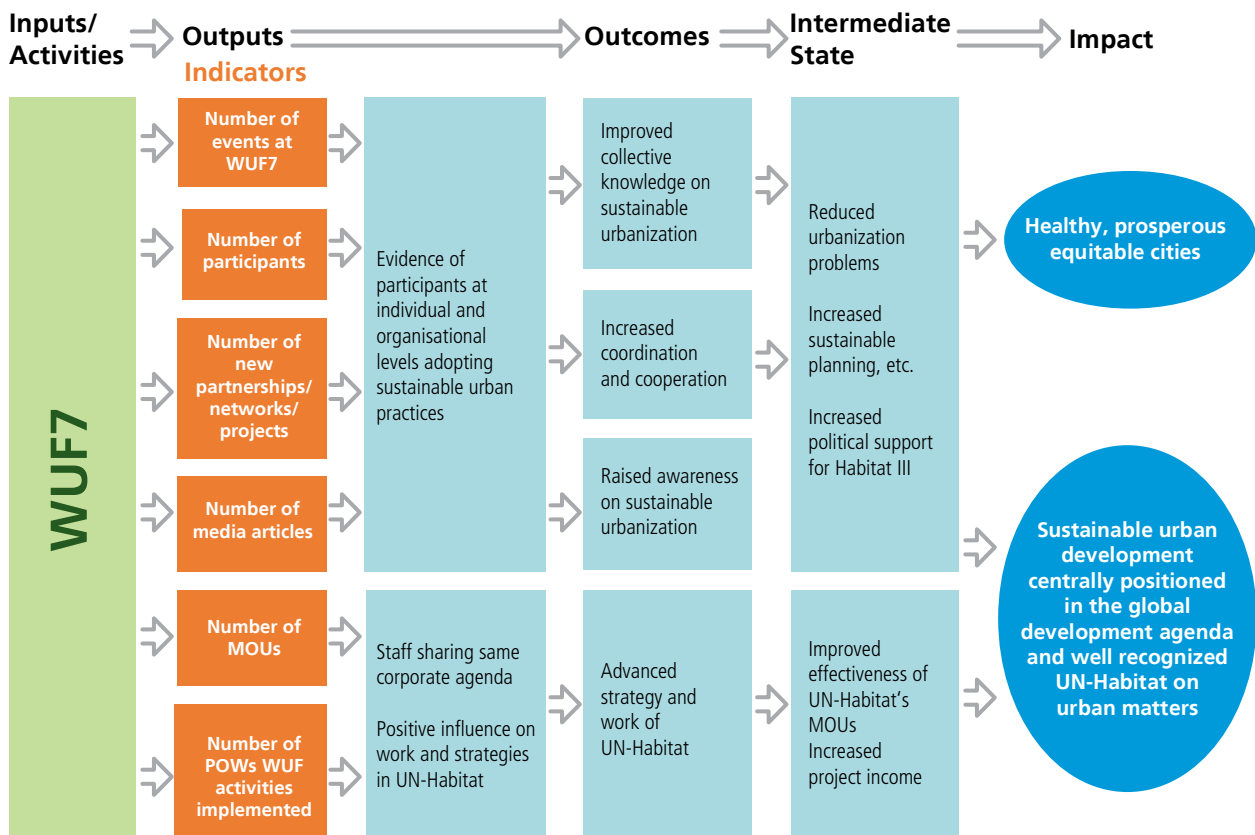
10. The evaluation was conducted by the Evaluation Unit with support of a consultant, *Mr Javier Cabero*. It was carried out in accordance with norms and standards for evaluation in the United Nations system. Terms of Reference for the evaluation were developed and discussed with staff from the WUF Secretariat of UN-Habitat (Annex 1: Terms of Reference for the Evaluation of the Seventh Session of the World Urban Forum).
11. Evaluation methodology was based on a log frame for WUF7 developed by the WUF Secretariat and used for the first time for a WUF (Annex 5: WUF Logical Framework and Results provided by WUF Secretariat). The WUF7 log frame provided a useful framework for the evaluation that had not been available for previous WUF evaluations. Another improvement made for WUF7 was to collect age disaggregated data on participants, which made it possible to record participation from youth. Evaluation criteria of relevance, efficiency, effectiveness, and impact were used for the assessment. The evaluation also examined if gender aspects were taken into consideration in the WUF7 programme design and delivery.
12. The evaluation sought to address four specific questions based on the expected accomplishments formulated in the logical framework for WUF7:

- To what extent did WUF7 contribute to improving the collective knowledge on sustainable urbanization? How well was WUF7 at facilitating exchange of experiences and best practices?
- To what extent did WUF7 directly contribute to increasing the level of coordination and cooperation within and between stakeholder groups? What were the most effective approaches or formats used?
- Is there any early evidence of WUF7 raising awareness on sustainable urbanization among stakeholders and constituencies and the general public? Were the WUF7 themes and messages relevant for the target audiences and did they reach them effectively?
- In what ways did WUF7 planning and implementation help to improve relevant UN-Habitat strategies, including preparations for the Habitat III Conference, and work effectiveness of UN-Habitat with focus on the Work Programme, budget and sub-programmes? How effectively and efficiently was WUF7 planned, coordinated and monitored?

Theory of Change

13. WUF7 outcomes are intended results stemming from the outputs. As such, they are less tangible and are likely to occur in the short term following the end of the forum. It is more difficult to assess the impact of the forum than results, because impacts often appear with considerable time-lags. A review of progress along the pathways from output to outcome to impact was carried out before WUF7 to help the assessment (Figure 1). The pathways or theory of change were established based on the WUF7 log frame and by identifying the sequence of factors necessary for the outcomes to lead to the expected impact.
14. WUF7 has more than one pathway to achieve its objectives, however, the key pathway for any eventual impact of WUF7 will depend on the behaviour change of WUF7 participants, for example, by using the new information and contacts they have acquired. Figure 1.1 shows that two types of change were anticipated from WUF7 based on the causal relationships of WUF7 and impact pathways from input to impact: (1) Behavioural change such as adoption of new practices, changed attitudes on issues, and (2) Systemic changes such as improved institutional competency, implementation of new initiatives.

Figure 1: Simplified Causal Pathways of WUF7



1.3.1 Data Collection Methods

15. Given the wide scope of WUF7, the evaluation sought to collect a range of views using quantitative and qualitative indicators. To this end, various methods were used to collect data including:

- Review of WUF7 documentation and website and previous WUF evaluation reports
- Consultation with WUF Secretariat staff
- Individual interviews and survey of key informants, including participants, moderators and speakers, media representatives, event organizers, visitors to the Exhibition, exhibitors, participants in the dialogues, participants and organizers of training events, members of the WUF7 Advisory Group
- Focus group discussions with participants
- Feedback from UN-Habitat focal points
- Review of statistical data related to WUF7 registration, programme and website
- Review of data from previous WUFs to allow comparison over time
- Analysis of WUF7's media coverage and use of social media tools.

16. A number of surveys (online and printed), which were administered on-site and after the WUF7, and interviews were used to gather specific target group information (Table 1).³

17. Surveys were developed to target specific events. These were training events, dialogues and the exhibition. The WUF7 participant survey included questions on the WUF7 experience, support to moderators and speakers, media representatives and event organizers, the WUF7 programme, and WUF7 achievements. All surveys, except for the training event surveys, which were administered by the Training Unit, included general information questions about the gender, age, nationality and partner affiliation of the respondent to allow for comparison with the overall profile of WUF7 participants (Annex 3: Survey and Interview Templates).

3 All Surveys were in English language, except where otherwise indicated in other languages. Training event participants and organizers survey were administered by the UN-Habitat organizer and training event focal point; the Capacity Development Unit, Research and Capacity Building Branch.

Table 1: Data Collection Tools and Response Rates

Data Collection Tool	Responsible	Timing	Method	Language	N	Total	Response Rate
WUF7 Participant Survey	Evaluation Team	Post-WUF7	Online survey	English	3,691	17,330*	21%
Visitors to the Exhibition	Evaluation Team	During WUF7	Hand-out	English, French, Spanish	722	Over 37,000	>0.2%
WUF7 Exhibitors' Questionnaire	Evaluation Team	Post-WUF7	Online survey	English	21	102	21%
Dialogues Moderators Survey	Evaluation Team	Post-WUF7	Online survey	English	2	6	30%
Dialogue Speakers Survey	Evaluation Team	Post-WUF7	Online survey	English	6	22	27%
Dialogue Participant Questionnaire	Evaluation Team	During WUF7	Hand-out	English, French, Spanish	353**)	-	-
WUF7 Interview Template for Members of the Advisory Group	Evaluation Team	Post-WUF7	Interview by Skype or face-to-face	English	2	18	11%
Training Course Assessment: Organizers	Capacity Development Unit	Post-WUF7	Online survey	English, Spanish	26	26	100%
Training Course Assessment: Participants	Capacity Development Unit	During WUF7	Hand-out (5 at each event)	English, Spanish	151	1,607	9%
Template for Face-to-Face Interviews with Key Stakeholders at WUF7	Evaluation Team	During WUF7	Individual interview	English	25	-	-
WUF7 Focus Group Discussions Interview Template	Evaluation Team	During WUF7	Group interview	English	1	-	-

*) Of the 18,030 survey invitations sent out in July 2014, 700 e-mail invitations (four percent) could not be delivered and 'bounced back.'

**) Breakdown by dialogue: Dialogue 1: N=78; Dialogue 2: N=101, Dialogue: 3 N=44, Dialogue 4: N=74, Dialogue 5: N=56, Dialogue 6: N=42.

18. Results of the dialogue speakers and moderators survey should be interpreted with some caution because of the low response rate of speakers. There were responses from speakers from four of the six dialogues.⁴ Welcome speakers from UN-Habitat and Colombia, who provided welcome remarks, were not included in the survey.
19. Interviews with participants from different partner groups were conducted during the forum and interviews with members of the advisory group were conducted after the forum (Annex 2: List of Interviewees). Two focus group discussions with media representatives and partners of the World Urban Campaign were planned during the WUF7. Invitations were sent 10 days in advance and eight people associated with the WUC confirmed their participation. At the time the discussions were to take place, however, only three WUC partners turned up for the discussion.
20. The on-line participant survey was sent to all registered participants 76 days after the WUF7 had ended and used as the main data collection instrument. The survey was available in English and contained about 40 questions, including open-ended questions to give respondents the opportunity to give their views, comments and suggestions. The survey questions were focused on information and services available before and during the WUF to help participants prepare and participate in the Forum. Questions related to the quality of participants experience and immediate benefits and outcomes of their participation were also included. Of the 18,030 survey invitations sent out in July 2014, 700 (4 per cent) could not be delivered ('bounced back'), while a total 17,330 emails was delivered. After two reminders, a total of 3,691 questionnaires were completed, resulting in a response rate of 21 per cent (Annex 4: Survey Results Overview).

1.3.2 Survey Administration and Analysis of Results

21. All on-line surveys were created and administered using Survey Monkey, a web-based survey platform. The on-site surveys for the exhibition and dialogues were administered by the evaluation team and volunteers at the venue. Data entry of

4 The survey was sent to 22 dialogue speakers. There were no responses from speakers at Dialogue 5: Raising Standards of Urban Resilience and Dialogue 6: A Safe City as a Just and Equitable City. Some of the speakers were replaced shortly before WUF and were therefore not among the 29 speakers listed in the Seventh session of the World Urban Forum "Urban Equity in Development—Cities for Life" Programme (HSP/WUF7/INF/6).

the on-site surveys was done by the evaluation team, except for the training event participants and organizers surveys, which were administered by UN-Habitat's Capacity Development Unit of the Research and Capacity Building Branch.

22. On-line surveys were active for at least three weeks. As an incentive, participants that completed the post-WUF7 survey were invited join a raffle to win a hamper bag from UN-Habitat. Ten randomly selected respondents won the raffle prize.
23. All the participants who attended WUF7 were surveyed after the forum through the on-line participant survey. Three thousand six hundred and ninety-one surveys were returned. Respondents could skip questions and only questions related to the profile of the respondent were obligatory. The majority of respondents replied to all questions. About one third of respondents skipped one or more of the questions. This is probably due to the length of the questionnaire.
24. Data was analysed using statistical computer software that gave frequencies and cross tabulations for closed questions. The analysis of responses to open-ended questions was sorted according to broad thematic categories in groups.⁵ To the extent possible, comparison over time of data from previous WUFs was done.
25. The evaluation team had organized focus group discussions with WUC partners and representatives from the media, but despite early invitations and beforehand confirmations only three participants joined the focus group discussion.
26. The training event participants' survey was administered by the responsible organizing unit to a few participants of each training event rather than offered to all participants. This method of distribution could have limited the variety of responses received from participants.
27. Respondents to the WUF7 participant survey tended to skip more open-ended questions than closed-ended questions and more questions towards the end of the survey. These questionnaires were nevertheless included in the analysis as overall response rate was relatively high.
28. The profile of respondents was based on general data on gender, age, nationality and partner affiliation. A profile of respondents was not made of respondents of the training events participant survey because the profile questions were not included in the questionnaire. The format used for the training event related surveys could accommodate only ten questions.
29. Overall, the data presented should be interpreted with caution as they do not eliminate all sources of bias. Moreover, due to inadequate resources triangulation of methods was not adequate. In addition, some questionnaires were not fully completed. Participants who were sponsored to attend WUF7 and those from the host country could have felt inclined to provide positive responses. These limitations raise question on the representativeness of the data and should be interpreted with care. Comparison over time of data from different WUFs should be interpreted with some caution as the WUFs reflect different realities and variation in data collection methods used. For example, comparison of regional distribution of participants in the WUFs should be interpreted with caution as the host country will naturally draw many participants from the same country and region.

1.4 LIMITATIONS AND CHALLENGES

25. The diversity of many events held over a relative short period of a few days, did not allow for the evaluation to cover all sessions and events. Instead, the evaluation focused on certain types of events and meetings, namely dialogues, training events and exhibition.
26. The evaluation did not try to quantify the inputs into WUF7; that is the costs of travel and shipment to Medellin, staff time, logistics, facilitation and services, opportunity costs, etc., except to assess these inputs to be both substantial and significant in nature.
27. It is not possible to assess impact beyond preliminary impact of WUF7, given the timing of the on-line

⁵ Responses to the open ended questions in the visitors to the Exhibition survey were sorted by:

Logistics: Entry, availability of programme, food, washroom, map/directions etc.

Contents/theme: Relationship with the overall WUF7 theme, focus/subject of exhibition boots, etc.

Format: Type of exhibitors, type and size of exhibition boots, etc.

- 33. The logical framework that provided the basis for formulating the theory of change of the evaluation and anticipated results of WUF7 was less useful for assessing efficiency and effectiveness because many of the set indicator targets underestimated the actual number of participants at WUF7 and WUF7 succeeded to attract more participants than any of the previously held WUFs.
- 34. The log frame was to guide and orient the WUF7 from planning to implementation and evaluation of impact. However, many of the indicators were process indicators and therefore not good indicators to measure change and impact. For instance, improvement of collective knowledge on sustainable urbanization cannot be fully measured by percentage of satisfied participants in training events. This is because participants can be satisfied for various reasons, and not necessarily by what they have learned at the training event. Hence, the evaluation included questions in interview templates and surveys related to what was learned that was not known before.
- 35. Another example, the number of memoranda of understanding (MOU) signed between UN-Habitat and other organisations can serve as a useful proxy indicator to measure if the UN-Habitat corporate strategy and work are being advanced and positively influenced by outcomes of the forum, such analysis could be supported by an analysis of the content of MOUs and their relevance to the UN-Habitat strategy and work. However, information available about the MOUs often do not provide that level of detail.

2. PROFILE OF PARTICIPANTS AND SURVEY RESPONDENTS

2.1 WUF7 PARTICIPANTS BY REGION, GENDER, AGE AND OTHER

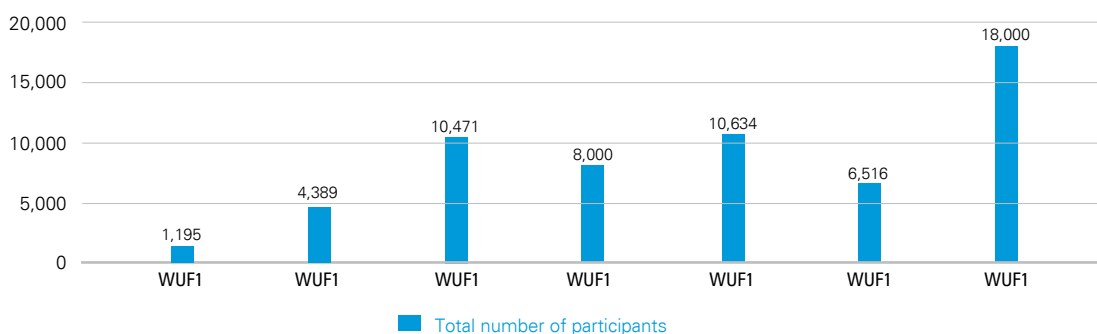
- 36. Over 18,030 participants from 142 countries attended WUF7 and well exceeded the initial target (set in the log frame) of 7,000 participants and participant numbers at previous WUFs (Figure 2).⁶ The number excludes local organizing staff, volunteers, hospitality, security, volunteers and UN-Habitat staff, who were 4,008 in total.
- 37. Twenty-one per cent of the 18,030 participants responded to the participant survey. The survey sample was overall representative of participants' profile by region, gender, age, and partner affiliation. This allowed for the use of the survey data at 'face value' and data have not been weighted.

WUF7 Participants by Region

- 38. Participants represented a total of 142 countries. The largest number of participants (84 per cent) was from the WUF host region of Latin America and the Caribbean. The international participation in absolute numbers of 4,863 participants at WUF7 exceeded that of 3,800 participants at WUF6. There were 73 per cent participants from the host country Colombia, whereas at WUF5 in Brazil the host country accounted for 60 per cent and at WUF6 Italy, as the host country, represented 42 per cent of the total 58 per cent for the host region. Table 2 shows participants by region from WUF5 to WUF7.

6 WUF7 Logical Framework, Expected accomplishment 1, Indicator (a), Target: 7,000 participants excluding workforce.

Figure 2: Total Number of Participants



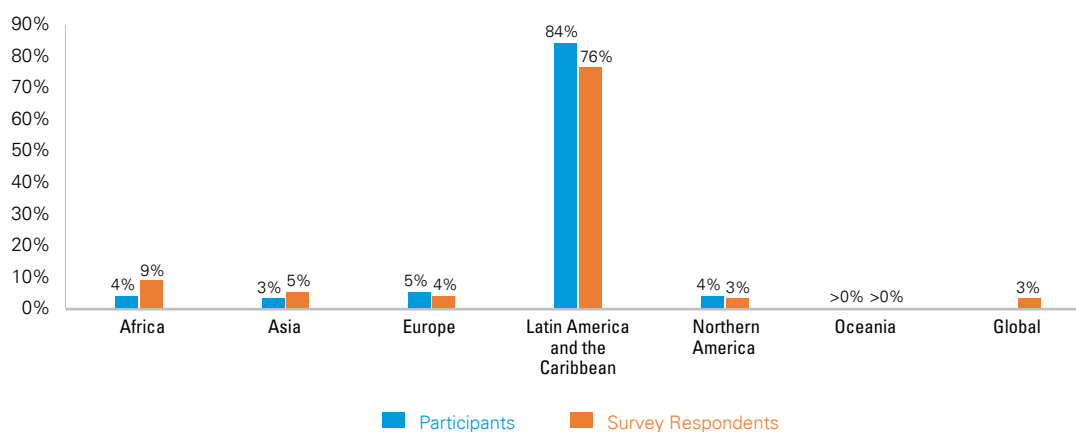
Source: Evaluation of the sixth session of the World Urban Forum, Seventh Session of the World Urban Forum: Overview and WUF7 at a glance (WUF Secretariat 2014). Note: Total number of participants at registered at WUF venue. Numbers excludes workforce as UN-Habitat staff members, local organizing staff, security, hospitality, services and volunteers.

Table 2: Participants by Region from WUF5 to WUF7 (without workforce)

	WUF5		WUF6		WUF7	
Africa	1,361	13%	1,125	17%	738	4%
Asia	592	6%	850	13%	451	3%
Europe	883	8%	3,788	58%	973	5%
Latin America and the Caribbean	7,017	66%	361	6%	15,177	84%
Northern America	738	7%	337	5%	651	4%
Oceania	43	>1% (0.4%)	55	1%	40	>1%(0.2%)
Total	10,634	100%	6,516	100%	18,030	100%

Source: Evaluation of the sixth session of the World Urban Forum, Seventh Session of the World Urban Forum: Overview and WUF7 at a glance (WUF Secretariat 2014) and WUF Secretariat. Note: Percentages are rounded to the nearest one.

Figure 3: Participants and Survey Respondents from Regions



Sources: Seventh Session of the World Urban Forum: Overview and WUF7 at a glance (WUF Secretariat 2014), WUF7 Participant Survey Respondents.

39. Like at the last two WUFs, which were held in Rio de Janeiro, Brazil (WUF5) and Naples, Italy (WUF6), the region where the WUF is hosted is an important factor in influencing the origin of participants. The majority of survey respondents were from the Latin America and Caribbean region (76 per cent)⁷. It should be noted that respondents from Colombia accounted for 2,004 (54 per cent) of all respondents (Figure 3).

WUF7 Participants by Gender

40. There were slightly more male participants (53 per cent) than female participants (47 per cent), and the same proportion of survey respondents (53 per cent male and 47 per cent female).⁸

⁷ This is not an accurate measure of nationality of survey respondents to the WUF7 participant survey were asked "In which region/country do you mainly work?" rather asked of their nationality.

⁸ Survey results: female=47.25 per cent, male=52.75 per cent and WUF7 participants total female=46.68 per cent, male=53.32 per cent).

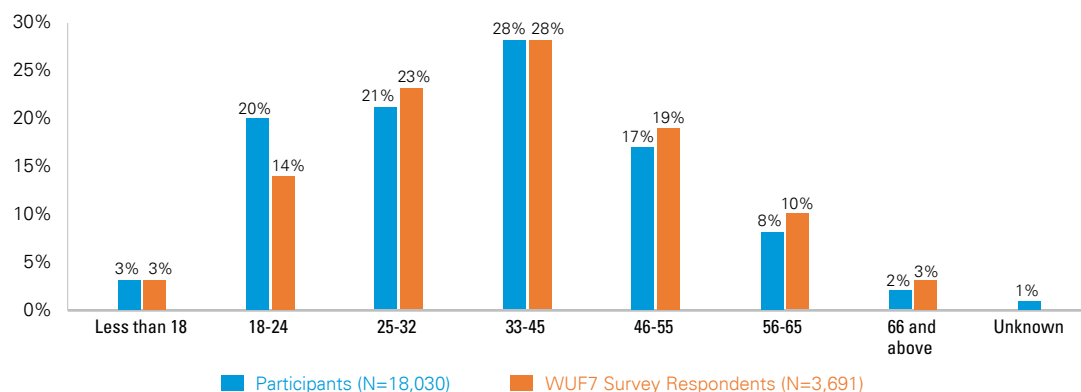
WUF7 Participants by Age

41. At WUF7, participants were, unlike in previous WUFs, for the first time requested to indicate their age when registering and responding to the participants' survey. The majority of participants were between 18 and 45 years of age (65 per cent), more than one in four (32 per cent) were above 45 years of age and those 18 years of age and below were 3 per cent (Figure 4). The age range of survey respondents was close to that of the overall age range of WUF7 participants except for the group of 18-24 years of age. Most participants and respondents were in the 33-45 years age range (28 per cent).

WUF7 Participants that have attended Previous WUFs

42. Some WUF7 participants (8 per cent) have attended a previous WUF. Among those 8 per cent of recurrent WUF participants, 69 per cent have participated in WUF7 and one previous WUF and 13 per cent in two previous WUFs. Similarly for survey respondents, the number of recurrent participants

Figure 4: Participants and Survey Respondents by Age



Source: WUF7 Participant Survey and Seventh Session of the World Urban Forum: Overview and WUF7 at a glance (WUF Secretariat 2014).

who have participated in a previous WUF was 61 per cent and 20 per cent have participated in WUF7 and two more WUFs (20 per cent) (Table 3).

WUF7 Participation by Partner Affiliation

43. As in 2012 at WUF6, academia/ research was the most represented partner type among WUF7 participants, and has increased from 1,688 to 5,355 in absolute numbers since WUF5 (Table 4) and in per cent almost doubled since WUF5 (from 17 per cent at WUF5 to 30 per cent at WUF7) (Figure 5).
44. Partners from academia/ research (30 per cent) and regional/ local government and municipality (24 per cent) had the biggest share of participants at WUF7. The majority of survey respondents were also from academia/ research (23 per cent) and regional/ local government (21 per cent) (see Figure 5).
45. The majority of respondents were first time participants, with more than 92 per cent reporting not having attended WUF6 and 94 per cent not having attended WUF5.

Survey Respondents by Role

46. The survey sample included participants with different roles at the Forum (see Figure 6). Most of the survey respondents were 'participants' at WUF7 with 71 per cent (see Figure 7).

2.2 PROFILE OF RESPONDENTS TO THE EXHIBITION SURVEY

47. The exhibition survey sample was overall representative of WUF7 participants but comparison is only indicative because respondents included both participants and general public visiting the exhibition. The majority of respondents were Colombian (53 per cent). More male visitors completed the exhibition survey than female (55 per cent male, 40 per cent female, 5 per cent did not answer). Most exhibition respondents were in the 33-45 years age range (24 per cent). The type of partner of respondents was similar to the WUF7 participant population except for media (>1 per cent). The majority of exhibition survey respondents were from academia/ research (21 per cent) and regional/ local government (15 per cent).

Table 3: WUF7 Participants and Survey Respondents that Attended WUF7 and Previous WUFs

	Participants		Survey Respondents	
WUF7 and one more WUF	1,043	69%	252	61%
WUF7 and two more WUFs	203	13%	84	20%
WUF7 and three more WUFs	113	8%	31	8%
WUF7 and four more WUFs	64	4%	24	6%
WUF7 and five more WUFs	39	3%	14	3%
WUF7 and all other WUFs	48	3%	10	2%
Total	1,510	100%	415	100%

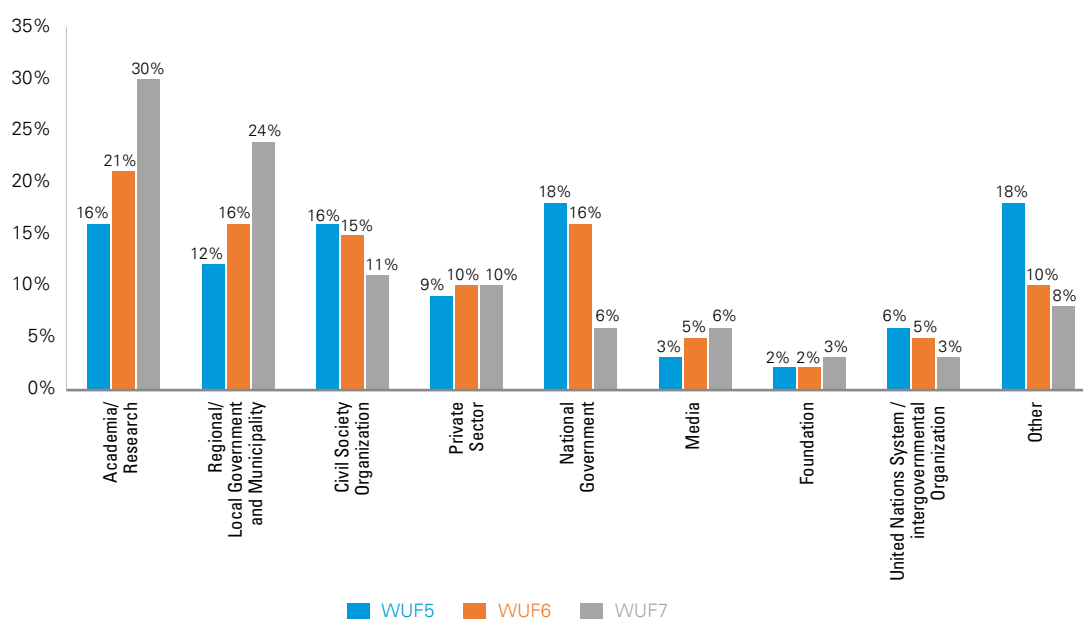
Source: WUF Secretariat and WUF7 Participant Survey Respondents. Participants' numbers are without the workforce and UN-Habitat staff.

Table 4: Participants by Partner Affiliation from WUF5 to WUF7

	WUF5		WUF6		WUF7	
Academia/Research	1,688	17%	1,386	21%	5,355	30%
Regional/Local Government and Municipality	1,293	13%	1,041	16%	4,353	24%
Civil Society Organization	1,666	16%	957	15%	3,352	18%
Private Sector	932	9%	640	10%	1,796	10%
National Government	1,768	17%	984	15%	1,048	6%
Media	351	3%	314	5%	1,053	6%
Foundation	248	2%	139	2%	501	3%
United Nations System	472	1%	175	3%	330	2%
Intergovernmental Organization	176	2%	148	2%	180	1%
Parliamentarian	84	1%	70	1%	62	>1% (0.3%)
Other	1,956	19%	662	10%	-	-
Total	10,634	100%	6,516	100%	18,030	100%

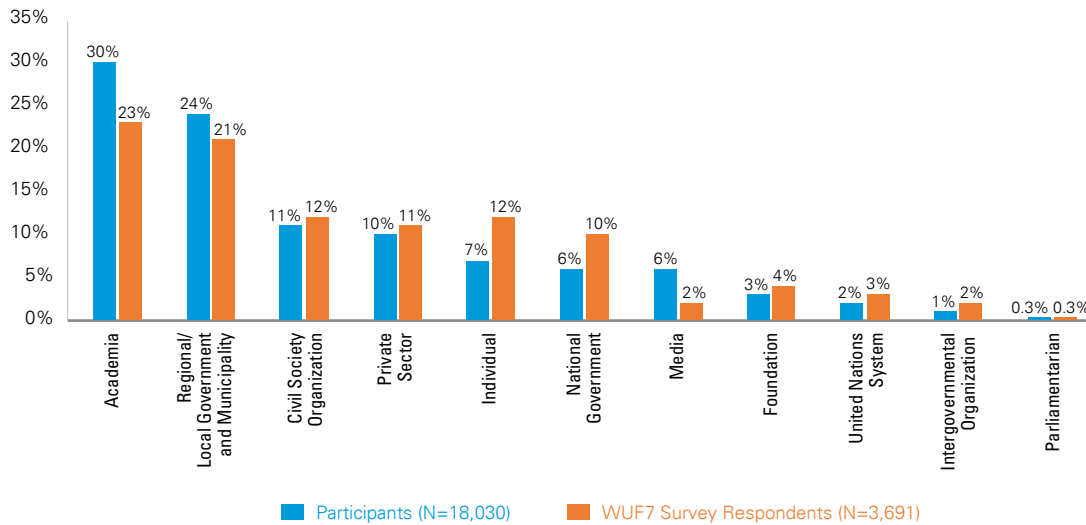
Source: Evaluation of the Sixth Session of the World Urban Forum and Seventh Session of the World Urban Forum: Overview and WUF7 at a glance (WUF Secretariat 2014). Note: Percentages are rounded up to the nearest one. RAS_SDS

Figure 5: Participants by Partner Affiliation from WUF5 to WUF7



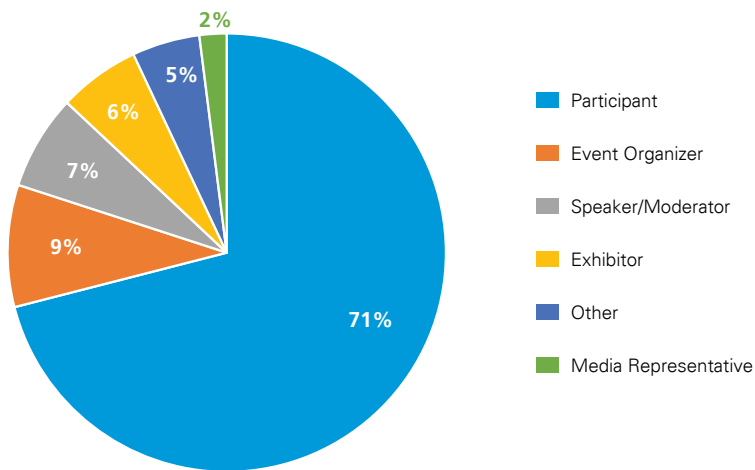
Source: Evaluation of the Sixth Session of the World Urban Forum and Seventh Session of the World Urban Forum: Overview and WUF7 at a glance (WUF Secretariat 2014). Note: 'Other' partner type category was used in WUF5 and WUF6, but replaced with 'Individual' and 'Parliamentarian' for WUF7, and the United Nations System / Intergovernmental Organization were separated.

Figure 6: Participants and Survey Respondents by Partner Affiliation



Source: WUF7 Participant Survey and Seventh Session of the World Urban Forum: Overview and WUF7 at a glance (WUF Secretariat 2014)

Figure 7: Main Role of Survey Respondents



Source: WUF7 participant survey based on 3,482 respondents.

2.3 PROFILE OF RESPONDENTS TO THE DIALOGUE PARTICIPANT SURVEY

48. About the same number of male and female (45 per cent) participants completed the dialogue survey.⁹ The majority of respondents were Colombian (59 per cent). Participants in the 33-45 age range accounted for 29 per cent of the dialogue survey respondents. Half of the respondents were from academia/ research (27 per cent) and regional/ local government and municipality (23 per cent).

3. KEY FINDINGS

3.1 HOW PARTICIPANTS LEARNT ABOUT WUF7

49. Prior to WUF7, a range of outreach and other activities were undertaken to raise awareness and promote participation in WUF7. Promotional and mobilization activities both at the global and country level were carried out before the Forum. Pre-WUF7 events, such as National Urban Forums and other regional activities and events were implemented through the coordination of the WUF Secretariat and UN-Habitat regional and country offices in all regions. National Urban Forums were held in Cuba, Ghana, Malawi and Kenya. Similar

⁹ Ten per cent of respondents did not answer 'gender'.

urban advocacy events took place at the national level in Ethiopia, Haiti and Zimbabwe.

- 50. Other substantive events, in preparation of the Seventh Session of the World Urban Forum, took place in the United States, in Philadelphia and New York, respectively hosted by the University of Pennsylvania and the Ford Foundation.
- 51. A WUF7 e-debate was also hosted by UN-Habitat prior to the Forum in partnership with the Ford Foundation, who sponsored e-debate. It was used as tool to engage the general public and stakeholders in a discussion of topics and ideas related to the main theme of the Forum, “Urban Equity in Development”. The conclusions from these talks were used as an input in the WUF7 Concept Paper.¹⁰
- 52. Survey participants were asked how they learnt about the World Urban Forum. Different to the previous WUFs, more participants learnt about the World Urban Forum through media (26 per cent); specifically, 14 per cent learnt from printed media, newspaper, radio, television, etc. and 12 per cent from social media (Figure 8). At WUF5 and WUF6, participants were more likely to learn about the forum by receiving an invitation from UN-Habitat. Out of the participants who received a formal invitation (21 per cent), 7 per cent received an e-mail from the WUF Secretariat mailing list. WUF7 participants also learnt about WUF7 from various websites, and 17 per cent indicated the UN-Habitat WUF7 website (<http://www.unhabitat.org/wuf7>) as the source.

¹⁰ Information provided by the World Urban Forum Secretariat.

3.2 SUPPORT OF PARTICIPANTS IN THEIR PREPARATION AND PARTICIPATION

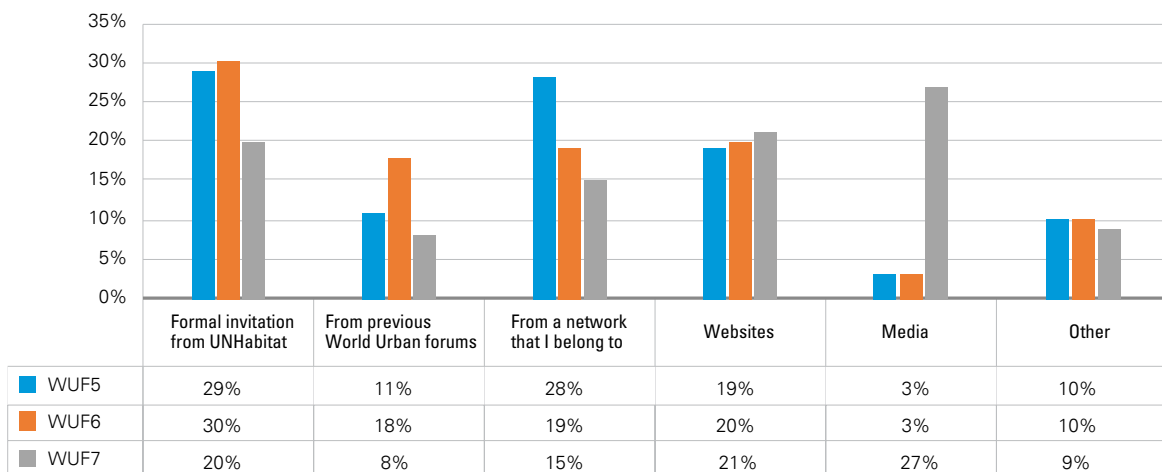
Registration

- 53. A new on-line registration system was put in place for WUF7 serving to ease the process of on-line registration and processing of the Forum badge at the venue, and to collect information about participants and keep them informed through E-newsletters and announcements. Each registrant could create her/his own profile and upload a picture useable for the printing of the WUF7 badge. Participants could update their profile and general information at any given time. It has the advantage that participants would be able to use their existing WUF7 profiles when they register to a future major UN-Habitat event.
- 54. Accreditation with WUF7 photo badge commenced at the venue on 2 April 2014, three days prior to the Forum, and within three days nearly 7,000 people—participants and workforce—received a badge out of more than 22,000 badges issued in total.

Organization of the forum

- 55. The large majority of participants, exhibitors and event organizers were satisfied with the organisation of WUF7 (Table 5).
- 56. On average, participants regardless of their role (exhibitors, media representatives, participants and event organizers) found registering for WUF7 very satisfactory or satisfactory (93 per cent). The large majority also indicated satisfaction with information about the forum on the UN-Habitat

Figure 8: How Participants Learnt about the Forum from WUF5 to WUF7



Source: Findings to this question based on answers from 3,456 respondents to the WUF7 participant survey and WUF6 evaluation report.

WUF7 website (86 per cent) and the format of the WUF7 programme (80 per cent). In comparison, media representatives (74 per cent) were slightly less satisfied than other groups. Additionally, the majority of respondents in the different groups (in ranges of 50 to 70 per cent) were satisfied with the registration for WUF7 training events and application procedures for exhibitors, networking and side events.

WUF7 Website

57. The WUF7 website was made available in English (official language of the Forum) and Spanish (official language of the host country). It contained over 150 pages of information in the six official UN languages. It also had the programme of events, concept notes, livestream of WUF7 events through UN WEB TV, and videos, biographies and images of over 200 speakers and panelists, a photo gallery, press releases and other media resources, maps of the venue, local information for visitors, access to the #ourWUF social network, links to WUF7 social media channels, and access to internal and external reports concerning the forum. The webpage had 180,799 users over the period from February to May 2014. On average, 30 per cent of visits to the WUF7 website were done browsing from a mobile phone or tablet.¹¹

11 Information provided by the World Urban Forum Secretariat.

Usefulness of Information Resources available on the WUF7 Website

58. The document valued most useful overall (83 per cent) and by participant role was the programme-at-a-glance, except for event organizers who valued the networking events programme to be the most useful document (85 per cent) (Table 6). The majority of all participants, regardless of roles, found that the different documentations available on the WUF7 website were useful (>76 per cent).

59. The usefulness of the documents depended to some extent on the role of the participant. For example, exhibitors rated the programme-at-a-glance and networking events programme most useful. The relatively least useful document regardless of participant role was the Cinema Room programme, however, the majority (60 per cent) still found it to be useful.

Usefulness of Tools providing Updates of WUF7 Proceedings

60. Table 7 shows users of social media tools for WUF7. Various tools were used to keep WUF7 participants informed of proceedings. New innovations at WUF7 were the WUF7 app and use of social media tools such as #our WUF social network, twitter, facebook, instagram and flickr! All new tools attracted users

Table 5: Satisfaction with the Organization of the Forum

	Exhibitors	Media Representatives	Participants, others, speakers, moderators	Event organizers	Overall
Registering for WUF7	92%	86%	93%	93%	93%
Information about the Forum on the UN-Habitat WUF7 Website	85%	83%	86%	86%	86%
Format of the WUF7 Programme	83%	74%	80%	77%	80%

Source: WUF7 Participant survey, percentages of 'very satisfactory' and 'satisfactory': Exhibitors based on answers from 169 respondents; Media based on answers from 66 respondents; Participants (includes other and speakers and moderators) based on answers from 2,468 respondents; Event organizers based on answers from 287 respondents.

Table 6: Usefulness of Information Resources Available on the WUF7 Website

	Exhibitors	Media Representatives	Participants, others, speakers, moderators	Event organizers	Overall
Programme-at-a-glance	83%	83%	84%	82%	84%
Networking Events Programme	80%	82%	79%	85%	80%
Side Events Programme	79%	76%	79%	82%	79%
Information about Urban Talks	78%	80%	81%	77%	81%
Cinema Room Programme	56%	58%	62%	55%	60%

Source: WUF7 Participant survey, percentages of 'very useful' and 'somewhat useful': Exhibitors based on answers from 165 respondents; Media based on answers from 66 respondents; Participants (includes other and speakers and moderators) based on answers from 2,417 respondents; Event organizers based on answers from 284 respondents.

(Table 7). The Daily Web Highlights was produced by the International Institute for Sustainable Development (IISD) and shared daily on the website. In addition, daily plenary conclusions reports of special sessions and roundtable were prepared and added to the website on the same day.

61. Most popular update tool was the WUF7 Newsletter, which was sent by email (Table 8). Overall, 81 per cent of participants found it useful. Media representatives were slightly more positive about the newsletter (83 per cent) and #our WUF social network (69 per cent) than compared to groups with other participant roles. Another tool, the WUF7 Twitter feed, which by the other groups were rated relatively less usefull (between 43-49 per cent), was rated by 69 per cent of media representatives as useful.

Usefulness of the WUF7 Bag

62. Upon registering at the venue, Plaza Mayor Convention and Exhibition Center in Medellin, participants were offered a bag containing the WUF7 printed programme and a USB memory stick with information about UN-Habitat and some publications. The use of USB memory stick was used to promote the PaperSmart policy of the United

Nations. The printed programme consisted of 276 illustrated pages. Even though the host country had planned for 10,000 printed copies of the programme, the programme had to be reprinted to meet demand from the many participants. The usefulness of the printed programme was rated highly by all groups regardless of role (83 per cent) and slightly more by participants (83 per cent) and event organizers (81 per cent) than exhibitors and media representatives (77 per cent) (Table 9). Few participants were not aware of the bag (>1 per cent) and its contents (6 per cent) and few chose not to receive a programme (2 per cent) or USB memory stick (3 per cent).

Helpfulness of Information Helpdesks

63. There were seven helpdesks located at the venue with two in the exhibition area and five in the pavillions and adjacent conference area. Helpfulness of the helpdesks was rated very postively by all participant groups (Table 10).
64. On average, 51 per cent of all participants regardless of role, felt that no important information on WUF7 was missing with exhibitors more so (53 per cent) than compared to other groups. Just below a quarter (24 per cent) felt that some information was missing (Table 11 and Box 1).

65. Based on survey responses on lack information (see footnote 12), some participants complained about the printed programme, which were in short supply on most days and some participants received it only three days into the Forum (n=63; 15%), lack of updated and daily schedules (n=28; 7%), lack of interpretation in English and Spanish especially (n=18; 4%), lack of information about conclusions from proceedings of the day before (n=16; 4%), lack of a printed map of the venue (n=9; 2%), lack of access to participants' list (n=9;

Table 7: Users of Social Media Tools for WUF7

Tool	Number
Facebook (facebook.com/worldurbanforum)	8,649 fans
Instagram	1,463 followers
#ourWUF	2,851 users
Twitter (@worldurbanforum handle)	8,879 followers
WUF7 App	4,338 users
WUF7 webpage	180,799 users

Source: *Seventh Session of the World Urban Forum: Overview and WUF7 at a glance*. Note: #ourWUF platform based on users from 1 April to 6 May 2014, Twitter followers as of 6 May 2014, number of WUF7 website on users from February to May 2014.

Table 8: Ranking of the Most Useful Tools with Updates on WUF7 Proceedings by Participant Role

	Exhibitors	Media Representatives	Participants, others, speakers, moderators	Event organizers	Overall
WUF7 Newsletter	78%	83%	81%	80%	81%
WUF7 app	54%	58%	58%	51%	57%
#our WUF social network	54%	69%	54%	55%	54%
Daily Plenary Report	50%	65%	57%	56%	57%
WUF7 Twitter feed	44%	69%	43%	49%	45%

Source: *WUF7 Participant survey, percentages of 'very useful' and 'somewhat useful': Exhibitors based on answers from 164 respondents; Media based on answers from 65 respondents; Participants (includes other and speakers and moderators) based on answers from 2,405 respondents; Event organizers based on answers from 287 respondents.*

Table 9: Usefulness of the WUF7 Bag

	Exhibitors	Media Representatives	Participants, others, speakers, moderators	Event organizers	Overall
WUF7 Printed Programme	77%	77%	83%	81%	83%
USB Memory Stick	66%	62%	71%	63%	70%

Source: WUF7 Participant survey, percentages of 'very useful' and 'somewhat useful': Exhibitors based on answers from 164 respondents; Media based on answers from 65 respondents; Participants (includes other and speakers and moderators) based on answers from 2,388 respondents; Event organizers based on answers from 286 respondents.

Table 10: Helpfulness of Information Helpdesks

	Exhibitors	Media Representatives	Participants, others, speakers, moderators	Event organizers	Overall
Information Helpdesks	93%	85%	91%	93%	91%

Source: WUF7 Participant survey, percentages of 'very helpful' and 'somewhat helpful': Exhibitors based on answers from 165 respondents; Media based on answers from 66 respondents; Participants (includes other and speakers and moderators) based on answers from 2,414 respondents; Event organizers based on answers from 285 respondents.

Box 1: Some Comments from Survey Respondents

"It was the best World Urban Forum! Thanks for all!"

"The coordinator was very important. In that sense, human direct contacts are very important."

"The programme...design was beautiful but it was hard to navigate. The same could be said about the app. It was a step in the right direction...but it can be improved and more user friendly. It would be great to have a search option. And the ability to 'tag' event you want to attend which then get automatically placed in a calendar..."

"The main problem was that the web-based information was designed as for paper format, and all the information came out very late...the internet connection was not very fast, the file of conference programme was so large that I could not download it..."

as a consequence I missed several interesting events, because I did not find out about them in time...it would have been very helpful to have a few key documents printed e.g. overall programme, and map of the venue in case people could not access the web-based information."

"It wasn't that the information was missing, it's just that the formats to find it were difficult to find/navigate."

"The schedule (both the app, online and the printed versions) were very hard to read. It was difficult to create a schedule because of the layout."

"The programs had some incorrect information, and were not available until late in the event. Of course these events are always a little chaotic, overall it was well organized."

Source: Quotes from the WUF7 Participant survey



Participants with the WUF7 bag going through the programme
© UN-Habitat

2%), lack of information about cultural events (in Medellin) (n=7; 2%) and speakers (n=5; 1%). While 57 per cent of participants found the app to be useful, some participants responding to the survey found it difficult to use due to poor Wi-Fi, format of information on the app, and lack of a search option (n=20; 5%).¹²

3.3 SUPPORT OF SPEAKERS AND MODERATORS

66. The main events of the WUF7, namely assemblies, dialogues, roundtables, special sessions, plenary discussions and Urban Talks (three live TV sessions

¹² Findings based on 428 responses on lack on information from respondents to the WUF7 participant survey.

Table 11: Extent to which any Information was Missing on WUF7

	Exhibitors	Media Representatives	Participants, others, speakers, moderators	Event organizers	Overall
Yes	22%	34%	24%	25%	24%
No	53%	44%	51%	50%	51%
I don't know	25%	22%	25%	25%	25%

Source: WUF7 Participant survey, percentages of 'very useful' and 'somewhat useful': Exhibitors based on answers from 163 respondents; Media based on answers from 64 respondents; Participants (includes other and speakers and moderators) based on answers from 2,398 respondents; Event organizers based on answers from 284 respondents.

were broadcasted) were facilitated by a total of 267 moderators and speakers with the majority (63 per cent) male speakers and moderators. A third of the speakers and moderators were from Latin America and the Caribbean. Since WUF5, increasingly more speakers and moderators from the United Nations System (from 6 per cent to 14 per cent) and less from national governments have facilitated the events (from 29 per cent to 8 per cent) (Table 12).

67. The six dialogues each had a moderator and five to six speakers as well as two 'guest speakers', who delivered welcome remarks on behalf of UN-Habitat and Colombia. Overall, moderators and speakers were satisfied (100 per cent) with the WUF7 website information about the dialogues, the timeliness and support provided by UN-Habitat WUF Secretariat, and the dialogue briefing meeting held for speakers and moderators up-to three months in advance through conference calls and at the WUF7 venue one day before the event. Most of the moderators and speakers responding to the survey (88 per cent) were satisfied with the quality and usefulness of pre-event information provided by UN-Habitat.¹³

3.4 SUPPORT OF MEDIA REPRESENTATIVES

68. There were 919 media representatives accredited at WUF7, 163 per cent over the planned target of 350 representatives.¹⁴ Media representatives were provided with a press kit and WUF " In The News List" and invited to 20 press conferences as a way to have easy access to key decisionmakers. Digital resources such as a photo and video gallery were made available and there was live transmission

13 Findings based on 'very satisfactory' and 'satisfactory' responses from eight respondents to the moderators and speakers survey. See Table 2.10 for suggestions from speakers and moderators of the dialogues on how to improve the events.

14 WUF7 Logical Framework, Draft 2 as of 20/08/2014 presented at the twentieth Meeting of the Subcommittee on Policy and Programme of Work of the Committee of Permanent Representatives, 29 August 2014.

from key events through United Nations Web TV link. The press conferences were perceived as the most useful resource (85 per cent) (Figure 9).

69. Overall, based on the responses from 12 media representatives to the survey, support to media was perceived positively. Eighty-two per cent of media representatives responding to the participant survey were satisfied with the registration.¹⁵ Media representatives were also satisfied with other media specific services including the access to interviews (70 per cent), the media centre (82 per cent) and Internet and Wi-Fi facilities (68 per cent) provided. Some of the media representatives responding to the survey suggested to improve access to opening and closing ceremonies (n=1; 8%), to have a daily schedule of media activities (n=1; 8%), and to increase access to interviews with speakers and heads of United Nations agencies (n=2; 17%).¹⁶

3.5 SUPPORT OF EVENT ORGANIZERS

70. Key resources supporting event organizers were the substantive concept notes, the WUF7 website and event focal points from UN-Habitat WUF Secretariat. The WUF7 website was considered useful by 85 per cent of the 67 event organizers responding to the participant survey. The substantive concept notes and the focal points were useful to 73 and 63 per cent respectively of the event organizers responding to the participant survey. However, about 26 per cent of the event organizers responded that they either 'did not use' or were 'not aware of' the focal points. The WUF Secretariat informed and encouraged event organizers to follow the principles of the UN PaperSmart initiative to reduce paper use. Some event organizers suggested to make the printed programme for their events available to all (n=12;

15 Findings based on 'very satisfactory' and 'satisfactory' responses (60) from media representatives to the WUF7 participant survey.

16 Findings based on 12 responses from media representatives to the WUF7 participant survey.

Table 12: Speakers and Moderators from WUF5 to WUF7 by Region, Gender and Partner Affiliation

	WUF5	WUF5	WUF6	WUF6	WUF7	WUF7
	Number	Per cent	Number	Per cent	Number	Per cent
Region:						
Africa	38	14%	47	16%	31	12%
Asia	24	9%	38	13%	31	12%
Europe	62	23%	101	35%	46	17%
Latin America and the Caribbean	89	33%	34	12%	88	33%
Northern America	36	13%	35	12%	31	12%
Oceania	4	2%	6	2%	3	1%
Global (United Nations)	17	6%	28	10%	37	14%
Gender:						
Female	94	35%	114	39%	100	37%
Male	176	65%	175	61%	167	63%
Total	270	100%	289	100%	267	100%
Partner Affiliation:						
Academia/ Research	65	24%	60	21%	48	18%
Civil Society Organization	44	16%	61	21%	53	20%
Foundation	6	2%	5	2%	8	3%
Intergovernmental Organization	12	5%	10	3%	8	3%
Media	6	2%	2	1%	7	3%
National Government	78	29%	53	18%	21	8%
Parliamentarian	-	-	-	-	7	3%
Private Sector	12	5%	22	7%	28	10%
Regional/ Local Government and Municipality	30	11%	48	17%	49	18%
United Nations System	17	6%	28	10%	38	14%

Sources: Evaluation of the Sixth Session of the World Urban Forum, and Seventh Session of the World Urban Forum: Overview and WUF7 at a Glance (WUF Secretariat August 2014). Note 1: Percentages rounded to nearest one. Note 2: From Latin America and the Caribbean there were 49 speakers and moderators from the Republic of Colombia (18%).

18%). Other suggestions made were to improve conference facilities (audio, air conditioning/ventilation, Wi-Fi) (n=7; 10%), avail daily schedules of activities (n=7; 10%), improve interpretation services (n=3; 4%), have more advertisement and media coverage (n=3; 4%), and improve WUF7 app functionality (n=2; 3%).¹⁷

3.6 OVERVIEW OF EVENT TYPES ATTENDED BY PARTICIPANTS

3.6.1 Overview of the WUF7 programme

71. WUF7 had over 500 events in categories of assemblies, dialogues, special sessions, roundtables, networking events, side event and training events (Table 13). Overall, most of the respondents rated the speakers (94 per cent), moderators (89 per cent), and presentations (88 per cent) at the assemblies,

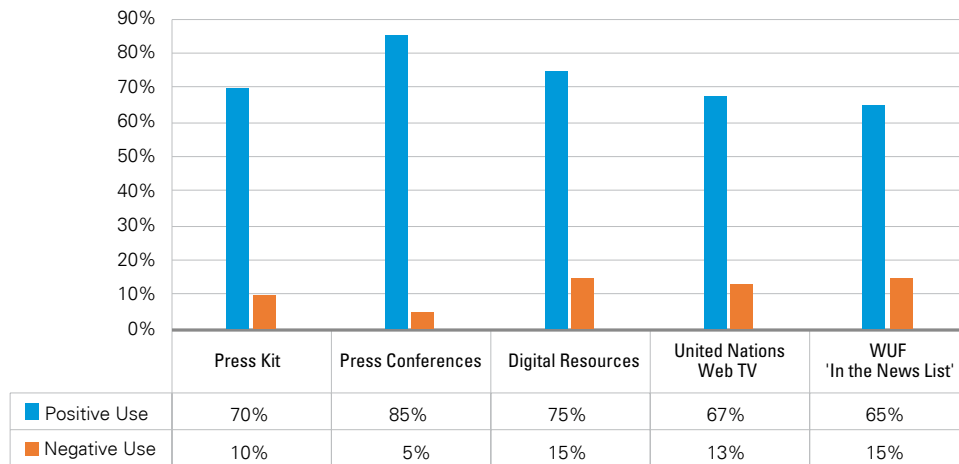
dialogues and special sessions to be good. The quality of speakers (94 per cent), moderators (90 per cent), and presentations (89 per cent) of the networking, training and side events were rated as good. In terms of the quality of the discussions of the assemblies, dialogues and special sessions were rated by 82 per cent of respondents to be 'very good' or 'good', 14 per cent 'fair' and 4 per cent to be 'poor' or very poor', while 85 per cent found the networking, training and side event were 'very good' or 'good' and 11 per cent 'fair' and 4 per cent 'poor' or 'very poor'.¹⁸

72. The assemblies were arranged as one day gatherings to align discussions on global urban development and seek input from stakeholders to the development of the New Urban Agenda, the Post 2015 Agenda and Habitat III processes. The World Urban Youth Assembly had 12 sessions including opening and

17 Findings based on 67 responses from event organizers to the WUF7 participant survey

18 Findings based 2,288 'very good' and 'good' responses and 2,148 'very good' and 'good' responses to the WUF7 participant survey.

Figure 9: Usefulness of Media Resources



Source: WUF7 Participant survey, percentages of 'positive use' based on 'very useful' and 'somewhat useful' and 'negative use' based on 'not very useful' and 'not at all useful'. Result is based on answers from 60 respondents from media.

closing plenary sessions with UN-Habitat's Youth Advisory Board and youth partners having a key role in moderating the sessions.

73. The Gender Equality Action Assembly had plenary and breakout sessions. It was an opportunity for locals to participate and 500 local women did so. The Business Assembly was organized as a global conversation on cities starting with a plenary discussion with speakers on urban futures solutions followed by a four city conversation workshop with mayors from Kisumu in Kenya, Nampula in Mozambique, Santa Marta in Colombia, and Delmas/ Port au Prince in Haiti.
74. The first Children's Assembly held at WUF7 was co-organized by UN-Habitat and World Vision International with three sessions promoting participation of children through painting, building and debating. Each assembly gathered between 200 and 900 participants. Logistically, it meant that due to the number of plenary and separate sessions and number of participants, some rooms had to be re-arranged on the spot with appropriate capacity and interpretation.
75. Comparing the four assemblies, the majority of survey respondents (53 per cent) found the World Urban Youth Assembly to be 'very good' or 'good' in terms of quality of the substantive content and meeting participants' expectations (Table 14).

Table 13: Overview of WUF7 Events

Type of event	Number
Opening and Closing ceremonies	2
Dialogues	6
Assemblies	4
Roundtables	12
Special Sessions	9
Plenary conclusions	5
Networking events	156
Side events	38
Training events	30
City Changer room events	68
ONE UN room events	22
Urban Library events	30
Agora room events	18
Parallel events	55
Press conferences	20
Urban Talks	3
Cinema room	47
City events	n/a*
Cultural events	n/a
Total	525**

Source: WUF Secretariat. *)N/a—there were several city events and cultural events—the exact number is not known; **)Total excluding 12 events, which were cancelled.

Table 14: Rating of Quality of the Assemblies by Survey Respondents

	Very Good or Good	Fair	Poor or Very Poor	Not sure/Undecided	I did not attend
World Urban Youth Assembly	53%	4%	2%	1%	40%
Gender Equality Action Assembly	50%	6%	2%	1%	41%
Business Assembly	44%	7%	2%	2%	45%
Children's Assembly	37%	7%	2%	2%	52%

Source: WUF7 participant survey (Q53). Findings based on 2,469 respondents

76. The dialogues were related directly to the substantive theme of the Forum. The majority of respondents rated the dialogues to 'very good' or 'good' in terms of quality of the substantive content and meeting expectations with the dialogue on urban planning and design for social cohesion rated better (66 per cent) compared with the other dialogues (Table 15).
77. There were nine special sessions. Six sessions addressed topical issues that were identified by UN-Habitat as relevant in the discussion of the WUF7's theme or mandated by Governing Council resolutions and reoccurring sessions at the World Urban Forum such as the special sessions on United Nations interagency consultation (session 1), South-south cooperation (session 3) and World Urban Campaign (session 6). Three sessions were on topics of national, regional and city relevance identified by the host country. Special Session 7 on Medellín: A City for Life was rated by surveyed participants (63 per cent) to 'very good' or 'good' in terms of quality of content and meeting expectations (Table 16).
78. The networking, training and side events were the WUF7 platform for all participants. There were over 200 events to discuss specific topics and to learn from others. The majority of respondents (76 per cent) rated the quality of the substantive content of the networking and side events to be 'very good' or 'good' and were attended by most of the respondents (88 per cent). Training events were rated 'very good' or 'good' in terms of quality

of content by more than two-thirds of respondents (67 per cent) (Table 17).

3.6.2 Suggestions for the WUF programme

79. Looking at the WUF7 programme content—based on 2,312 respondents—48 per cent of respondents thought that key urban topics were sufficiently covered, while 28 per cent thought there were topics not well covered and 24 per cent 'did not know'.¹⁹ Some of the topics that participants would have liked to feature more were related to social inclusion, citizens participation and vulnerable groups (n=92; 9%), urban planning and slums (n=42; 4%), urban mobility (n=40; 4%), environmental issues (n=40; 4%) and education (n=24; 2%).²⁰
80. The majority of suggestions from participants were on how to improve the format and programme of WUF, improve conference facilities, support logistics, visa, hotel and transport (Box 2 and Box 3).²¹ Some of the suggestions go beyond UN-Habitat organization. For example, visa, hotel and transport are provided by the host country and discussed between UN-Habitat and the host country. Interpretation services, for example, are foreseen for main sessions such as the Opening and Closing ceremonies, dialogues

19 Findings based on 2,312 respondents to the WUF7 participant survey.

20 Findings of top five topics based on 1,028 responses from respondents to the WUF7 participant survey.

21 Visa, hotel and transport are provided by the host country and are discussed between UN-Habitat and the host country.

Table 15: Rating of Quality of the Dialogues by Survey Respondents

	Very Good or Good	Fair	Poor or Very Poor	Not sure/Undecided	I did not attend
Dialogue 1: Equity in Urban Development Law	55%	6%	2%	2%	35%
Dialogue 2: Urban Planning and Design for Social Cohesion	66%	7%	2%	1%	24%
Dialogue 3: Basic Services: Local Businesses for Equitable Cities	53%	8%	2%	2%	35%
Dialogue 4: Innovative Financing Instruments for Local Authorities	52%	7%	3%	2%	36%
Dialogue 5: Raising Standards of Urban Resilience	60%	8%	2%	1%	29%
Dialogue 6: A Safe City as a Just and Equitable City	60%	6%	2%	1%	31%

Source: WUF7 participant survey (Q53). Findings based on 2,469 respondents

Table 16: Rating of Quality of the Special Sessions by Survey Respondents

	Very Good or Good	Fair	Poor or Very Poor	Not sure/ Undecided	I did not attend
Special Session 1: High Level United Nations Inter-Agency Meeting	38%	5%	2%	2%	53%
Special Session 2: Financing a New Urban Agenda	47%	7%	2%	2%	42%
Special Session 3: South-South and Triangular Cooperation	-	-	-	-	-
Special Session 4: Post 2015 Development Agenda	45%	6%	2%	3%	44%
Special Session 5: Urban Data for the New Urban Agenda	50%	6%	2%	2%	40%
Special Session 6: World Urban Campaign	48%	5%	2%	2%	43%
Special Session 7: Medellin: A City for Life	63%	6%	2%	2%	28%
Special Session 8: Regional Project: Uraba Antioquia Caribe	45%	4%	2%	2%	47%
Special Session 9: Cities for Equity: The Challenges for Territorial Policy in Colombia	-	-	-	-	-

Source: WUF7 participant survey (Q53). Findings based on 2,469 respondents. Note: An omission in the survey template resulted that Special Session 3: South-South and Triangular Cooperation and Special Session 9: Cities for Equity: The Challenges for Territorial Policy in Colombia were not rated individually in the WUF7 participant survey.

Table 17: Rating of Quality of the Networking Events, Training Events and Side Events by Survey Respondents

	Very Good or Good	Fair	Poor or Very Poor	Not sure/ Undecided	I did not attend
Networking Events	76%	7%	3%	2%	12%
Training Events	67%	7%	2%	2%	22%
Side Events	76%	8%	2%	2%	12%

Source: WUF7 participant survey (Q55). Findings based on 2,353 respondents

and special sessions. Interpretation for networking, training and side event are made available at the discretion of (and paid for by) event organizers.

3.7 THE EXHIBITION

81. Aligned with the theme of the Forum, the exhibition was open every day and amassed over 37,000 visitors.²² The exhibition aimed to showcase cities and innovations in urban development. The exhibition had 103 exhibitors from 37 countries. The exhibitions were organized by United Nations agencies, private sector, universities, foundations and “think tanks”, international organisations, civil society organizations and country delegations. A separate area of the exhibition was dedicated to Colombia and a Cinema Room. It also hosted the Agora room and Urban Library where events took place. The UN-Habitat pavillion consisted of two City Changer Rooms, an open meeting area and a shop. At the centre was the One UN Room, an exact replica of a maloca house built by a Uitoto tribe family. The maloca is a type of communal

22 Visitors to the exhibition were WUF7 participants (59 per cent) and the general public (41 per cent). The latter did not need to register or obtain a venue badge to access the exhibition.

oblong longhouse covered by ivory palm straw used by the indigenous population of Colombia.

3.7.1 Feedback from Visitors

82. Visitors to the exhibition were largely satisfied with the experience (91 per cent) and with little difference (less than two per cent) if the visitor had visited other major exhibitions on urban development.²³ Visitors age 24 years and younger, and above 66 years, were slightly more positive than other age groups. Individuals, visitors from the private sector and the United Nations system were slightly more positive than other partner groups.²⁴

23 Out of the respondents who had visited other major exhibition on urban development, 95 per cent were satisfied with their experience of the WUF7 exhibition, while respondents who not previously visited a major exhibition on urban development 93 per cent were satisfied with their experience of the exhibition.

24 Finding based on ‘very satisfactory’ and ‘satisfactory’ (91 per cent), 1 per cent of respondents found the experience ‘very unsatisfactory’ or ‘unsatisfactory’, 3 per cent were ‘not sure/ undecided’ and 5 per cent did not answer out of 722 respondents to the Visitor to the WUF7 Exhibition survey. Visitors aged 24 years and below and 66 and above had more ‘very satisfied’ responses than ‘satisfied’ compared with other age groups. Similar with individuals, private sector and United Nations System visitors compared with other partner groups.

Box 2: Top 10 Suggestions to Improve the Next WUF

Suggestions

1. Format of conference schedule and programme (n=433; 29%)
2. Improve conference facilities (audio, room space, handicap facilities, air conditioning/ ventilation, food court selection, Wi-Fi (n=179; 12%)
3. Support logistics, visa, hotel and transport (n=177; 12%)
4. Enhance conference inclusiveness of partner groups and participants (n=167; 11%)
5. More information on events for organizers and participants (pre- and during WUF) and access to events (n=142; 9%)
6. Improve interpretation services (n=131; 9%)
7. Ensure inclusion of new urban topics (n=92; 6%)
8. Availability of copies of printed programme (n=82; 5%)
9. More information about the host country and city and culture (n=67; 4%)
10. Increase public awareness and media coverage of the Forum (n=55; 3%)

Source: Top 10 findings represent 1,515 suggestions or 74 per cent of total 2,047 suggestions from respondents of WUF7 participant survey. Percentages based on top 10 findings. Note: Percentages rounded to nearest one.

Box3: Some Comments from Survey Respondents

- "Better organization [of events]. Many side events and networking events on the same or similar issues were held at the same time, [1]
- "Have clearer, more accessible schedule available before the start of the conference to facilitate preparation", [1]
- "Have better spaces for networking and training sessions—terrible light and sound in rooms this year", [2]
- "Ensure easy visa and logistics/better organization arrangements by host nation for participants from all regions of the world", [3]
- "Bring representatives from core and sectoral ministries (finance, planning, infrastructure...), [4]
- "Provide clearer instructions for applying for events, trips, ceremonies, etc.", [5]
- "Have specialized translators of various major languages e.g., English, Spanish, French, Portuguese, Chinese, etc. at the event", [6]
- "Have more on the poorest countries and solutions for them", [7]
- "Ensure that there are enough hard copies of the programme available on day 1", [8]
- "The WUF field trips around and outside the city are fantastic. These should be preserved if not expanded", [9]
- "Have more promotion in newspaper", [10]

Source: WUF7 Participant survey. Quotes selected from respondents' responses most frequently highlighting respondents' perception of the issues in Top 10. Number in [...] responds to number in Figure 2.5.



Well attended events at WUF7 ©IISD

83. The exhibition ran from 5 to 11 April (Saturday to Friday) with opening hours from 8.30am to 6.00am. Seventy-two per cent of visitors to the exhibition thought that the exhibition hours were sufficient, compared with 14 per cent who did not think so.²⁵ More than 90 per cent of participants visited the exhibition and out of which 43 per cent would visit the exhibition two to four times.²⁶ Some 8 per cent would visit the exhibition 15 times

²⁵ Finding based on 722 respondents to the WUF7 Visitor to the Exhibition questionnaire.

²⁶ Finding based on 2,472 responses from participants in the WUF7 participant survey.

- or more.²⁷ For the 10 per cent of participants who did not visit the exhibition, half of them (50 per cent) cited that they did not have time, while some of them were not aware of the exhibition (24 per cent), were not interested (3 per cent) or gave other reason (22 per cent).²⁸
84. Visitors in all age ranges, except 66 years and above, went primarily to the exhibition to be inspired by new urban development services and knowledge products (58 per cent). Other reasons were to get up-to-date information on sustainable urbanisation issues and solutions (56 per cent), and to meet new institutions, organizations, private entities, research institution, United Nations agencies, civil society organizations (50 per cent). The main reason for visitors 66 years and above was to meet new institutions and others.²⁹
 85. Reasons for visiting the exhibition were very similar among the partner types, except for visitors from the United Nations system, who more often cited making new network contacts (18 per cent). Parliamentarians and media were more interested in getting up-to-date information on sustainable urbanisation issues and solutions (24 per cent and 21 per cent respectively) than others. Media representatives also cited comparing urban development services and knowledge products (11 per cent) and attending side events (16 per cent) more often than others.
 86. The WUF7 theme was 'Urban Equity in Development—Cities for Life'. Eighty-one per cent of respondents to the WUF7 Visitors to the Exhibition survey were satisfied with the visibility of the theme at the exhibition (Box 4). Sixty-nine percent of the respondents to the WUF7 participant survey felt that the exhibition added value to the theme because it provided new knowledge from different perspectives and countries (n=233), offered examples of initiatives and solutions (n=85), worked as a networking platform (n=59). Those that did not see the value of the exhibition to the theme of the Forum complained that it seemed to serve as a promotional space for exhibitors (n=23) and lacked to showcase practical solutions (n=21).³⁰
 87. The exhibition was spread out in four interconnected exhibition halls with one main entrance and with information boots in each hall. Most visitors responding to the participant survey (93 per cent) on the exhibition found the overall organization of the exhibition area in terms of space, layout, labelling, etc. to be 'very good' or 'good'.³¹ This is inline with 83 per cent of respondents to the exhibition survey, who were satisfied with the layout and mapping of the exhibition.³²
 88. The exhibition had 103 exhibitors. By far, most visitors were satisfied with the number of exhibitors (93 per cent) and the quality of exhibitions (88 per cent).³³
 89. The UN-Habitat pavillion in the exhibition area had a meeting area, a book store and a publications display area. The pavillion was visited by 86 per cent of the visitors responding to the participant survey while 9 per cent chose not to visit the pavillion.³⁴ At the pavillion, participants mainly came to collect information material about UN-Habitat (55 per cent), visit the City Changer Rooms (48 per cent) and visit the UN-Habitat exhibition on urban equity (47 per cent). Many visitors stopped by to hold planned or impromptu meetings (45 per cent). Thirty-nine per cent came to visit the maloka house among other things and some 28 per cent reported shopping UN-Habitat WUF7 merchandize.³⁵ Visitors liked the cultural and diverse activities taking place at the pavillion and the maloka house (n=31; 5%).³⁶
 90. Some visitors responding to the questionnaire complained about the lack of information about happenings in the exhibition area, map of the exhibition, printed programmes, daily programmes (on app, website) (n=82; 14%), and lack of interpretation, availability of translators, material in English and Spanish (n=70; 12%). They found that there were poor Wi-Fi connection (n=29; 5%), poor air conditioning and ventilation given the warm weather and many visitors (n=24; 4%), poor audio

27 Finding based on 2,095 responses from participants in the WUF7 participant survey.

28 Findings based on 214 responded from participants that did not visit the Exhibition from the WUF7 participant survey.

29 Findings based on 722 respondents to the WUF7 Visitor to the Exhibition questionnaire.

30 Finding based on 2,076 responses from participants in the WUF7 participant survey and 634 commentary responses. One respondent suggested 'simplifying the theme to focus on building compact cities' and another to 'avoid duplicate events with the same topic'.

31 Finding based on 2,078 responses from participants in the WUF7 participant survey.

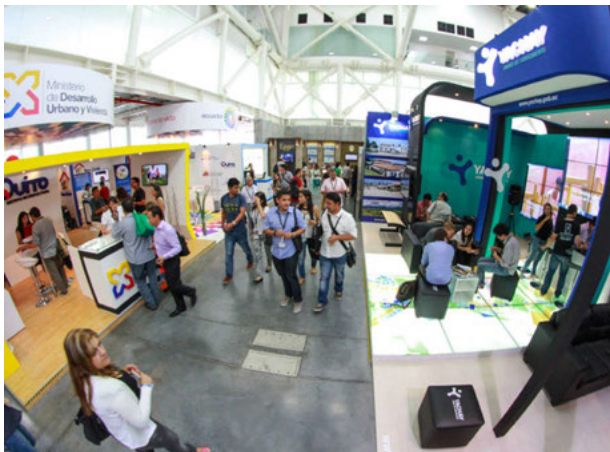
32 Findings based on 'very satisfactory' and 'satisfactory' responses from 722 respondents to the Visitors to the WUF7 Exhibition survey.

33 Findings based on 'very satisfactory' and 'satisfactory' responses from 722 respondents to the Visitors to the WUF7 Exhibition survey.

34 Reportedly 5 per cent of respondents did not know or were not aware of the UN-Habitat pavillion. Finding based on 2,080 responses from participants in the WUF7 participant survey.

35 Findings based on 1,879 responses from participants in the WUF7 participant survey.

36 Findings based on 584 comments from respondents to the WUF7 participant survey.



Visitors at the exhibition of WUF7 in Medellin, Colombia
© UN-Habitat

Box 4: Some Comments from Survey Respondents

"I learned a lot about other countries. Also I realised that it's a powerful way of conveying and showcasing your country and your work."

"There were important information in many of them, topics on sustainability, smart use of natural resources and building techniques, and some beautiful exhibitions."

"Very interesting presentation of countries and organizations and their work. Exhibition is kind of a key central meeting and networking place. Contacts made there last."

Source: WUF7 Dialogue Survey

conditions (n=15; 3%), and lack of space in the exhibition area with tightly squeezed exhibitions and lack of space for visitors to sit and rest or interact (n=17; 3%). Some visitors found that there was a lack of tourist information and information about cultural events in Medellin (n=10; 2%).³⁷

3.7.2 Feedback from Exhibitors

91. About 48 per cent of the exhibitors were returning exhibitors to the Forum, and had exhibited at WUF6 held in Naples, Italy, in 2012.³⁸ The top five reasons for exhibitors to exhibit at WUF7 were to promote or profile the work of their institution, organisation or entity in sustainable urbanisation (13 and 12 per cent), to get access to a large group of experts (10 per cent), to present urban programmes, initiatives and partnerships (10 per cent), and to maintain existing contacts in the field of urban development (8 per cent).

37 Findings based on 600 suggestions from 722 respondents to the Visitors to the WUF7 Exhibition survey Findings of the visitor and participant surveys raised similar issues.

38 Findings based on 21 respondents to the WUF7 Exhibitor survey. Two exhibitors responding to the survey had participated in WUF2, WUF3, WUF4, WUF5, WUF6 and WUF7.

92. Most exhibitors (95 per cent) responding to the exhibitors' survey were satisfied with the number of visitors to the exhibition, and with visitors from their target audience (90 per cent). However, two exhibitors responding to the survey would like the targeted audience to be either more specific (visitors interested in urban issues) or focus on the general public at large. Fifty-eight per cent of the exhibitors were satisfied with the number of requests and follow-up from visitors.³⁹ Seventy-one per cent of exhibitors said to have achieved their exhibiting objectives. One respondent of the exhibitor survey said that they did not meet their objectives.⁴⁰
93. The guide Exhibition Guide Urban Equity in Development—Cities for Life: Exhibit at the world's premier conference on cities providing information on most frequent questions related to who to exhibit, where and when, how to apply, booking options, operating rules and regulations was available with online registration on the WUF7 website. Registration took place on-line through the WUF7 website and 81 per cent exhibitors were satisfied with the website.⁴¹
94. In terms of pre-WUF7 exhibition information and guidance, and exhibition operations (such as payment, registration, accreditation, delivery of goods) 57 per cent of exhibitors were satisfied, while 24 per cent were not satisfied. The majority of exhibitors (67 per cent) were satisfied with the local promotion of the exhibitions, however, some (19 per cent) were not satisfied with the promotion. Exhibitors promoted their participation before the Forum by sending invitations to partners and contacts (30 per cent), making announcements on their own web-site (30 per cent), made announcement through social media (27 per cent) and put article in newsletter or magazine (13 per cent).⁴²

39 Findings based on 'very satisfactory' and 'satisfactory' responses to the WUF7 Exhibitors survey.

40 Because they experienced problems with the entry of their exhibition material into the Plaza Mayor duty free zone and most of the material were lost in the process. The remaining 24 per cent answered 'I don't know'.

41 81 per cent were 'very satisfied' or 'satisfied' and 19 per cent were 'not sure/undecided' based on 21 respondents to the WUF7 Exhibitor survey.

42 Findings based on 60 responses from respondents to the WUF7 Exhibitor survey.



Maloka House at the World Forum 7 in Medellin, Colombia © UN-Habitat

95. All exhibitors (100 per cent) found the exhibition hours were sufficient. The facilities, such as lighting, security, cleanliness, on-site management in the exhibition area were found to be satisfactory by 76 per cent of exhibitors and the move-in/ move out schedule was satisfactory by 81 per cent of exhibitors responding to the exhibitors' survey.⁴³
96. Some exhibitors complained about the furniture in the stalls (n=4; 12 per cent), poor ventilation and air conditioning (n=3; 9 per cent), need for more information and guidelines for exhibitors (n=3; 9 per cent), and poor audio and noise (n=2; 6 per cent).⁴⁴

3.7.3 Suggestions for the Exhibition

97. Many suggestions from visitors and exhibitors to the exhibition responding to the surveys were related to improving facilities in the exhibition area such as better airconditioning and ventilation (n=17; 4 per cent), more space and bigger rooms (n=57; 14 per cent), improve audio and sound system (n=12; 3 per cent), interpretation services (in both English and Spanish) (n=59; 15 per cent) and reliable Wi-Fi (n=5; 1 per cent).⁴⁵ Specific suggestions from visitors and exhibitors focus on how to better navigate and manage flow of visitors in the exhibition area (Box 5).

3.8 DIALOGUES

98. Six high-level dialogues were held in three hour morning sessions starting at 8.30am discussing law, planning, basic services, local business, financing, resilience and safe cities related to the Forum's overall theme on urban equity. Dialogue participants could access concept notes on the WUF7 website with objective of the dialogue, introduction and linkages with Post-2015 Development Agenda and Habitat III, and key interrogatives (questions) to consider and references to background publications. Short biographies of moderators and speakers were provided on the website and in the printed WUF7 programme. The dialogues would start with welcome remarks delivered by representatives UN-Habitat and Colombia followed by interventions from the speakers and facilitated by a moderator, who would also facilitate the question and answer session with the audience. Four of the six moderators were male (67 per cent) and there were also slightly more male speakers (57 per cent) and welcome speakers than female speakers and welcome speakers.

⁴³ Finding based on 21 respondents to the WUF7 Exhibitor survey.

⁴⁴ Findings based on 33 responses to the WUF7 Exhibitor survey.

⁴⁵ Finding based on 402 suggestions from 573 respondents to the WUF7 participant survey.

Box 5: Suggestions to Improve the Exhibition from Visitors and Exhibitors

Vistors:

- Hand out map of the exhibition to all visitors to the exhibition.
- Organize layout of stalls by sub topics or themes e.g. finance, energy, etc, color code and organize routes according to themes.
- Make exhibition area more handicap friendly and with less stairs and with more public spaces for people to rest, interaction, maybe have a massage.
- Improve the WUF7 App by adding a digital map of the exhibition, google map links, and a daily schedule of activities and allow possibility for exhibitors to advertising their exposition on the app.
- Make a competition with students of architecture of the city for the design of the UN-Habitat pavillion
- Include a book fair with books from exhibitors for sale on the main theme of the forum.

Exhibitors:

- Improve security in the exhibition areas to prevent theft from the stalls.
- Balance general public and specialist interests of the audience and link to the theme of the Forum. A specialist audience are more targeted on specific issues of urbanization and solutions.
- Improve participation of private sector by going beyond very large companies to give more access to small and medium sized enterprises, for example by differtiating price for small businesses and civil society organizations.

Source: WUF7 Exhibitor survey based on 600 suggestions from 722 respondents and WUF7 Exhibitor survey based on 33 suggestions from 21 respondents.

3.8.1 Feedback from Dialogue Participants

99. Participants attended the dialogues mainly because they were interested in the theme in their area of specialization (17 per cent), to acquire information about urban solutions (17 per cent), to get a holistic approach to specific urban development issues (13 per cent) and to hear different views and opinions (12 per cent) (Table 18).

100. Overall, the majority of participants (73 per cent) responding to the dialogue survey were satisfied with the dialogue experience (Box 6).⁴⁶ Most respondents (91 per cent) found the number of participants during the dialogue to be 'very

satisfactory' or 'satisfactory'. Participants responding were also positive about the quality of moderators and speakers (89 per cent and 82 per cent) and quality of interventions from participants (75 per cent). In terms of the format of the dialogue with a moderator and presentations by speakers and interaction with participants through discussion, 79 per cent of participants were satisfied with the time allocated for the dialogue (77 per cent), and venue facilities (81 per cent).⁴⁷ The majority of participants responding had read about the dialogues on the WUF7 website (55 per cent) and were satisfied (58 per cent) with the WUF7 website information about the dialogue, however, 35 per cent had not used the web-site.

101. With regard to achieving and discussing the objectives and key interrogatives of the dialogues as outlined in the concept papers, 67 per cent and 69 per cent of respondents agreed, while 7 per cent did not think the objectives had been achieved and 5 per cent that the key interrogatives had not been addressed.⁴⁸ Over one third (40 per cent) of participants found that the linkages with Post-2015 Development Agenda and Habitat III had been discussed in the dialogues, while 21 per cent did not.⁴⁹ The majority of participants (56 per cent) found the references and case studies provided in the concept note useful and relevant.

102. Participants found the dialogues to be informative and opportunity to learn and gain insights on urban issues through the dialogues. Some participants complained about poor technical support, poor audio system and annoying headsets (n=13; 4%), the quality of the interpretation (n=22; 8%), and lack of use of audio visual material (n=20; 7%). Participants also commented on the lack of punctuality and time management (n=17; 6%), which meant that speakers had little time for presentation and panel discussion and dialogues would end late after other events (such as side events) had started, and poorly organized question and answer sessions (n=26; 9%).⁵⁰

⁴⁶ Two per cent responded 'unsatisfactory', and 1 per cent 'not sure' and 24 per cent did not answer the question. Findings based on results of dialogue survey.

⁴⁷ Satisfied or positive is based on 'very satisfactory' and 'satisfactory' responses from 353 respondents to the dialogue survey.

⁴⁸ Twenty-six per cent of respondents did not know or did not answer. Findings based on 353 respondents to the dialogue survey.

⁴⁹ Thirty-nine per cent of respondents did not know or did not answer.

⁵⁰ Findings based on 290 suggestions on how to improve the dialogues from 353 respondents.

Box 6: Some Comments from Survey Respondents

“As a town planner my knowledge on open space, public participation is widened.”

“I got a lot of insight particularly on connecting the urban space and use of urban spaces. In Botswana this is a challenge and insights here will be useful.”

“Finance is a big challenge in many countries. This was an opportunity to learn what others have done. Never thought about equity in these areas. Its an eye opener for me.”

“Of all the events that I have taken part in, this event had the highest level. The moderation was complementary and spotless, the speakers frank, direct and with a very good control of their time on stage.”

“There was an adequate use of the time and discussion of topics with different views, but very poor technical support.”

“The treatment of the theme was little vague or too general for me.”

Source: WUF7 Dialogue Survey

Table 18: Reasons for Attending the Dialogues

Reason	Percentage
Interested in theme of my specialization	17%
Acquire information about solutions	17%
Get a holistic approach	13%
Hear different views and opinions	12%
Better understand roles	8%
Discuss with experts	7%
Share experiences	7%
Make new contacts	6%
Better understand UN-Habitat’s role	6%
Promote innovative instruments	5%
Other	2%
Total	100%

Source: WUF7 Dialogue Survey. Findings based on 353 respondents.

3.8.2 Feedback from Dialogue Moderators and Speakers

103. Overall, moderators and speakers (100 per cent) were satisfied with their experience in the dialogues. The size of the audience and interest from audience (n=3; 38%) and meeting the other speakers (n=3; 38%) made it a positive experience.⁵¹ Moderators and speakers found the dialogue topics relevant (100 per cent) and were satisfied with the number of participants attending

the dialogues and interventions from the audience, as well as the venue facilities (100 per cent). The majority of moderators and speakers were also satisfied with the format of the dialogue (75 per cent) and time allocated for the dialogue (88 per cent).

104. The concept notes were useful to the moderators (100 per cent), who used the key interrogatives, reference and case studies. The concept notes were also useful to the majority of speakers, however, a third of the speakers responding were not aware of the content of the concept notes. Overall, 63 per cent of moderators and speakers responding to the survey found that the dialogues achieved the objectives that were outlined in the concept notes for the dialogues and 27 per cent ‘did not know’. Linkages with post-2015 Development Agenda and Habitat III were discussed according to 63 per cent of the respondents.

3.8.3 Suggestions for Dialogues

105. Many suggestions from participants attending the dialogues related to the need to improve interpretation services and audio system. Specific suggestions from participants and moderators and speakers addressed the format of dialogues (see Box 7).

3.9 TRAINING EVENTS

106. Thirty training events⁵² were held from 9 to 11 April (Wednesday to Friday). They were attended by 1,607 participants with 49 per cent female participants and 51 per cent male participants. The training events were held in the Red Pavillion in a separate area of the exhibition halls, in ten temporary meeting rooms.

107. Each three-hour training event had been selected by UN-Habitat with a theme resonating with the WUF7 theme focusing on solutions to problems related to increasing inequalities in cities and developing skills and knowledge of participants. Among the topics were social urbanism and urban planning; land and housing; urban equity and slum upgrading; sustainable urban development; climate change and eco-city systems; and cross-cutting issues related to gender, youth and human rights.

51 Findings based on 18 responses from respondents to the moderators and speakers survey.

52 The training event, The “Compass” of urban and housing planning: A participatory methodology for urban diagnosis and formulation of proposals from a human rights-based approach organized by Universidad de Buenos Aires, Colombia National University and Red de Interacción, Argentina, was held twice, and replacing a training event that was cancelled.

Box 7: Suggestions to Improve the Dialogues from Participants, Moderators and Speakers

Participants:

- Try to move more towards solutions and next steps to avoid that presentations focus on past efforts, challenges and successes.
- Promote linkage of dialogues with other events with similar topics carrying out in other areas of the city
- Have less speakers and more time for each one.
- Create more gender balanced panels, and more women as speakers as a way to demonstrate equity in practice.
- Create record of what was discussed at the meetings and dialogues and share on the website. Also post presentations and position papers on specific themes and topics.
- Create Twitter # tags for every dialogue and have bigger name plates in front of speakers with twitter handles.
- Collect written questions from the audience and then choose from them or limit session to just one round of three questions.
- Inform about what language will be used by speakers and place signage at the entrances indicating which language will be used.

Moderators and Speakers:

- Review the format of the dialogue to make them more focused with fewer speakers
- Use professional moderators or journalists as moderators
- Explore other formats such as TED-style talks, Hard Talk, and Master Class.
- Allow for more interaction with the audience during the dialogue.

Source: WUF7 Dialogue survey based on 290 suggestions from respondents and WUF7 Moderators and Speakers survey based on 14 responses.

108. In preparation of WUF7 training events, interested organizers were invited to submit their proposals through announcement on the WUF7 website. The 30 training events were selected from 110 submitted training proposals. The selected training events were then posted on the WUF7 website and listed in the WUF7 programme. Participants could pre-register on-line to participate in the training events. With a limit of 55 participants for each event, the attendance capacity rate was 93 per cent. Only 25 per cent of participants who attended the events had pre-registered on-line.⁵³

3.9.1 Feedback from Training Event Participants

109. Most of the participants (73 per cent) agreed that the sign-up process for the training event was straightforward and 55 per cent agreed that they received adequate information about the training event during the sign-up process to select the event that would be best suited to their work. The majority of participants (81 per cent) found the trainers were knowledgeable about the topic of the event and were well-organized.

110. Most participants (70 per cent) agreed that it would be easy to apply what they had learned at the event in their work. While 76 per cent of participants had substantially increased their knowledge of sustainable urbanization issues, and 12 per cent of participants were not sure or undecided.⁵⁴

111. Expectations of training event participants were mainly to acquire new knowledge, tools, methods and skills as well as making new contacts and sharing experiences (Table 19). While 71 per cent of participants were overall satisfied with the event and agreed that their expectations were met, 14 per cent of participants responding were 'not sure or undecided' and 2 per cent disagreed or strongly disagreed.⁵⁵

112. Respondents found the opportunity to acquire new knowledge, learn and exchange of ideas and experience a positive experience. Surveyed training participants complained about the format of balancing theory and practice and limited time allocated for each training event that provided some constraints and not enough time for discussion

⁵⁴ Finding based on responses 'strongly agree' or 'agree' from 151 respondents to the WUF7 Training Event Participant Survey

⁵⁵ 13 per cent of respondents to the WUF7 Training Event survey did not answer this question.

⁵³ UN-Habitat (2014), Training Events Report (internal document)

Table 19: Expectations of Training Event Participants

Expectation	Per centage
New knowledge	20%
New tools and methods	18%
New skills	16%
New contacts	13%
Sharing experiences	12%
Professional development	10%
Affirmation of work/ research/ practice	6%
Meeting friends and colleagues	4%
Other	1%
Total	100%

Source: WUF7 Training Event Participants Survey, based on 370 responses from 151 respondents

(n=8; 10%). There were some problems with the audio interpretation equipment and poor noise isolation of the meeting rooms, which meant that it was difficult at times to follow the presentations and discussions (n=11; 14%). Lack of interpretation from English to Spanish and Spanish to English or emphasis on one language over the other meant that some participants felt interpretation should be improved (n=11; 14%). Interpretation did also delay proceedings in some of the events. The multicultural/multilingual format (of participants from different countries and languages) made it difficult to have interactive group discussions.⁵⁶

3.9.2 Feedback from Training Event Organizers

113. Universities, bilateral development agencies, institutes, international non-governmental organizations, United Nations agencies were among the organizers of training events. Overall, 96 per cent of organizers felt that the training events achieved the objectives and improved participants knowledge on sustainable urbanization issues and would consider organizing a training event at the next WUF.⁵⁷ The majority of organizers (69 per cent) felt that they were given enough information about UN-Habitat's expectations for the training events prior to submitting their proposals.⁵⁸ While 78 per cent felt that they were well-informed throughout the process from acceptance to delivery of the event, 11 per cent disagreed and 11 per cent were not sure or undecided.

⁵⁶ Findings based on 78 suggestions from 151 respondents to the WUF7 Training Event Participant Survey.

⁵⁷ Findings based on 26 respondents of the WUF7 Training Event Organizers survey.

⁵⁸ 69 per cent 'Strongly agree' and 'agree', 8 per cent 'disagreed' and 23 per cent were 'not sure/undecided'. Findings based on 26 responses from organizers.

114. Most of the organizers (68 per cent) felt that the duration and timing of the events were appropriate. However, 11 per cent felt that the duration was too short. The organizers responding to the survey (77 per cent) thought that the participants were from the targeted audiences, and 19 per cent of respondents were 'not sure or undecided' because many of the participants in the training events turned out to be 'walk-in' not 'pre-registered' participants.

115. In terms of facilities, 46 per cent agreed that the facilities provided met their expectations based on the information provided by UN-Habitat, 27 per cent were not sure or undecided and 27 per cent disagreed. Very noisy rooms with poor acoustic (and sound from other events next door) made it difficult for some trainers to interact well with participants. Few pre-registered participants showed up. This meant that organizers at the events had many new participants—well beyond the capacity limit of 55 participants per event—while first ensuring registered participants were allowed to the event.

3.9.3 Suggestions for Training Events

116. Many of the suggestions from training event participants and organizers related to improving the audio system and interpretation services. Specific suggestions from participants and organizer related to the format and timing of information and events (see Box 8).

4. ASSESSMENT OF RELEVANCE

117. The relevance of WUF7 is assessed as 'highly satisfactory' in terms of theme, objectives and programme. The findings from the surveys and interviews indicate that participants, overall, perceived WUF7 as very useful.

Relevance of Theme

118. Events were organized around an overall theme and six sub-themes. Participants interviewed found the theme "Urban Equity in Development—Cities for Life" of WUF7 to be relevant.⁵⁹ Forty-eight per cent of surveyed participants thought that key urban topics were sufficiently covered in the programme. Additionally, 69 per cent of the respondents to the WUF7 participant survey felt that the exhibition added value to the theme.

⁵⁹ Findings based on face to face interviews with 27 WUF7 participants.

Box 8: Suggestions to Improve the Training Events from Participants and Organizers

Participants:

- Allow more time the training event (than the three hours at WUF7) and for discussion among participants.
- Consider expanding training events to two day course or develop a course on-line to be offered to participants for more in-depth information about a topic.

Organizers:

- Improve pre-registration system to ensure more registered participants to show up and reduce demand on the spot.
- Provide more information before the event, especially about application procedure and participants that have registered for a training event.
- Feature speakers or trainers name of the training event in the WUF7 official programme for acknowledgement and to allow participants to do pre-event background search on organizers.

Source: WUF7 Training Event Participant survey based on 83 suggestions from respondents and WUF7 Training Event Organizers survey based on 55 suggestions from respondents.

119. This evaluation assumes that equity is a well-established term in urban planning practices together with efficiency and effectiveness and to UN-Habitat's role in promoting social equity and social and economic rights of citizens in urban planning and education.⁶⁰ One interviewee commented that "equity" had political connotations and aspects of poverty on which UN-Habitat as an United Nations agency has the ability, but often under-utilized, to come out with a strong normative statement. Another interviewee indicated that the six sub-themes could have been more focused, for example, instead of having 'safety and equity' as a dialogue theme, a more specific theme such as employment or violence would have allowed the thematic approach to be more in-depth and with specific cases.

Relevance of objectives

120. Interviewees found the four objectives of WUF7 to be relevant, especially 'exchanging experiences and advancing collective knowledge' and 'awareness raising of sustainable urbanization'. Interviewees considered the objective of 'promoting cooperation and coordination on urban issues' relevant and achievable at individual level rather than at institutional level. On the objective of improving

future working relationship with UN-Habitat, interviewees were not sure of extent to which it could be achieved in the short or medium-term and it would depend on UN-Habitat.

WUF7 Programme

121. The pages of the printed programme was organized by type of event and icons indicating relevance to UN-Habitat priority substantive thematic areas and cross cutting issues⁶¹. Some of the interviewees (n=3; 12%) felt that WUF7 had too many events and it was difficult to differentiate topics and types of events. Participants perceived the relevance of different events according to the type of partner and reasons for participating. Some interviewees, especially from the civil society organizations commented that for them the networking event were most useful because of the opportunities to meet new people, get new knowledge and for their informality (n=4; 16%).

122. Visitors to the exhibition were largely satisfied with the experience (91 per cent). Reasons for visiting the Exhibition were very similar among the partner types with the exception of visitors from the United Nations system who cited making new network contacts (18 per cent) as a reason more than any other group, and parliamentarians and media were more interested in getting up-to-date information on sustainable urbanisation issues and solutions (24 per cent and 21 per cent respectively) than others (13 per cent). In terms of the dialogues, the majority of participants (73 per cent) were satisfied with the dialogue experience. Expectations of training event participants were mainly to acquire new knowledge, tools, methods and skills as well making new contacts and sharing experiences, and 71 per cent of training event participants were overall satisfied with the event and agreed that their expectations were met.

⁶⁰ See for example, UN-Habitat Global Report on Human Settlements 2009: Planning Sustainable Cities.

⁶¹ The six sub-themes were headed in the dialogues. The WUF7 programme used icons to indicate relevance of event to UN-Habitat priority substantive areas of Urban land, legislation and governance; Urban planning and design; Urban economy; Urban basic services; Housing and slum upgrading; Risk reduction and rehabilitation; Research and capacity development, as well as cross cutting issues of gender, youth, human rights and World Urban Campaign. WUF7 Seventh Session of the World Urban Forum, Programme, April 2014.

5. ASSESSMENT OF EFFICIENCY

123. The efficiency of WUF7 is assessed as 'satisfactory'. WUF7 had 18,030 participants, which was more than double as many participants (158 per cent) than originally planned (Table 20).⁶² More than 90 per cent of participants visited the exhibition and some 43 per cent of participants visited the exhibition two to four times. Almost all of the participants (94 per cent) responding to the WUF7 survey found that the reasons for attending WUF were 'very satisfactory' or 'satisfactory' met, and WUF7 had helped build or strengthen the capacity on urban issues of 66 per cent of respondents.
124. By far most of the participants were satisfied with WUF7, however, with more than 37,000 visitors to the Exhibition and 18,000 participants, it would seem inevitable that some participants would experience logistical problems such as shortage of room space, lack of interpretation, poor audio conditions, and poor Wi-Fi that could have affected the experience of some participants in a negative way.
125. Over the period from 5 to 11 April 2014, more than 500 events were held at the Plaza Mayor Convention and Exhibition Centre. Most respondents (81 per cent) found the printed programme useful, but some respondents (2 per cent) and interviewees (16 per cent) mentioned that there was not enough copies of programme to be handed out to all participants due to the high turn out of participants. Both for the printed programme and the WUF7 app, it was difficult for some of the participants responding to participant survey (n=52; 12 per cent) to distinguish the different types of events and select which events to attend according to specific themes. Some events on similar sub-themes were overlapping and scheduled at the same time.⁶³
126. The evaluation finds, based on interviews and survey responses and the evaluation team's observations during the Forum that the large number of participants resulted in some areas and events being overcrowded and access to certain events were restricted due to the physical limitations of the respective rooms such as the opening and closing

ceremonies and the Urban Talks, which featured acclaimed architects, urban specialists and economists such as Leon Krier, Brendt Toderian, Richard Florida and Joseph Stiglitz. It also meant that a few events were delayed and did not start on time according to survey respondents' feedback and interviews.

127. The capacity of the conference venue was agreed with the host expecting 10,000 participants and as more participants turned up than expected, great effort was made by the WUF Secretariat and the host to resolve the implications it had on operational aspects such as food, sanitation, headsets, etc.
128. Additionally, WUF7 brought together stakeholders to work with or already working with UN-Habitat and meant cost savings on meetings that would have had to held at another time and location with additional cost implications. More than 50 new collaborations with UN-Habitat and partners were pledged or established, many collaborations of partners were initiated, 13 collaborations were formalized in MOUs signed between UN-Habitat and partners, and 23 work documents were signed by UN-Habitat.

6. ASSESSMENT OF EFFECTIVENESS

6.1 ACHIEVEMENT OF OBJECTIVES

129. The effectiveness is assessed to be 'highly satisfactory' in terms of achievement of objectives is assessed to be 'highly satisfactory' based on results against indicators in the WUF7 log frame and survey results.
130. Targets for overall WUF7 participation and participation in the various events were superseded based on the indicator targets of the WUF7 log frame and exceeding previous WUFs. In terms of inclusiveness, participants represented a spread of age group with 49 per cent between 25 and 45 years of age and diversity of partners with participants representing academia, regional/ local government and municipality and civil society organizations and private sector accounting for 75 per cent of all participants.
131. Slightly short of the target, there were participants from 142 countries (10 countries short of target), close to gender target of speakers and moderators (38 per cent against target of 41 per cent) and in terms of Habitat partners on the Advisory Board (9 partners to target of 11 partners) (Annex 5: WUF7 logical framework and results provided by WUF Secretariat).

⁶² Findings based on WUF7 Logical Framework Draft 2 as of 20/08/2014 presented at twentieth Meeting of the Subcommittee on Policy and Programme of Work of the Committee of Permanent Representatives, 29 August 2014.

⁶³ The evaluation team notes that with over 500 events in a relative short period of seven days and seven thematic areas in addition to gender, youth, human rights and the World Campaign, it would be difficult not to have some overlap even if preferably avoided.

Table 20: Target and Actual Number of Participants at Selected Events

	Target	Actual	Increase in percent
People visiting WUF7 exhibition	30,000	37,070	24%
People attending dialogues	800	(estimate) 4,500	463%
People participating in training events	150	1,607	971%
Total WUF7 participants	7,000	18,030	158%

Source: Selected events based on WUF7 Logical Framework Draft 2 as of 20/08/2014 presented at the twentieth meeting of the UN-Habitat Subcommittee in Nairobi on 'Policy and Programme of Work of the Committee of Permanent Representatives', 29 August 2014

132. Participants responding to the WUF7 participant survey rated that the four objectives had been achieved with improving collective knowledge (91 per cent), raising awareness (87 per cent) and increasing coordination and cooperation (84 per cent) and improving UN-Habitat work effectiveness (84 per cent) (Table 21).
133. Similarly, interviewees perceived that all four objectives had been achieved, especially in improving collective knowledge and raising awareness and to some lesser extent coordination and cooperation and work effectiveness of UN-Habitat. Interviewees expressed that in the follow up it would be up to UN-Habitat use the information that it had collected and create platforms to continue the dialogues on how to improve urban centers.
134. The following assessment of the extent to which the four objectives of the forum were achieved provides additional insight. It was based on the findings of survey, interviews and reporting of results on indicators of the WUF7 logframe.
135. The key reasons for participants to participate were to acquire new knowledge about sustainable urbanisation (64 per cent) and sharing of experiences, lesson learned and best practices (52 per cent). The majority of respondents rated the dialogues to be good in terms of quality of the substantive content and meeting expectations. The dialogue on urban planning and design for social cohesion was rated slightly better (66 per cent) by respondents compared with the other dialogues. The large majority of respondents (76 per cent) rated the quality of the substantive content of the networking and side events to be good and they were attended by most of the respondents (88 per cent).
136. Training events were rated as good in terms of quality of content by more than two-thirds of respondents (67 per cent) and 76 per cent of participants had substantially increased knowledge of sustainable urbanization issues. Most visitors to the exhibition were largely satisfied with the experience (91 per cent). At the pavillion, participants mainly came to collect information material about UN-Habitat (55 per cent), visit the City Changer Rooms (48 per cent) and visit the UN-Habitat exhibition on urban equity (47 per cent).

Achievement of Improving Collective Knowledge Objective

135. Compared with WUF5, there was nearly a doubling of participants from academia/research (30 per cent) and regional/local government and municipality (24 per cent) than at WUF5 (16 per cent and 13 per cent). WUF7 had less participants from individuals (7 per cent from 19 per cent) and national governments (6 per cent from 17 per cent) than at WUF5. Geographically, most participants were from the region of the host country (Latin America and the Caribbean) (84 per cent) and similar to other WUFs; WUF6 in Naples, Italy, had 58 per cent from Europe, WUF5 in Rio de Janeiro, Brazil had 66 per cent from Latin America and the Caribbean.

Achievement of Increasing Coordination and Cooperation Objective

138. At the level of collaboration and cooperation, more than 50 new collaborations with UN-Habitat and partners were formally established during the forum and many other collaborations among other partners were reported by the WUF Secretariat in terms of initiating discussions that are expected to lead to the establishment of such collaborations, as a result of their participation in WUF7.
139. In total, 13 MOUs were signed between UN-Habitat and other organizations at WUF7 and 23 documents were signed by UN-Habitat during the WUF7, including peers position documents, declarations undersigned towards a New Urban

Table 21: Rating of Achievement of WUF7 Objectives by Survey Respondents

	Very Good or Good	Fair	Poor or Very Poor
Improving collective knowledge on sustainable urbanisation through inclusive open debates, exchanges of experiences and best practices	91%	7%	2%
Increasing coordination and cooperation within and between different stakeholders and constituencies towards advancement and implementation of the Habitat Agenda	84%	13%	3%
Raising awareness on sustainable urbanisation among stakeholders and constituencies including general public	87%	10%	3%
Improving UN-Habitat strategy and work effectiveness as a result of the Forum	84%	13%	3%

Source: WUF7 participant survey. Findings based on 2,279 respondents.

Agenda (e.g., Post-2015 framework and Habitat III), including by constituency groups of Roundtable Sessions, Assemblies and networks.

140. Nine national urban forums were organized prior to WUF7 supporting country and regional preparations and contributions for the Forum. As a result of participating in WUF7, 19 per cent of participants responding to the WUF7 survey had built new partnerships by negotiating/ signing agreement, developing new project, etc. with new partners.

Achievement of Raising Awareness Objective

141. Respondents to the participant survey learnt about WUF7 from websites (21 per cent) mostly from the UN-Habitat WUF7 website. Forty-four per cent of participating institutions and organization mentioned WUF7 in their website. Different to the previous WUFs, more participants learnt about the World Urban Forum through media (27 per cent) of which fourteen per cent learnt from printed media, newspaper, radio, television, etc. and 13 per cent from social media.
142. The WUF7 website had 180,799 users (from February to May 2014). On average, 30 per cent of visits to the WUF7 website were done browsing from a mobile phone or tablet. Participants used the WUF7 app and social media tools such as #our WUF social network, twitter, facebook, instagram and flickr! Facebook and twitter had most users with 8,649 fans on facebook and 8,879 twitter followers. More than 62 million people were reached by #WUF7 by 24 April 2014.⁶⁴
143. There were 400 international stories and more than 3,000 national stories. Relevant articles and stories on WUF7 were issued by international papers such as:

Financial Times (UK), La Presse (France), El País (Spain), Deutsche Welle (Germany), Al Jazeera (Qatar), Vanity Fair (USA), The Guardian (UK), The Economist (USA), and a large number of others in Latin America.

144. Media representatives that were accredited totaled 919. They were invited to 20 press conferences during the Forum. The press conferences were perceived as the most useful resource (85 per cent) by media representatives as well as digital resources (75 per cent) and press kit (70 per cent). Interviewed media representatives (n=3) found it to be worth the effort and time attending WUF7, especially the Urban Talks and events in the City Changer Rooms, because it provided them with access to experts and new information relevant to their audience ranging from radio listeners in rural areas of Colombia to specialized global social media users.
145. The majority of visitors to the exhibition (86 per cent) also visited the UN-Habitat pavilion. At the pavilion, respondents indicated that they mainly collected information material about UN-Habitat (55 per cent), visited the City Changer Rooms (48 per cent) and visited the UN-Habitat exhibition on urban equity (47 per cent). Thirty-nine per cent came to visit the maloka house, among other things, and some 28 per cent shopped for UN-Habitat WUF7 merchandize.

Achievement of Improving UN-Habitat Work Effectiveness Objective

146. Partners and stakeholders working with UN-Habitat participated in WUF7 and it meant saving costs of meetings such as the parallel events (by invitation only) and expert group meetings that would have had to be held elsewhere at another time and the discussions on and signing of 13 memoranda of understandings between UN-Habitat and other organizations. Through WUF7, 22 outputs related to the Work Programme and Budget were delivered, and it resulted in 30 new proposed inputs for the Work Programme 2016-2017.

⁶⁴ Reach is the sum of all users mentioning this hashtag, plus the sum of their followers.

6.2 EFFECTIVENESS OF ORGANIZATION OF THE FORUM

147. The large majority of respondents were satisfied with the organisation of WUF7. Half of the 3,961 participants that responded to the WUF7 participant survey felt that they had all important information WUF7 at hand and about a quarter would have liked more information. Media representatives perceived the press conferences as the most useful resource (85 per cent). The organization of media support was largely perceived positively by media representatives and they were satisfied with the media registration.
148. The WUF7 website were considered useful by 85 per cent of the event organizers. The substantive concept notes and the focal point were useful to 73 and 63 per cent of the event organizer. Common logistical issues raised in the some of the responses to the different surveys mentioned earlier this report such audio system, room space, lack of handicap facilities and air conditioning/ ventilation may have affected the experience negatively of some participants.

6.2.1 The Medellin Declaration and Emerging Urban Issues

149. The Medellin Declaration—Equity as a Foundation of Sustainable Urban Development was issued on the last day of the forum. The declaration contains general recommendations emerging from the substantive debates held at the Forum and around which a substantial consensus was reached. It highlights three emerging themes: Equity as a foundation of sustainable urban development; The city as opportunity; and New Urban Agenda. In addition, the declaration acknowledges contributions to the future for sustainable urbanization in the post-2015 development agenda; the United Nations Conference on Housing and Sustainable Urban Development (Habitat III); and support for the Forum.
150. The three emerging themes of the Medellin Declaration covers a multitude of emerging issues that were discussed in the various events at WUF7 and compiled by the WUF Secretariat.⁶⁵ The theme of 'Equity as a foundation for sustainable urban development' seeks to address underlying socio economic planning and structural issues to provide all citizens with more inclusive and

equal opportunities. Specifically, it advocates for integrating urban equity into the development agenda, transforming cities into inclusive, safe, prosperous and harmonious spaces, and making sustainable urban development for all (Box 9).

151. 'The city as opportunity' theme relates to the opportunity for improving access to resources and services, and to address structural problem and challenges in cities when equity is an integral part of the development agenda (Table Box 10).
152. The theme of the 'New Urban Agenda' promotes a participatory and inclusive framework to sustainable urban development with 'people' at the centre and relying on data and new technologies. A new urban agenda could help overcome the challenge of the lack of an adequate legal framework and planning system, it would promote a people-centred urbanization model and it would be based on new technologies reliable urban data and integrated participatory planning approaches (Box 11).
153. The majority of respondents to the participant survey (59 per cent) had read the Medellin Declaration compared with 36 per cent who had not read it by the time of the survey. Most of those respondents who had read the declaration (70 per cent) felt that the declaration adequately reflected the urban topics discussed at WUF7. The respondents that disagreed with declaration complained the declaration was superficial and vague (n=30), and lacked key messages on specific urban issues, partner groups (women and grassroots), events (children's assembly) (n=19) and Medellin (n=7).⁶⁶
154. Confirming the WUF7 theme of 'Urban Equity in Development' and resonating with the Medellin Declaration, 'urban equity' was mentioned by most respondents (n=198) as the most important emerging issue coming out of WUF7. The issues of 'urban resilience' and 'environment, sustainable use of resources, waste management' were the second and third most important emerging issues respectively (Figure 10, Page 45). Urban resilience were used by participants as a broader term for covering social development issues, environmental issues, climate change adaptation and disasters. The 'Medellin experience as an urban laboratory' (n=20), 'increasing urban (over-)population' (n=20) were just out of the top ten.

⁶⁵ The emerging issues emanating from WUF7 is based on document by WUF Secretariat: Seventh Session of the World Urban Forum – Emerging issues and recommendations by thematic areas. The overview and tables 5.2-5.4 do not provide an exhaustive list of emerging issues and do not premeditate any particular order or priority of issues.

⁶⁶ Five per cent of respondents did not know if they had read the declaration. Findings based on 2,170 respondents to this question in the WUF7 participant survey.

6.2.2 Advisory Group

155. The advisory group was tasked to provide advice and assist the Executive Director with the organization, management and conduct of meetings and events taking place during WUF7. It were constituted by representatives from key partner groups to UN-Habitat and members of the Bureaus of the Committee of Permanent Representatives and the Governing Council, and chaired by the Mr. Luis Felipe Henano, Minister of Housing and Perritory, Republic of Colombia. The bureau members were regional presentatives from the five regions.⁶⁷
156. The advisory group for WUF7 had 18 members of which six members were from the UN-Habitat Governing Council and CPR Bureaus (six members) and the host country, as well as representatives from nine partner groups, and none from foundations, the United Nations system and intergovernmental organizations. While the Advisory Groups for WUF5 and WUF6 had 12 and 14 members respectively, the WUF7 Advisory Group had 18 members, allowing for more representation of partners and from Member States. Half of the members of the advisory group originated from Latin America and the Caribbean and North America, and five members were from Europe.
157. The group met during the WUF7 to prepare the Medellin Declaration—Equity as a Foundation of Sustainable Urban Development. Intervieweed members of the Advisory Group found the group's work well organized and partners committed to the task. Overall, members intervieweed were positive towards the final declaration.
158. The declaration of two pages meant there was limited space to accommodate all suggestions made by partners and expand the declaration on issues such as youth and women. There was also some discussion if the declaration should be released as a 'statement' or a 'declaration'. Interviewed members commented on the need to consider regional collaboration and include more regional consultation in the group as the representatives did not formally have an obligation to consult with other partners in their geographic region.⁶⁸

67 The five regions of the Bureaus of the Governing Council and Committee of Permanent Representatives: African Group, Asian Group, Eastern European Group, Latin American and the Caribbean Group, and Western European and Others Group.

68 Findings based on interviews with two members of the Advisory Group.

6.3 GENDER ASPECTS

159. From a planning perspective, the WUF7 programme had 20 gender focused events and included key events such as the Gender Equality Action Assembly, Roundtable 11 on gender and women, networking events, training events and side events.⁶⁹ The discussions in the assembly focussed on how gender equality and women's empowerment can be integral to achieving enhanced quality of life, inclusive education, effective political action, gender sensitive governance, legislation and urban services, cities that are built for all and urban equity and contribute to the Post 2015 Agenda and Habitat III processes.
160. In addition, there was also parallel and city events on gender, such a Gender Exploratory Walkabout in Moravia aiming to identify physical and social situations that women perceive as dangerous in the local area. An interviewee suggested to make the gender aspect more specific as gender was a broad topic and could be included in many other topics. The issue of women and safety could have been a specific theme to discuss and also a relevant issue to consider in the selection of a future host city (n=4).
161. In terms of process and outputs, there were slightly more male (53 per cent) than female participants at WUF7. The majority of speakers and moderators at main events were male (63 per cent). The Urban Talks featured five male experts and none female. Interviewees (n=3) observed that some panels had few female speakers. The gender assembly was very inclusive through local mobilization and had 500 local women participants. In the Medellin Declaration, 'women' was mentioned as one of the groups of empowerment to advance social cohesion and 'gender equality' was mentioned as one of many aspects promoting sustainable urban development.

69 It does not include events were focus on gender equality and women may have been a subsidiary theme. Seventh Session of the World Urban Forum Urban Equity in Development—Cities for Life Programme (HSP/WUF7/INF/6).

Box 9: Emerging Theme 1—Equity as a Foundation of Sustainable Urban Development

Integration of urban equity into the development agenda	<p>Related Emerging Issues emanating from WUF7</p> <ul style="list-style-type: none"> • Sustainable urban planning and design can strengthen and help restore social cohesion. • Unequal opportunities and related issues of unemployment and underemployment are some of the greatest challenges of young people today. • Improving equity and equality in the cities and enhancing youth access to education and economic opportunities will highly reduce youth involvement in illegal and criminal activities. • Rising prosperity and aspirations have led to increasing inequity and environmental problems. • Persistence of urban poverty as a growing urban challenge, as the absolute global number of slum dwellers continues to increase even though the related MDG has been achieved. • Growing consensus and understanding that cities and human settlements that are resilient to all plausible shocks and stresses protect development gains including the health and safety, inclusion and cohesion, and prosperity of all people living in them. • Without gender equality there can be no urban equality.
Transform cities into inclusive, safe, prosperous and harmonious spaces for all	<ul style="list-style-type: none"> • Centrality of public spaces and mixed use / social mix should be promoted at city scale, neighbourhood level and down to the individual buildings. • Public space can be used as a means to achieving a higher end and making the city more inclusive. • Tap on youth energies and creativity in planning and designing safer cities. • The role of youth in creating the environment for peace and security is critical to understand and be research, especially youth in fragile cities and states. • Importance of adequate housing, participatory processes and informed decision making at the core of today's urban challenges, in particular in the context of developing countries and LDCs. • Support capacity development of cities to achieve their goals by providing a framework for assessment, monitoring, and improvement of urban policies, plans and investments across physical, spatial, organizational and functional scales. • Increasingly, local and national governments, international financing institutions and development organizations are understanding the complexity of transforming vulnerable cities to resilient cities; and are seeking support to formulate urban planning, development and management strategies with an urban resilience framework. • Serious upscale of knowledge and capacity is required at level of decision-makers, which reflects the new dynamics of urbanisation. • More knowledge must be developed to understand the deep roots of urban discrimination for exclusion and violence.
Sustainable urban development for all	<ul style="list-style-type: none"> • Sustainable urban development requires multilevel and participatory governance systems, where by national governments set policies and standards and empower local authorities to deliver. • Research and piloting different forms of youth engagement in governance at all levels is critical to sustainable development of cities. • Strong policy formulation and implementation is key to sustainable urbanisation and successful slum upgrading programmes at national level, and it can be an area of effective South-South knowledge exchange. • Resilience building can ensure sustainable urban development towards the common purpose of maximizing the health, safety, inclusion and cohesion, and prosperity of all cities and people living in them. • Resilience should be promoted as a criterion for investment to ensure sustainability of urban development. • Ensure that development patterns and choices and demographic shifts prevent the accumulation of future risk so that cities can realize the 'urban advantage'. • Consensus is building among major agencies and organizations globally that financing sustainable urban development would be enhanced by inclusion of measures to increase a city systems' ability to withstand and recover quickly from exposure to all plausible shocks, stresses. • Cities built for all should enable equal access to public space, land, housing and decent work for all, irrespective of gender, age or physical (dis)ability.

Box 10: Emerging Theme 2—The City as Opportunity

Cities provide opportunity for improving access to resources and services	<p>WUF7 Emerging Issues Overview</p> <ul style="list-style-type: none"> • Mobility policies should include safety, promote integration and be inclusive. • Building public-private partnerships is also a sustainable way to provide municipal services. • Nexus between different elements of basic services has emerged more strongly, in particular in light of increasing environmental challenges and resource constraints. • Attention needs to be given to effective urban drainage systems a key pillar for resilience of urban settlements to climate change. • Research youth-led groups from the Urban Youth Fund are developing mapping methodologies, which allow engagement and analysis of communities in provision of basic services. • New urban agenda for basic services should look at inter-linkages and promote 'closed loop' solutions where energy, water and other resources are recycled and reused, meeting the need of people while receding the ecological footprint of cities. • It is of primary importance catalyzing access to existing international finance and innovative finance mechanisms, which should include risk-based instruments that will enhance cities' ability to reduce exposure and vulnerability to shocks stresses and increase their adaptive capacity. • Empower local authorities to think about multiple hazards and the interdependent nature of their cities' systems, and examine what specific capacities need to be in place to improve their resilience to a multitude of shocks and stresses and maintain continuity of services. • Resilience is also a critical component for rehabilitation and reconstruction efforts in post-crisis locations. • Address womens' and men's needs through planning and inclusive policies, which ensure equal access to services and opportunities for women and men, girls and boys in all cities worldwide.
Structural problems and challenges of cities could be better addressed when equity is an integral part of the development agenda	<ul style="list-style-type: none"> • Recalibrate balance between private and public sector in the urban setting. • Increasing urbanization, persistent tenure security and high levels of informal settlements severely impact the livelihoods of today's youth. • Civic education, especially for children and youth, is an important issue to be considered to achieve strong communities. • The potential sources currently available to local authorities for generating revenue should be fully exploited. • Borrowing from the capital market by issuing municipal bonds is another way urban authorities can mobilize additional financial resources. • Key to expanding municipalities' revenue base and ensuring their sustainability is to rely more on endogenous sources of revenue. • Governments need to support diverse opportunities for young people including financing and career development. • A comprehensive approach is required to integrate young people in the labour market including skills training, labour market information, career guidance, etc. • Strengthen collaboration with the private sector to support business for youth development. • UN-Habitat's City Resilience Profiling Programme model is being used to support cities' access to finance and development of innovative financial instruments that address environmental, social and economic risks. • Facilitate direct sharing of best practice information and knowledge management.

6.4 OTHER STAKEHOLDER GROUPS

Youth

162. Youth, identified as participants aged 18-24 years, made up for 20 percent of all WUF7 participants, while children (less than 18 years) accounted for 3 percent of participants. There was specific focus on youth at WUF7 in the youth roundtable, the 11 sessions of the youth assembly, four caucus meetings and two City Changer Room events. Youth engagement, notably through the Urban Youth Assembly and Roundtable 9 on youth, effectively brought to the fore to participants the need to integrate youth in planning, governance and management of cities and to provide youth

with opportunities and tools to do so such as education, training and research.

163. The sessions demonstrated the importance for enhanced mechanisms to ensure youth's active participation in local, regional, national and global sustainable development and contribute to the New Urban Agenda. The discussions in the assembly underlined the urgency of having youth at the forefront in creating and shaping the urban future. The final youth statement called on youth, across the world to lend their voice and vision, to the creation of the New Urban Agenda, which should reflect the experiences and realities of youth, taking into account their varied needs, challenges and capacities.

Box 11: Emerging Theme 3—New Urban Agenda

<p>A new urban agenda to overcome the challenge of the lack of an adequate legal framework and planning system</p>	<p>WUF7 Emerging Issues Overview</p> <ul style="list-style-type: none"> • Government needs to review policies to guarantee universal access to streets and public spaces. • Wide support for UN-Habitat's approach to address the quality of law. • UN-Habitat has a key role to play in strengthening the attention to and capacity to promote rule of law. • Legal mechanisms to promote greater public and private balance in urban development need to be strengthened. • Recognition of informal practices is an issue of concern. • Social Tenure Domain model (STDM) which reinforces the paradigm of a continuum of land right has direct impact for the new urban agenda. • Urban policies need to guarantee public spaces creation, maintenance and usage by all citizens. • National urban policies, land tenure security and territorial city-region approaches that build on mutual reinforcing flow of goods can maximize development potential across the rural-urban continuum. • Local authorities need to implement necessary institutional and legal reforms to make use of innovative land-based financing tools. • Youth engagement in land policy discussion and land programmes is essential. • Legal mechanisms to ensure community engagement in urban development must be strengthened.
<p>The new urban agenda to promote a people-centred urbanization model</p>	<ul style="list-style-type: none"> • People with disabilities need to be included in the development of initiatives on safety. • Need for legislation to support engagement of youth and women in social and economic life in cities. • Children and youth are the largest demographic using public space, and this needs to be reflected in urban plans. • Relevance of inclusive, sustainable and adequate housing solutions as a lever and central issue in the New Urban Agenda, towards the realisation of the right to adequate housing for all. • Local authorities are the key institutional actors dealing with social issues in urban areas but other levels of government also have important roles. • Local communities need to be involved in the creation and maintenance of public spaces. • Rights based development ensure inclusive participation of youth in the decisions that affect their lives. • Young people are innovative and want to be involved in high-level discussions and policy making process. • Mechanisms that promote and support youth participation should be made permanent and enable youth at all levels of decision making. • Universities are not only an area to consult in search of information, they are also important actors shaping the city and the new generation of urban leaders. • More and more, students and professors are engaging with their local communities.
<p>The new urban agenda based on new technologies, reliable urban data and integrated participatory planning approaches</p>	<ul style="list-style-type: none"> • Technology is a crucial factor contributing to security and opens a platform for vulnerable groups to have a voice. • Participatory governance systems, especially ones that are ICT-based, are a way to engage youth as full citizens and assure urban spaces reflect their needs. • Supporting innovative projects and youth research such as the State of the Urban Youth Report and the Global Youth-led Development series guide policy makers to develop appropriate programmes benefitting young people. • As first adopters of technology, research the relationship between youth, ICT and governance has significant potential to pose new models of urban governance. • ICT has previously not been an area of major focus of urban basic services for example money transfer through mobile phones, video conferencing and access to education through the Internet. • A significant number of local governments, international aid organizations, academia and private sector companies agree that means of measurement of urban systems resilience are required. • Information on cities is essential, and this should be collected on a regular basis, and made public to the general public. • Creation of an observatory that facilitates an efficient data collection especially in cities and local authorities that have limited financial resources. • Urban data should cover virtually all aspects of urban areas/ urban living. • The current modus operandi of university research revolves around the publishing requirements of academics for career development. This leads to research that is not always useful, particularly for policymakers. • More and more research is being funded by private interests through consultancies. • Need for data collected to be put out in the public domain and not just journals which are inaccessible to vast majority of urban professionals and city officials in the developing world. • There is a seven year cycle between data collection and publishing. This is too long for data to be usable for policy makers while it is still current. • Applied research should offer solutions to scaling up good practices, such as those implemented in Medellín.

Figure 10: Top 10 Emerging Urban Issues

Rank	Emerging Urban Issue	Quotes from WUF7 Participant Survey
1	Urban equity, equitable development, social cohesion, poverty alleviation, elimination of corruption (n=198)	<p>"...cities must become more equitable and ensure that all citizens, including the most marginalized section of the population "own their city" – Survey respondent</p> <p>"Equity seen as assuring opportunities and accessibility through socio cultural infrastructure development is an important part of transformative change" – Survey respondent</p> <p>"The addition of equity and life concepts into the urban development concept" – Survey respondent</p>
2	Urban resilience (n=67)	<p>"The resilience concept, as the intrinsic strength of the community's (citizens) capacity to answer to crisis (social, environmental, economic, disasters, etc.)" – Survey respondent</p> <p>"The different aspects related to the resilience and adaptation capacities" – Survey respondent</p> <p>"The concept of resilience put on the new habitat agenda" – Survey respondent</p>
3	Environment, sustainable use of resources (water, energy), waste management (n=65)	<p>"Adequate housing not only concerning materials, but more importantly, choosing the right risk free location of urban settlements where people can have good access to education, transportation and health services" – Survey respondent</p>
4	Sustainable urbanization (n=52)	<p>"Linkages between urban development, inclusiveness and gender equality" – Survey respondent</p> <p>"Making cities more sustainable with the challenge of increasing populations" – Survey respondent</p> <p>"Science and technology innovation adapted to local circumstances for sustainable urban development planning" – Survey respondent</p>
5	Participatory approach (to planning and decision-making), citizen empowerment and democracy (n=41)	<p>"Engaging people in deciding what is good for their cities. Giving ownership to the common people to have a say in their affairs and planning for the future of their cities" – Survey respondent</p> <p>"Promote participatory and inclusive local governance that empowers all inhabitants" – Survey respondent</p> <p>"Democracy in the access to knowledge for communities will improve their participation in urban issues; this is the first step for urban equity" – Survey respondent</p>
6	Climate change (n=33)	<p>"Adapting cities for coming climate change" – Survey respondent</p> <p>"Climate change affecting poor and overpopulation" – Survey respondent</p> <p>"Guidelines to enhance our urban environments in order to adapt to climate change" – Survey respondent</p>
7	Transport and mobility (n=29)	<p>"The urban connectivity and how to reduce the ecosystem impact" – Survey respondent</p>
8	Slums, informal settlements, upgrading of houses (n=27)	<p>"Equity as a premise for addressing developmental issues in urban areas, especially with respect to housing, provision of social amenities and poverty" – Survey respondent</p> <p>"Upgrading of slums in low-income countries" – Survey respondent</p>
9	Safe cities, security, combat violence and crime (n=25)	<p>"Public safety and effective strategies of urban violence prevention" – Survey respondent</p> <p>"Inclusive and safe cities for all" – Survey respondent</p>
10	Financing and investment (n=23)	<p>"Developing and sharing tools for financing and promoting plans and development that make cities more socially resilient and sustainable" – Survey respondent</p>

Source: Findings based on 892 responses from respondents to the WUF7 participant survey. The 'top ten' accounts for 560 responses (63 per cent) of the total 892 responses.

Private Sector

164. The Business Assembly and Roundtable 5 on the private sector emphasized the crucial role of the private sector in poverty reduction and reviewing the relationship between private and public sectors in the urban setting. In the assembly, business leaders shared ideas on how innovation and partnerships could shape and reform the Urban Agenda for the “City we need”.
165. The example of Medellín emphasized the necessity of trust between the private sector and the city which inspired more productive collaboration and shared goals. In terms of effectiveness, the assembly provided UN-Habitat and private sector to reflect and establish new relationships, launching practical joint initiatives to support UN-Habitat flagships projects in selected cities, and engaging private sector through advocacy and communication in preparation for Habitat III.

**7. ASSESSMENT OF
PRELIMINARY IMPACT**

166. This evaluation assessed mainly behavioral changes and influences on participants. WUF7 has more than one pathway to influence including behavioral changes of participants through adoption of new practices, and changed attitudes on issues. Sixty-six per cent of respondents found that WUF7 helped them to build or strengthen their capacities with new knowledge and understanding of urban issues with parliamentarians most positive (90 per cent) and academia/ research least positive (61 per cent). Some participants (21 per cent) did not know and 13 per cent responded that the WUF had not built their capacities.⁷⁰
167. Systemic changes are anticipated through improved institutional competency and implementation of new initiatives by participants and UN-Habitat. This will include the implementation of 13 memoranda of understanding signed between UN-Habitat and partners at the forum and the delivery of inputs to the next Work Programme and Budget of UN-Habitat. The assemblies, special sessions and dialogues provided open fora for stakeholder discussions related to topics on the global urban development and development of the New Urban Agenda, the Post 2015 Agenda and Habitat III processes.

⁷⁰ Findings based on 2,164 respondents to the WUF7 participant survey. Academia /research (n=529) and Parliamentarians (n=10). Examples (n=659) from respondents.

168. While 40 per cent of dialogue survey respondents found that linkages with Post 2105 Agenda and Habitat III had been discussed, almost two-thirds of dialogue moderators (63 per cent) responding to survey felt it had been discussed. The potential of influence on this strategic level, however, is not well covered in the results indicators of the WUF7 log frame.

7.1 BENEFITS GAINED BY PARTICIPANTS

169. The majority of participants (63 per cent) found that WUF7 offered something different from other well-known urban theme conferences.⁷¹ The most cited added benefits of the WUF7 were the international dimension (12 per cent), number and diversity of participants (10 per cent), networking opportunities (9 per cent), variety of event types (9 per cent), relevance of programme content to the global urban agenda (8 per cent), and United Nations System connection (8 per cent) (Box 12).⁷²
170. The top ten reasons⁷³ for participants attending WUF7 were to:
- Acquire new knowledge about sustainable urbanisation (64 per cent)
 - Sharing of experiences, lessons learned and best practices (52 per cent)
 - Meet new contacts in my field of expertise (52 per cent)
 - Learning of solutions to sustainable urbanisation challenges (51 per cent)
 - Meeting existing contacts and/or partners in my field of expertise (47 per cent)
 - Acquire new skills/expertise (44 per cent)
 - Better understand urban priorities and how to address them (42 per cent)
 - Learn more about UN-Habitat’s work (41 per cent)
 - Visit the living urban lab of Medellín (33 per cent)
 - Affirmation of current work, research or practice (31 per cent).
171. By far most of the participants (94 per cent) found that the reasons for attending WUF had been satisfied, and 2 per cent not satisfied, while 4 per

⁷¹ 17 per cent responded ‘no’ and 20 per cent ‘I don’t know’. Finding based on 2,252 respondents of the WUF7 participant survey.

⁷² Findings based on 11,644 responses (from 2,178 respondents) to the WUF7 participant survey.

⁷³ Findings based on 2,199 respondents to the WUF participant survey.

cent were undecided or not sure.⁷⁴ Most satisfied were parliamentarians (100 per cent), regional/local government and municipality (97 per cent) and United Nations System (97 per cent) and least foundations (86 per cent).⁷⁵ Additionally, the majority of participants (85 per cent) would like to attend the next WUF.⁷⁶

Box 12: Some Comments on Benefits from Survey Respondents

"Municipal solid waste management is a problematic area for the urban managers of Bangladesh. Bogota city has made a breakthrough by engaging community people for improving it with success. I shall try to apply these experiences in my own country."

"As a newspaper director, I got better understanding of general and particular issues on urban development and a deeper insight into the present agenda and the future challenges."

"I learned a lot about the achievements of Medellin as a city and some of the lessons that are applicable elsewhere. I was also inspired by some of the speakers e.g. local politicians and Joseph Stiglitz."

"Great opportunity to be in contact with organizations and members of the private sector. It allows to raise funds and create alliances."

"WUF7 has raised my awareness of the interconnected issues MDG/post 2015 agenda and Habitat-III process."

"I had the chance to get ideas from best practices exhibited at WUF7 and I am applying them in my teaching..."

"I acquired new advocacy skills which will help me work better with the young people and partners. Other capacities include the effective usage of social media to enhance youth participation in policy and decision making."

"I realize how important it is to consider women's feedback and to empower them as they contribute very significantly to the livelihood of city dwellers and human settlements."

"With the knowledge acquired, be able to follow how the strategies and urban strategies are going to be implemented in Medellin. This information will be published in our local community paper."

"Helped me understand the concept of safe cities, especially in the public space...a topic that I am working in[to] the planning master."

Source: WUF7 Participant Survey

74 Finding based on 2,179 respondents to the WUF7 participant survey.

75 Parliamentarians (n=10), regional/ local government and municipality (n=444), United Nations system (n=97 per cent), Foundation (n=76).

76 Three per cent would not like to attend the WUF and 12 per cent did know if they would attend. Findings based on 2,165 respondents to the WUF7 participant survey.

172. As a result of participating in WUF7 most participants had shared ideas, knowledge, skills and best practices (60 per cent). The sharing of new ideas, knowledge, skills and best practices with others was the most used follow-up by all partner types, except for parliamentarians, intergovernmental organizations and media representatives that used more contact by phone for follow-up. After WUF7, more participants have applied new skills learnt, leveraged more funding and submitted new research compared with participants after WUF6 (Table 22).⁷⁷

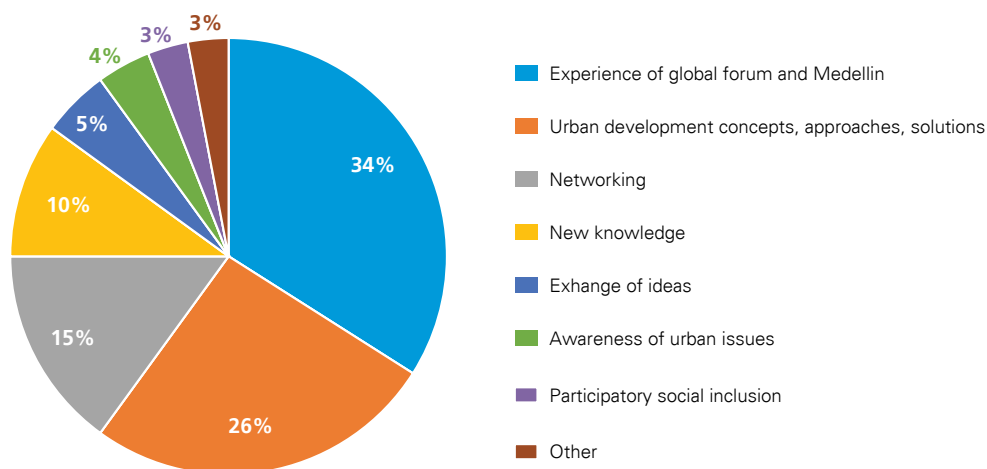
Table 22: Follow-up Activities by Participants after attending WUF6 and WUF7

	WUF6	WUF7
I have shared new ideas, knowledge, skills and best practices with my network, colleagues, peers, students, etc	63%	60%
I have been in contact by phone, e-mail, etc. with new contacts acquired at WUF	60%	49%
I have applied new practical ideas and solutions in my work	43%	43%
I have applied my new skills (learnt from training) in my work	33%	35%
I have provided new information/input to national/sub-national policy-making processes	28%	26%
I have built new partnership i.e., negotiating/ signing agreement, developing new project, etc. with new partner	26%	19%
I have initiated new research	17%	17%
I have produced new output of national/sub-national policy-making processes	12%	12%
I have leveraged new fundings for my work, project, etc.	7%	10%
I have submitted new research article(s) for review by science magazine	5%	8%

Sources: WUF7 participant survey and WUF6 participant survey (2012).

77 Findings based on 2,279 respondents to the WUF7 participant survey.

Figure 11: Positive 'Take-aways' of Participants by Survey Respondents



Source: WUF7 participant survey

Box 13: Some Comments on Key 'Take-away' from Survey Respondents

"Medellin as an living urban lab was really interesting and relevant to visit." [exp]

"The global discussions and exchange experiences in urban solutions." [exp]

"The organisers did a wonderful job. The event was well organised with minor shortcomings." [exp]

"Inspired by some great speakers." [exp]

"Emergence of resilience as a central theme (or buzzword) in debates. Need for further articulation of the concept." [ur dev]

"The role of design and urban planning as catalysts for social changes." [ur dev]

"WUF7 is an exceptional networking experience." [net]

"Made valuable connections. The diversity in occupation (government, civil society organizations, NGOs, UN agencies, academia, etc.) age, background, etc. of participants is key!" [net]

"Knowledge updates on urban and architectural themes." [know]

"Met leading practioners in certain thematic areas which refreshed my knowledge on urban issues." [exhan]

"Integrating private and public and civil society sectors was extremely valuable." [exhan]

"Raised awareness on urban challenges and potential solutions and good practices." [awareness]

"Collaborate with actors across different sectors and levels of government, private and other non-government organisations, and involve citizens." [soc incl]

"Youth and women involvement. It was a real surprise to attend their events. Many voices, many ideas." [other]

Source: WUF7 Participant survey

Box 14: Some Comments on Use from Survey Respondents

"We just organized a structural bamboo researchers group meeting at Coventry University, where outputs from WUF7 were shared"

"I have created a facebook and Twitter page to motivate the Alcalde and people in my city Envigado to create bicycle lanes and to use the bicycle like public transportation"

"Presentation about the experiences in Medellin was held in June at Innovate Skane, Sweden"

"I debated the experience of WUF and the connections emerged from the meeting with colleagues at the NGO that I collaborate with. We have initiated a new project on resilient communities and a new partnership as a result of the attendance at WUF".

"In collaboration with some other organizations we are embarking on a series of town hall and village square event to share our WUF7 experience"

"We intend to convene a meeting with all the participants from the country to discuss with participants their experience and how better the country could contribute to the future forums"

"I presented a slide show in my organization. I wrote an article for the upcoming Housing and Community Development Journal. I presented at a local UNA chapter in Portland, Oregon, USA. I will present my WUF experience at a national housing conference in October 2014 in Baltimore, Maryland, USA."

"Held a national workshop last week...presenting in the Israeli parliament ("knesset") next week, at the launch of the new "Urban Lobby".

"...countries should be encouraged to come up with what they have learned from the previous WUF and the subsequent achievements made in their respective urban context... . Like, this time on return of Bangladesh delegation, we from the Bangladesh Urban Forum have organized a reflection/experience sharing program on WUF7 for the other stakeholders from both Government and non-government organizations to learn from lessons and experiences from the great event. The Government also had to make commitments to address the needs for proper urban development."

Source: WUF7 Participant survey



Urban Talks with Joseph Stiglitz © UN-Habitat

173. The main positive 'take-aways' for participants from the experience at WUF7 was meeting people from around the world and possibility of visiting 'on-site' Medellin experience (n=957), greater awareness of what other countries are doing to solve urban problems, and concepts of well planned and managed cities settlements as key driver of change and urban development (n=713), and networking (n=410) (Figure 11 and Box 13).⁷⁸

⁷⁸ Findings based on 2,790 responses from respondents to the WUF7 participant survey.

7.2 USE OF BENEFITS GAINED BY PARTICIPANTS

174. Some participants (27 per cent) are planning to organize or have already organized an event in their organization, city, country or other to share their WUF7 experience.⁷⁹ Participants have talked about their WUF7 experience mainly with colleagues (n=55), partners in other events (n=37), students (n=36), networks (n=24), municipalities/local authorities (n=24), within organization (n=23), on websites and social media (n=16), and ministries (n=7) (Box 14).⁸⁰ Monitoring information about follow-up would be very useful in order to assess the use in a more systematic way for future monitoring and evaluation.

⁷⁹ Fifty-four per cent responded 'no' and 19 per cent 'I don't know'. Findings based on 2,174 respondents to the WUF7 participant survey.

⁸⁰ Findings based on 371 responses to the WUF7 participant survey.

8. CONCLUSION

175. WUF7 was well attended with the total number of participants surpassing that of previous WUFs. Despite competition from other global conferences, WUF7 was perceived by the majority of participants responding the survey (63 per cent) as offering something different from other well-known urban conferences. It attracted a range of partners engaged in urban issues around the world. Resonating the theme of forum, 'urban equity' emerged as the key urban issue coming out of WUF7 in addition to the issues of 'urban resilience' and the 'environment and sustainable use of resources'. Participants (70 per cent) expressed that the Medellín Declaration—Equity as a Foundation of Sustainable Urban Development adequately reflected the urban topics discussed at the forum.
176. Participants, both respondents and interviewees, perceived that the objectives of the forum were achieved in terms of improving collective knowledge, raising awareness, increasing coordination and cooperation and improving UN-Habitat work effectiveness. Meeting people from around the world and the Medellín experience were considered the main added values of WUF7. Participants also acquired new knowledge about sustainable urbanisation, shared experiences, made new contacts and learnt of solutions.
177. With more than 500 events over seven days to choose from, the forum provided many different events to participants. Feedback from visitors to the exhibition (91 per cent), participants attending the dialogues (73 per cent) and training event participants (71 per cent) indicated that they were satisfied with the

events and it was a positive experience. The majority of respondents (94 per cent) indicated that WUF7 had met their reasons for attending the forum. They provided positive feedback on the different types of support received before and during the forum that helped them prepare for the forum and participate in a meaningful way.

178. Suggestions for improvement included the format of the conference in terms of the broad variety of events scheduled in the programme, and conference facilities such as sound proofing and acoustics. There is need for organizers—the host city, WUF venue management and logistics providers in close collaboration with UN-Habitat WUF Secretariat—to invest more efforts in addressing those most frequent challenges faced by participants such as conference facilities, Wi-Fi, logistical support, access to information and events, and availability of interpretation services and related equipment.
179. In conclusion, the World Urban Forum continues to be a global forum that attracts thousands of partners engaged in urban issues. The evaluation demonstrated that the forum provides an attractive platform for participants to discuss and learn about different approaches and solutions to planning, building and managing cities and urban settlements. WUF7 helps building the capacity of participants and it reaches well beyond the participants attending with more than a quarter of participants indicating that they are planning to organize an event to share their experience.
180. Although it is too early to assess the impact of WUF7 on how cities are planned, built and managed at global, regional and national levels, it is likely that WUF7 will have some influences on UN-Habitat's recognition on urban matters in the preparations for the United Nations Conference on Housing and Sustainable Urban Development, Habitat III.



Metrocable cars arriving at a station in Medellín, Colombia
© Shutterstock



Participants taking a tour of Medellín © UN-Habitat

9. LESSONS LEARNED

Lesson 1

181. As host of WUF7, Medellín needed to provide a living example of a city in transition. The city had faced challenges and created opportunities to reshape its future for the better and well in line with the theme of urban equity of the Forum providing participants with real-life challenges, solutions and possibility of interaction with local stakeholders of change.

182. The Medellín Lab Tours offered an opportunity for participants at the forum to observe first-hand examples of urban transformation such as the climb along the escalators of the Comuna 13, connecting a disadvantaged and violence prone neighbourhood to the rest of the city or the “Walk of Life” to the Garden Belt of Medellín, a construction that strives to close the divide between the urban and the rural in the Comuna 8, an area afflicted by the city’s violent past. It was a successful approach to be replicated in future WUFs with many participants taking the tours, which effectively linked the WUF7 theme with real-time examples and connected the forum with the hosting city.

Lesson 2

183. Equity was perceived as the most important emerging issue coming out of WUF7. Another emerging issue coming out of WUF7 was ‘urban resilience’ as a new keyword together with environment and sustainable use of resources. With many emerging issues and several sub-themes in the programme, it was up to participants to select events addressing urban issues of their interest.

184. The programme had well-defined sub-themes that related to the overall theme of the forum and colour codes for events. Yet, the format of the programme organized by type of event made the forum appear less focused to participants and less directed towards specific urban problems and their solutions. The structure of future programmes need to provide different options for participants to quickly get an overview according to their interests.

Lesson 3

185. The forum is built on principles of inclusiveness and participation. WUF7 was a success in participation by attracting over 18,000 participants, which is more participants than ever for a WUF. Awareness reached hundreds of thousands through various social media applications—some applications in use for the first time at a WUF. The many participants at WUF7—more participants than planned—meant that some conference rooms for particular popular training events, networking events, and City Change Room events did not have enough seating to accommodate all.

186. At future forums, some measure of crowd control used for the opening and closing ceremonies and Urban Talks would need to be communicated to participants before the forum to avoid leaving some participants disappointed.

Lesson 4

187. Social media tools used at WUF7 such as Facebook, Twitter, Instagram, Flickr!, #our WUF social network and the first ever used WUF7 App attracted many users and followers over a short period of time. Social media tools together with the WUF7 app and website with live streaming on UN WEB TV of main sessions gave participants easy access to information about WUF and increased access to those who could not attend WUF7 in Medellin. A variety of tools is needed for participants to keep updated web-based, smart phones or tablets, depending on availability, workability and preferences of devices used by participants. The lesson is that the variety of tools used at WUF7 is needed to keep as many as possible participants updated.

Lesson 5

188. The percentage of face-to-face interviewees was only 0.2 per cent of all participants although these were representative of WUF7 participant types. In addition, about one third of the respondents to the on-line participant survey skipped some questions. These are lessons learned and future WUF evaluation design and methodology need to reflect on these issues to ensure that there is increased participation from participants in the evaluation.

10. RECOMMENDATIONS

189. The evaluation report presents nine recommendations. The recommendations were based on findings of this report, and taking into account suggestions made by participants that were interviewed or responded to surveys as well as observations made by the evaluation team. They are formulated with the intent of enhancing outcomes and impacts of future forums.

Recommendation 1

190. The programme should be more easily available in print, and the programme on website and app should prominently bring forward daily updated schedules. This should include:

- Printed programme or summary overview parts available to all participants
- Daily schedule and proceedings of the (previous day of the) forum featured more prominently on the website and app
- Names and affiliation of organizers, speakers or focal points of all events indicated in the programme on web-site and app
- Updated version of the app with ability to create meeting planner based on tracks of interest.

Recommendation 2

191. More cultural events showcasing the host city should be included in the programme. This should include:

- Cultural performances at the conference centre by artists, performers, writers, etc. of the host city
- More cultural events in the city included in the programme
- More city tours at affordable prices or for free
- More tourist information available to forum participants

Recommendation 3

192. In principle, the opening and closing ceremonies should be accessible to all participants in the gathering, including exhibitors. This should include:

- Participants invited for the opening and closing ceremonies with tickets handed out at the venue or in advance upon registration on 'first-come first-served'.
- Limited access to events to be published as such in programme and well in advance.

Recommendation 4

193. The programme design should be more aligned by themes and related to areas of interest to participants. This should include:

- Tracks of interest, such as development, finance, law, energy, climate change, academia networks etc. and related to the theme of the forum
- Reduce number of events with more distinctively different branding and event types, and avoid overlap of events in the thematic area carried out at the same time
- More focus of events with solutions-oriented presentations with less focus on theory.

Recommendation 5

194. The exhibition layout should be more user-friendly. This should include:

- Layout of the exhibition stalls organized by sub-themes
- Handout map of the exhibition
- More on-site signs and posters, including with list of exhibitors in each salon area
- Book sales area with affordable books on sale from exhibitors, event organizers, speakers and moderators.

Recommendation 6

195. Improve the format of the dialogues. This should include:

- Avoid last minute replacements of speakers
- Organize questions and answer sessions by written questions from audience
- Fewer speakers in each panel (including guest speakers) and less time for presentations to allow more time for audience interventions.

Recommendation 7

196. Audience of the training events should be more targeted. This should include:

- Incentive to register for training events to ensure registered participants show up (e.g. certificate to registered participants, pre-event access to training material, etc.)
- Training events of longer duration to allow discussions and better understanding of the subject.
- On-line course to supplement the training event.

Recommendation 8

197. The use of the logical framework for WUF should be enhanced to create stronger links with the themes of the WUF and its contributions to strategic directions such as Habitat III, and with indicators and targets that use both absolute and relative numbers. This should include:

- Stronger linkage with the themes of WUF, thematic priority areas of UN-Habitat in indicators and targets
- Measurement of contributions to strategic directions, such as Habitat III and post-2015 Development agenda
- Indicators and targets that are less dependent on absolute numbers of participants and more on relative participation of partner type and region as well as gender specific events, products and communication
- Measurements of quality of conference facilities
- Measurements of follow-up debriefing activities at national level.

Recommendation 9

- Follow-up events post-WUF at national level should be planned in advance. This should include:
- Key national partners, including other UN agencies, and engaging the lead UN agency at country level or United Nations Country Team (UNCT), and (if there is one) UN-Habitat country office or representative
- Plan for briefing and monitoring of follow-up on progress between WUFs.

ANNEX 1: TERMS OF REFERENCE FOR THE EVALUATION OF THE SEVENTH SESSION OF THE WORLD URBAN FORUM

1. BACKGROUND

The United Nations Human Settlements (UN-Habitat) is the lead United Nations agency for Cities and Human Settlements. The agency was established as the United Nations Centre for Human Settlements (UNCHS), through the General Assembly Resolution 32/162 of December 1977, following the first global Conference of United Nations on Human Settlements that was held in Vancouver, Canada, in 1976.

For nearly two decades of its existence (1978-1996), UNCHS remained a small technical agency. Faced with rapid urbanization, accelerating slum formation and growing evidence of urban poverty, the second United Nations Conference on the Human Settlements (Habitat II) was held in Istanbul, Turkey, in 1996. The main outcome of the conference was the adoption of Istanbul Declaration and the Habitat Agenda. This gave UNCHS an explicit normative mandate of assisting Members States to monitor the implementation of the Habitat Agenda and to report on global human Settlements conditions and trends.

The World Urban Forum (WUF) was established in accordance with Governing Council resolution 18/5 of 16 February 2001 requesting the Executive Director of UN-Habitat "...to promote a merger of the Urban Environment Forum and the International Forum on Urban Poverty into a new urban forum, with a view to strengthening the coordination of international support to the implementation of the Habitat Agenda". It was further decided in General Assembly resolution 56/206 of 21 December 2001 that the Forum would be "...a non-legislative technical forum in which experts could exchange views in the years when the Governing Council did not meet". In effect, WUF has the role of being an advisory body to the Executive Director of the UN-Habitat.

The WUFs are open and inclusive gatherings that bring together participants from all over the world presenting governments at national, regional and local levels, academia, civil society organizations, parliamentarians, foundations, professionals, women and youth groups and the private sector as partners working for better cities as well as United Nations agencies, intergovernmental organizations and media.⁸¹

The objectives of WUF have been defined over the past decade by several United Nations General Assembly and UN-Habitat Governing Council resolutions, and described in UN-Habitat work programmes and budgets. Since 2002 there have been six sessions held of WUF. These are WUF1 in Nairobi 2002, WUF2 in Barcelona 2004, WUF3 in Vancouver 2006, WUF4 in Nanjing 2008, WUF5 in Rio de Janeiro 2010, and WUF6 in Naples 2012.

The WUF is the World's Premier Conference on Cities. It is hosted in a different city every two years, to examine the most pressing issues facing the world today in the area of human settlements, including rapid urbanization and its impact on cities, communities, economies, climate change and policies. The

UN-Habitat has evaluated previous sessions of the Forum to assess UN-Habitat's planning, programming and organizing modalities and to document experiences, results, and identify factors and lessons learned to help improve future WUFs. In addition, a review of the first four sessions of the Forum was conducted in 2009. The recommendations from evaluations of previous WUFs, including WUF6, were taken into account in the preparations for WUF7.

⁸¹ The United Nations General Assembly decided, in its resolution 56/206 (2001), that the Forum would be a "non-legislative technical forum in which experts can exchange views in the years when the Governing Council of the United Nations Human Settlements Programme does not meet." At the same session, the General Assembly, in paragraph 7 of its resolution 56/205, encouraged "... local authorities and other Habitat Agenda partners" to participate, as appropriate, in the World Urban Forum in its role as an advisory body to the Executive Director of UN-Habitat.

1.1 WUF7

WUF7 will be held in Medellín, Colombia, from 5 to 11 April 2014. The theme of the Forum's session is "Urban Equity in Development—Cities for Life". This session of the forum will be strategically important to influence the concurrent global processes of Post 2015 Development Agenda redefining the sustainable development goals and the upcoming review of the global urban agenda in Habitat III Conference in 2016.

Medellín was selected through an open bidding process for hosting WUF7. Medellín is the second-largest city in Colombia with a population of 2.4 million. In February 2013, Medellín was announced by Wall Street Journal and Citi as the most innovative city in the world due to its recent advances in politics, education, and social development.

Proceedings from WUF7 are expected to substantively feed into the above mentioned processes; the event will be an opportunity to gain global support towards advocating for sustainable urban development while advancing its positioning on the political and media agenda. The logical framework developed for WUF, for the first time, outlines specific expected outcomes and outputs.

The statutory objectives of the WUF, derived from different United Nations General Assembly and Governing Council resolutions have been distilled into four expected accomplishments for WUF7⁸²:

- **Collective knowledge** on sustainable urbanization is improved through inclusive open debates, exchange of experiences and best practices;
- **Coordination and cooperation** is increased within and between different stakeholders and constituencies towards advancement and implementation of the Habitat Agenda;
- **Awareness** is raised on sustainable urbanization among stakeholders and constituencies (including general public);
- **UN-Habitat strategy and work effectiveness** is improved as a result of the Forum, with specific focus on the Work Programme and budget and sub-programmes.

1.2 UN-Habitat's Implementation Approach to WUF

WUF is a corporate exercise of a two year cycle of preparation, delivery and follow-up to effectively mobilize for and promote the event. The WUF Secretariat within the Advocacy, Outreach and Communications Branch, is

the organizational entity in charge of coordinating the preparation and implementation of the WUF. It has the responsibility to effectively deliver the WUF. Among its key responsibilities is the role as main liaison between the host country and UN-Habitat and coordination of inputs from substantive branches throughout preparation and implementation, and supporting the WUF7 Advisory Group. The Advisory Group has an advisory oversight role in WUF7 and serves as an advisory body to the Executive Director. The Advisory Group's Secretariat is held within the WUF Secretariat. As part of the preparations, UN-Habitat has signed agreements with the city of Medellín (of USD4 million) and the Government of Colombia for the hosting of the WUF7.

1.3 WUF7 Programme and Delivery

The programme of the WUF7 contains more than 500 events. The first two days, Saturday to Sunday consist of city events and parallel events. Monday 7 April World Urban Youth Assembly, Gender Equality Action Assembly and Business Assembly will be held in parallel, followed by the official opening ceremony. The rest of the week, Tuesday through Friday, will have different meetings and events such as caucus meetings, roundtables, special sessions, networking events, plenary meetings, side events, training events, business breakfasts, Urban Talks (live TV debates). For the duration of WUF7 there will also be an exhibition and cultural events, including a 'I'm a City Changer Concert' held Friday evening after the official closing ceremony (see Draft WUF7 Programme at a glance at <http://wuf7.unhabitat.org/programmeataglance>).

The Exhibition is open to the public, and aims to inspire visitors to consider the overall theme of the Forum, while learning about a wealth of new urban initiatives. The WUF7 Exhibition has more than 9,000 square meters of space for booths in Medellín's Plaza Mayor.

2. MANDATE OF THE EVALUATION

Evaluation is integral to UN-Habitat's mandate and activities including programme planning, budgeting and implementation cycle and supports UN-Habitat to managing and effectively delivering results. The evaluation of WUF7 is mandated by Governing Council resolution 23/5 of 15 April 2011, which requests [UN-Habitat] "...to assess the impact and outcome of each Forum session using a results-based approach and to incorporate that more distinctly into the Programme of Work of the UN-Habitat".

2.1 Objective and Purpose of the Evaluation

The key users of the evaluation are identified as UN-Habitat management, its offices and staff responsible for project development and implementation in UN-Habitat

⁸² Logical Framework document Draft 2 as of 17/02/2014 (revision of Draft 1 of 10/07/2013).

country offices, regional offices and at headquarters; its governing bodies, donors, partners and key stakeholders.

The evaluation will provide a forward-looking objective assessment of performance in terms of process, outputs and immediate outcomes. The assessment will be based on evaluation criteria of relevance, effectiveness, efficiency, sustainability and impact. The evaluation will identify achievements, lessons, challenges and opportunities for the World Urban Forum.

The evaluation has two purposes: a) To provide evidence of results to meet accountability requirements; and b) to promote learning, feedback, and knowledge sharing through results and lessons learned among UN-Habitat and Habitat Agenda Partners. What will be learned from the evaluation findings is expected to play an instrumental role in influencing planning, adjusting and correcting as appropriate, exploiting opportunities, and effectively be instrumental in influencing concurrent global processes of Post 2015 Development Agenda on review of the urban agenda in 2016 through improving the collective knowledge, increase coordination and cooperation, raise awareness and improve UN-Habitat corporate strategy and work, and advocating for sustainable urban development.

2.2 Key Evaluation Questions

The evaluation will focus on the following sets of key questions, based on the project's intended outcomes, which may be expanded by the Evaluation Team as deemed appropriate:

- a) To what extent did WUF7 contribute to improving the collective knowledge on sustainable urbanization? How well was WUF7 at facilitating exchange of experiences and best practices?
- b) To what extent did WUF7 directly contribute to increasing the level of coordination and cooperation within and between stakeholder groups? What were the most effective approaches or formats used?
- c) Is there any early evidence of WUF7 raising awareness on sustainable urbanization among stakeholders and constituencies and the general public? Were the WUF7 themes and messages relevant for the target audiences and did they reach them effectively?
- d) In what ways did WUF7 planning and implementation help to improve relevant UN-Habitat strategies, including Habitat III Conference, and work effectiveness of UN-Habitat with focus on the Work Programme, budget and sub-programmes? How effectively and efficiently was WUF7 planned, coordinated and monitored?

3. SCOPE OF THE EVALUATION

The evaluation is expected to assess achievements, challenges and opportunities of WUF7 from the planning, delivery and follow-up. The evaluation analysis will be based on the expected accomplishments identified in the logical framework for WUF7 and use of Theory of Change for the WUF7 results chain. It will cover a pre-session assessment of objectives, expected outcomes, indicators, work plans, budget, background documents, etc. These should inform the entire evaluation process of on-site assessment and post-forum assessment.

4. EVALUATION APPROACH AND METHODOLOGY

The evaluation shall be conducted in line with the Norms and Standards for Evaluation in the UN system. An evaluability study of WUF7 planning documents (pre-session assessment) will be carried out before the Forum to assess the results-based framework and logic used. On-site data collection, observations and interviews will take place during the WUF7 in Medellin. Outcomes/ immediate impact will be assessed post-WUF7.

A variety of methodology will therefore be applied to collect information before, during and after the WUF7 as outlined below:

Before WUF7:

- Review of relevant documents to be provided by the WUF Secretariat; including review of WUF7 documentation and website and previous WUF evaluation reports.

During WUF7:

- Survey administered to visitors at the WUF7 exhibition (hand-out)
- Survey administered to participants in the dialogues (hand-out)
- Focus Group Discussions with various representative groups (such as media, World Urban Campaign)
- Face-to-face interviews with participants from key stakeholder (aiming for three participants from each group)
- On site observations
- Emphasis will be on training events, exhibition and dialogues given the resources constraints of the evaluation.

After WUF7:

- Survey administered to all exhibitors at the WUF7 exhibition

- Survey administered to the members of the Advisory Group
- Survey administered to dialogue moderators
- Survey administered to dialogue speakers
- Post WUF7 Survey⁸³
- Interviews with key WUF Secretariat staff and UN-Habitat staff
- Other:
 - Secondary data analysis of registration information and other data relating to programme and website.
 - Mapping of the forum programme's key events, i.e., dialogues and training events to assess the extent to which the Forum programme covered key urban groups/partners and to identify events' region(s) of focus.

Training Events

The Evaluation Team will make use of data collected from the training course assessment (i.e., survey administered to training event organizers and a survey administered to training course participants). This assessment will be carried out by the Training Unit, Research and Capacity Development Branch.

UN-Habitat Staff

The Evaluation Team will carry out interviews with key WUF Secretariat staff and UN-Habitat staff post- WUF7. A staff survey on the planning and organization of WUF7 may be carried out by the WUF Secretariat. The results of such a staff survey would also inform this evaluation.

5. EVALUATION CRITERIA

Relevance

The evaluation will assess whether the WUF7's objectives and implementation strategy were consistent with global sustainable urbanization issues and needs.

It will assess if WUF7 was aligned with UN-Habitat's Strategic Plan 2014-2019 and Programme of Work 2014-2015 and the expected accomplishment of these plans.

It will also assess if the objectives and expected accomplishments were realistic given the time and budget allocated to WUF7, the baseline situation and the institutional context in which WUF7 was implemented.

⁸³ Survey to be administered to all participants registered in the WUF7 registration database. Survey software should ensure only one response per registrant. For the other WUF7 surveys that will be administered by email, Survey Monkey will be used. The post-WUF7 survey will be open for three weeks, with reminders sent out before the response deadline. Financial incentive to be offered to participants completing the post-WUF7 survey with a prize of USD200 randomly allocated to 10 respondents.

Effectiveness

The evaluation will assess the extent to which WUF7 objectives were effectively achieved or are expected to be achieved. The evaluation will construct a Theory of Change of WUF7 based on the logical framework. The assessment of effectiveness will focus on:

- Achievement of outputs and activities
- Evaluation of the achievement of expected accomplishments (outcomes) as defined in the logical framework.
- Evaluation of the achievement of WUF7's overall objective and expected accomplishments. The measure achievement, the evaluation will use as much as appropriate the indicators for achievement proposed in the logical framework for WUF7.
- Assessment of factors affecting delivery such as the quality of design and preparation for WUF7; the extent to which adequate management arrangements for WUF7 were in place; and if stakeholders important to delivery were adequately identified.

Efficiency

The evaluation will assess the cost-effectiveness and timeliness of WUF7 execution. It will describe any cost- or time-saving innovative measures put in place to achieving WUF7 results. It will also analyse how delays, if any, have affected WUF7 execution, costs and effectiveness.

Sustainability

Sustainability is understood as the probability of continued long-term WUF7 derived results and impacts at the closing ceremony of WUF7.

Impact

This will be an assessment of the likelihood of impact.

Gender Aspects

Gender equality and the empowerment of women (GEEW) will be included in all evaluation criteria. The evaluation will first determine if gender aspects can be evaluated or not (evaluability) and make use of evaluation indicators, data collection methods and tools to collect gender related data and analyse that data.

The evaluation will assess the extent to which WUF7 design, process, WUF7 programme, outputs and monitoring have taken into consideration gender inequalities in terms of gender balance in WUF7 team, if WUF7 events and products are gender specific, and if communication of WUF7 were made gender-specific, considering that different genders may tap different information sources.

6. STAKEHOLDER INVOLVEMENT

One of the key determinants of evaluation utilization is the extent to which UN-Habitat staff and stakeholders are meaningfully involved in the evaluation process. It is expected that this evaluation will be participatory, involving key stakeholders, in particular Habitat Agenda Partners, beneficiaries of WUF7, UN-Habitat management and project developing and implementing entities at headquarters, regional office level and country office levels, Committee of Permanent Representatives (CPR), donors and other interested parties. Some key stakeholders, including those stakeholders involved in the implementation and users/recipients/beneficiaries will participate through interviews, questionnaires or focus group discussions.

Stakeholders will be kept informed of the evaluation processes including design, information collection, and evaluation reporting and results dissemination to create a positive attitude for the evaluation and enhance utilization.

The evaluation will target all groups of participants, including organizers, delegates, and donors.

Key participants' stakeholder groups include:

- Local authorities, regional/local governments and municipalities: mayors, representatives of local authority councils, townships, prefectures and provinces.
- Civil society organizations: representatives of women's organizations, youth organizations, social/peoples movements, indigenous peoples' organizations, trade unions, faith-based organizations, professional associations and foundations.
- National governments: heads of state, heads of government, representatives of governments, diplomats.
- Parliamentarians
- Professionals
- Private Sector
- Foundations and international financial institutions
- United Nations agencies
- Other international organizations
- Universities and research institutions: academics, researchers, research assistants and librarians
- Media.

7. EVALUATION TEAM

The evaluation shall be managed by the Evaluation Unit and carried out by a core evaluation team consisting of three staff of the UN-Habitat Evaluation Unit and one international consultant. The Evaluation Unit is

responsible for management, quality of work and preparation of the evaluation report.

The evaluation will be supported by the WUF7 Secretariat in terms of evaluation budget and provision of required information.

To the extent possible, the Evaluation Team will make use of volunteers or others who will assist with data collection. Other volunteers will be required for review of surveys' translation and surveys' response in Spanish and French.

8. QUALIFICATIONS AND EXPERIENCE OF THE CONSULTANT

The international consultant is expected to have:

- Knowledge and understanding of UN and UN-Habitat's role in promoting sustainable urbanization, human settlement issues in general and interlink ages to other areas, especially normative work, research and advocacy.
- Extensive experience in conducting evaluations and delivering professional results, presenting credible findings derived from evidence and putting conclusions and recommendations supported by the findings.
- Experience in delivery of advocacy and global outreach through conferences.
- Experience in results-based management.
- Advanced academic degree in qualitative methods and/or statistical methods.
- The international consultants must be fluent in English; and working knowledge of Spanish an advantage.

9. RESPONSIBILITIES AND EVALUATION MANAGEMENT

An evaluation group with a representative from the WUF Secretariat, the Policy and Strategic Planning Unit and one external urban conference expert⁸⁴ will be established for the purpose of this evaluation. Its role is to guide the evaluation process and ensure quality of process and outputs of the evaluation.

The Evaluation Unit will manage the evaluation ensuring that the evaluation is contracted to suitable candidates; providing advice on code of conduct of evaluation; providing technical support as required; ensuring that contractual requirements are met; and approving all deliverables (evaluation work plan, draft and final evaluation reports).

⁸⁴ The Evaluation Unit will identify an expert involved in the organization and/or member of the advisory group to the World Cities Summit in Singapore.

The WUF Secretariat will support the Evaluation Unit in delivery of evaluation products. The evaluation will be promoted by the WUF Secretariat during WUF7 to inform participants and other target groups of the purpose of the evaluation and to encourage them to complete the various surveys and/or interviews.

The evaluation team will review the assignment outlined in the terms of reference (TOR) and undertake an initial desk review, identify information gaps, redefine the methodology to be used in the evaluation and develop an evaluation work plan that will guide the evaluation process. The work plan will identify who is to do what tasks, and which key deliverables are to be completed.

The draft evaluation report, prepared by the evaluation team, will be shared with the WUF7 evaluation advisory group before being shared with a wide audience of stakeholders. The draft report must meet minimum requirements for draft reports (as assessed by the Evaluation Unit) before the draft is shared with relevant stakeholders for comments. Comments from key stakeholders will be consolidated and incorporated.

Presentation of the evaluation report should follow the standard format of UN-Habitat Evaluation reports, putting forward the purpose, focus, scope, evaluation methodology, evaluation findings (achievements and assessment according to evaluation criteria), lessons learned and recommendations.

10. WORK SCHEDULE

The evaluation will be conducted over three paid months spread over a period of six months from March to August 2014 with the most of the preparation of the evaluation done in February and March 2014. The Evaluation Team is expected to prepare a detailed work plan that will operationalize the evaluation. The provisional time table as follows.

Task	March 2014	April 2014	May 2014	June 2014	July 2014	August 2014
Preparation and finalization of the TOR	x					
Call for consultancy and recruitment of supporting evaluation consultant	x					
Development of work plan	x					
WUF7 site data collection, interviews and analysis		x				
Drafting of the evaluation report		x	x	x		
Review and revision of the draft evaluation report				x		
Writing and finalizing the final report					x	x
Editing, layout, publication and report dissemination						x
Developing formal management response matrix for the recommendations of the evaluation						x

11. DELIVERABLES

The three primary deliverables for this evaluation are expected from consultants:

- Evaluation work plan. The evaluation team will prepare an evaluation work plan to operationalize and direct the evaluation. The work plan will include interview protocols and questionnaires. The work plan will outline how the evaluation will be carried out. Once approved, it will become the key management document for the evaluation, guiding evaluation delivery in accordance with UN-Habitat's expectations throughout the performance of contract.
- Draft evaluation reports. The evaluation team will prepare evaluation report draft(s) to be reviewed by the UN-Habitat. The draft should follow UN-Habitat's standard format for evaluation reports. The drafts may be more than one, until a draft is approved to have met the basic requirements of UN-Habitat reports.
- Final evaluation report (including Executive Summary and Annexes) prepared in English and following the UN-Habitat's standard format of evaluation report. The report should not exceed 50 pages (excluding Executive Summary). In general, the report should be technically easy to comprehend for non-specialists.

12. RESOURCES

The consultants will be paid an evaluation fee based on the level of expertise and experience. DSA will be paid only when travelling on mission outside official duty stations of consultants. The international consultant to conduct this evaluation will be contracted at P-4/P-5 level.

ANNEX 2: LIST OF INTERVIEWEES

Name	Organization/Unit	Position/Status	Partner type
Dr. Jiang Ningjun	International Ecological Safety Collaborative Organization (IESCO)	Founding President	Civil Society Organization
Mr. Jin Xiaoyi	International ecological Safety Collaborative Organization (IESCO)	Secretary	Civil Society Organization
Mr. Suvi Huikuri	World Health Organization (WHO) Centre of Health Development, Kobe, Japan	Technical Officer Urban Health Governance	United Nations System
Mr. Amit Prasad	World Health Organization (WHO) Centre of Health Development, Kobe, Japan	Health Economist	United Nations System
Ms. Lily Hutjes-Boelaars	International Council of Women (ICW)	ICW Representative to UN-Habitat/ Nairobi	Civil Society Organization
Ms. Louise Cox	International Union of Architects (UIA)	Immediate Past President	Civil Society Organization
Ms. Sri Husnaini Sofjan	Huairou Commission	Senior Program Administrator & Strategist	Civil Society Organization
Ms. Emma Udwin	European Commission	Adviser and Member of Cabinet to the Commissioner for Regional Policy	Multilateral/ Intergovernmental Organization
Ms. Cecilia Ciepiela-Kaelin	AISDevelopment	President	Individual
Ms. Rhonda I. Hardy	Enviro Visions Institute	Consultant	Individual
Mr. Momodou F. K. Kolley	Ministry of Lands and Regional Government, The Gambia	Minister	National Government
Mr. Bulli Mustapha Dibba	Ministry of Lands and Regional Government, The Gambia	Deputy Permanent Secretary	National Government
Mr. Diego Beltrand	International Organization for Migration (IOM)	Regional Director for South America	United Nations System
Mr. Villem van Vliet	University of Colorado	Professor?	Academia
Mr. Daniel Chain	Buenos Aires, Argentina	Regional Minister of Urban Development	Regional/Local Government and Municipality
Ms. Simona Dobrescu	Urbego	Rumania	Civil Society Organization
Mr. Erik Berg	Shelter Norway		Civil Society Organization
Mr. Benjamin Abalos, Jr.	Municipality of Mandaluyong, Philippines	Mayor	Regional/Local Government and Municipality
Mr. Sebastian Orozco	Señal Colombia	Journalist	Media
Mr. Sebastián Aguirre Eastman	Colombiano	Team leader/Journalist	Media
Mr. Florian Lorenz	Sustainable Cities Collective	Blogger/Journalist	Media
Ms. Sook-Jin Lee	Foundation of Women and Family, South Korea	President	Foundation
Dr. Alfred Okoe Vanderpuije	Accra, Ghana	Mayor	Regional/Local Government and Municipality
Ms. Ziona Jane Veronica Ntaba	Malawi High Courts	Judge	
Ms. Kathryn Neville	International Institute for Sustainable Development (IISD)	Team leader	Media
Mr. Ardhitya Pribadi	Embassy of Indonesia, Nairobi	Representative of Indonesia, Member of the 24 th Governing Council	National Government
Ms. Stella Agara		Youth Advisor to UN-Habitat, Member of UN-Habitat Youth Advisory Board	Civil Society Organization

ANNEX 3: SURVEY QUESTIONNAIRES AND INTERVIEW TEMPLATES

- | | |
|---|--|
| a) WUF7 Participants Survey (online survey) | h) Training Course Assessment: Organizers (online survey) |
| b) Visitors to the Exhibition Questionnaire (hand-out) | i) Training Course Assessment: Participants (hand-out) |
| c) WUF7 Exhibitors' Questionnaire (onlinesurvey) | j) Template for Face-to-Face Interviews with Key Stakeholders at WUF7 (template) |
| d) Dialogues Moderators (onlinesurvey) | k) WUF7 Focus Group Discussions Interview Template (template) |
| e) Dialogues Speakers (onlinesurvey) | |
| f) Dialogue Participant Questionnaire (hand-out) | |
| g) WUF7 Interview Template for Members of the Advisory Group (template) | |

A. WUF7 PARTICIPANTS SURVEY (ONLINE SURVEY)

GENERAL INFORMATION ABOUT YOU

1. which WUFs have you attended?

- WUF1 (Nairobi 2002)
- WUF2 (Barcelona 2004)
- WUF3 (Vancouver 2006)
- WUF4 (Nanjing 2008)
- WUF5 (Rio de Janeiro 2010)
- WUF6 (Naples 2012)
- WUF7 (Medellin 2014)

2. In which region/country do you mainly work? [Scroll down list of regions and countries]

3. Which type of partner are you mainly affiliated with?

- National Government
- Parliamentarian
- Regional/Local Government and Municipality
- Academia/Research
- Civil Society Organization
- PrivateSector
- Foundation
- United Nations System
- Intergovernmental Organization
- Media
- Individual

4. What is your age range?

- Less than 18
- 18-24
- 25-32
- 33-45
- 46-55
- 56-65
- 66 and above

5. What is your gender?

- Female
- Male

ABOUT YOUR WUF7 EXPERIENCE

6. how did you learn about the World Urban Forum?

- Formal invitation from UN-Habitat
- From previous World Urban Forums
- From a network that I belong to
- E-mail from a UN-Habitat mailing list
- UN-Habitat WUF7 website (<http://wuf7.unhabitat.org/>)
- Other websites
- Social media (Facebook, Twitter, Instagram, blogs)
- Media (printed media, newspaper, radio, television, etc.)
- Other

6.a. If 'other', please specify: [TEXTBOX]

7. What was your main role at WUF7?

- Exhibitor
- Speaker/Moderator
- Event organizer (networking events, side events, training events)
- Media representative
- Participant
- Other

7.a. If 'other' please specify: [TEXTBOX]

8. How do you rate with the Forum's organization in terms of: (Very satisfactory, Satisfactory, Not sure/undecided, Unsatisfactory, Very unsatisfactory, I did not apply)?

- Registration for WUF7
- Information about the Forum on the UN-Habitat WUF7 website
- Format of the WUF7 programme
- Signing up for WUF7 training events
- Application procedure for exhibitors

- Application procedure for networking events
- Application procedure for side events

9. How useful were the following resources, which are available through the WUF7 website? (Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

- Programme-at-a-glance
- Dialogues concept papers
- Roundtables concept papers/notes
- Assemblies concept notes
- Networking Events programme
- Side Events programme
- Information about UrbanTalks
- Information about the City Changer Room
- Information about Parallel Events
- Exhibition Guide
- Urban Library Events Programme
- Cinema Room Programme
- Information about the UN-Habitat Pavilion

10. How useful were the tools providing daily updates of WUF7 proceedings? (Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

- WUF7 Newsletter (by email)
- WUF7 app
- #our WUF social network
- WUF7 Facebook
- WUF7 Twitter feed
- WUF7 Instagram
- WUF7 Flickr!
- Daily Web Highlights (IISD Linkages)
- Daily Plenary Conclusions Report

11. Was there any important information that you think was missing on WUF7?

- Yes
- No
- I don't know

11.a If yes, please specify [TEXTBOX]

12. How useful were the following materials (that you received in the bag with your badge)?

(Very useful; Somewhat useful; Not very useful; Not at all useful; Not aware of; Did not receive a bag; Choose not to receive a bag)

- WUF7 programme
- USB stick with information about UN-Habitat

13. How helpful was the WUF7 information help desks located at the venue?

- Very helpful
- Somewhat helpful
- Not very helpful
- Not at all helpful
- Not aware of

SUPPORT TO MEDIA [SECTION (QUESTIONS 14-16) IS ONLY AVAILABLE FOR THOSE WHO SELECTED 'MEDIA REPRESENTATIVE' IN QUESTION 7]

14. How useful were the following online and on-site resources to help you better understand sustainable urbanization issues and/or to cover WUF7? (Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

- PressKit
- Press Conferences
- Digital resources (i.e., photo gallery, video gallery)
- United Nations Web TV link (live transmission)
- WUF 'In The News' list

15. How do you rate with the overall organization of media support in terms of: (Very satisfactory, Satisfactory, Not sure/undecided, Unsatisfactory, Very unsatisfactory)?

- Media registration
- Subscription to the WUF7 presslist
- Registration for the Urban Journalism Academy
- Access to interviews
- Translated materials and other language options
- Layout of the on-site Media Centre
- Internet and Wi-Fi facilities

16. Please provide your comments or any suggestions for how to support media representatives at future WUFs: [TEXTBOX]

EXHIBITION [QUESTIONS 17-23 ONLY SHOWN TO THOSE THAT DID NOT SELECT 'EXHIBITOR' IN QUESTION 7]

17. Did you visit the WUF7 Exhibition?

- Yes
- No

17.a If yes, how many times did you visit the Exhibition during WUF7?

- 1
- 2-4
- 5-9
- 10-14
- 15 or more

17.aa If not, please select main reason:

- I did not have time
- I was not aware of the Exhibition
- I was not interested
- Other

18. In your view, did the Exhibition add value to the WUF7 overall theme on 'Urban Equity in Development'?

- Yes
- No
- I don't know

18.a. If 'yes' or 'no' please specify your response:
[TEXTBOX]**19. How would you rate the overall organization of the WUF7 Exhibition area (space, layout, labelling, etc.)?**

- Very good
- Good
- Fair
- Poor
- Very Poor

20. Did you visit the UN-Habitat Pavilion?

- Yes
- No
- I don't know
- Not aware of

21. What did you do at the UN-Habitat Pavilion?

- Hold meetings
- Attend impromptu meetings
- Collect information material about UN-Habitat
- Networking
- Visit the 'City ChangerRoom'
- Visit the UN-Habitat exhibition on urban equity
- Visit the 'maloka' house
- Shop UN-Habitat WUF7 merchandize
- Other

22. Please provide any comments on what did you like or did not like about the UN-Habitat Pavilion: [TEXTBOX]**23. Please provide your suggestions for how to improve the WUF7 Exhibition, including the UN-Habitat pavilion at future WUFs:** [TEXTBOX]

*SUPPORT TO EVENT ORGANISERS
[SECTION (QUESTION 24-25) IS SHOWN ONLY
TO THOSE WHO SELECTED EVENT ORGANIZER IN
QUESTION 7]*

24. How useful were the following resources to help you prepare for your event? (Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

- Substantive Concept notes
- WUF7 Website
- Event focal points from UN-Habitat

25. Please provide below any comments and/or suggestions to improve information resources and support made available to you: [TEXTBOX]*WUF7 PROGRAMME***26. How would you rate the following events in terms of quality of the substantive content and meeting your expectations?** (Very good, Good, Fair, Poor, Very Poor, Not sure/Undecided, I did not attend)

- World Urban Youth Assembly
- Gender Equality Action Assembly
- Business Assembly
- Children's Assembly
- Dialogue 1: Equity in Urban Development Law
- Dialogue 2: Urban Planning and Design for Social Cohesion
- Dialogue 3: Basic Services: Local Businesses for Equitable Cities
- Dialogue 4: Innovative Financing Instruments for Local Authorities
- Dialogue 5: Raising Standards of Urban Resilience
- Dialogue 6: A Safe City as a Just and Equitable City
- Special Session 1: High Level UN Inter-Agency Meeting
- Special Session 2: Financing a New Urban Agenda
- Special Session 3: Post-2015 Development Agenda
- Special Session 4: Urban Data for the New Urban Agenda
- Special Session 5: World Urban Campaign
- Special Session 6: Medellin: A City for Life
- Special Session 7: Regional Project: Urbana Antioquia Caribe

27. Overall, how do you rate the Assemblies, Dialogues and Special Sessions in the following? (Very good, Good, Fair, Poor, Very Poor)

- Quality of speakers
- Quality of moderators
- Quality of presentations
- Quality of discussions

28. How would you rate the networking, training and side events in terms of the quality of substantive content: (Very good, Good, Fair, Poor, Very Poor, Not sure/Undecided, I did not attend any)

- NetworkingEvents
- TrainingEvents
- SideEvents

29. Overall, how do you rate the networking, training and side events in the following?

- Quality of speakers
- Quality of moderators
- Quality of presentations
- Quality of discussions

30. Looking at the WUF7 programme content, do you think some key urban topics were not sufficiently covered?

- Yes
- No
- I don't know

30.a If, yes please specify which urban topics (up to three) you think were not sufficiently Covered: [TEXTBOX]

31. Generally speaking, did WUF7 offer something different that you do not get from other well-known urban themed conferences?

- Yes
- No
- I don't know

32. Compared to other urban themed conferences what are the main added benefits of the WUF (that you do not get from other conferences)?
(Please select as many as relevant)

- UN system connection
- International dimension
- Relevance of programme content to the global urban agenda
- Variety of event types
- Number/diversity of participants
- New information
- Interactive events and discussions
- Networking opportunities
- Opportunities for coordination and collaboration with partners
- Advocacy opportunities
- Professional development/skills building opportunities
- Speeches and presentations by renowned economists, urban experts, and thinkers
- Overall organization
- Other

32.a If you selected 'other' in question 32, please specify your answer: [TEXTBOX]

WUF7 ACHIEVEMENTS

33. In general terms, please rate how well you think WUF7 did in achieving its overall objectives: (Very good, Good, Fair, Poor, Very Poor)

- Improving collective knowledge on sustainable urbanization through inclusive open debates, exchange of experiences and best practices
- Increasing coordination and cooperation within and between different stakeholders and constituencies towards advancement and implementation of the Habitat Agenda
- Raising awareness on sustainable urbanization among stakeholders and constituencies including general public
- Improving UN-Habitat strategy and work effectiveness as a result of the Forum

34. What were your main reasons for attending WUF7? (select all that apply)

- Meet existing contacts and/or partners in my field of expertise
- Meet new contacts in my field of expertise
- Meeting friends
- Acquire new knowledge about sustainable urbanization
- Acquire new skills/expertise
- Strengthen collaboration and coordination with key stakeholders
- Sharing of experiences, lessons learned and best practices
- Learn of solutions to sustainable urbanization challenges
- Affirmation of current work, research or practice
- Advocate on specific issues
- Raise funds
- Better understand urban priorities and how to address them
- Learn more about UN-Habitat's work
- Visit the living urban lab of Medellin
- Other

34.a If you selected 'other' in question 34, please specify your answer: [TEXTBOX]

35. Overall, please rate the extent to which your reasons for attending WUF7 were met:

- Very satisfactory
- Satisfactory
- Undecided/Not sure
- Unsatisfactory
- Very unsatisfactory

36. As a result of your participation in WUF7 which of the follow-up activities applies to you: (Please select all that apply)

- I have been in contact by phone, e-mail, etc. with new contacts acquired at WUF7
- I have applied my new skills (learnt from training) in my work
- I have applied new practical ideas and solutions in my work
- I have shared new ideas, knowledge, skills and best practices with my network, colleagues, peers, students, etc.
- I have built a new partnership i.e., negotiating/ signing agreement, developing new project, etc. with new partner
- I have provided new information/input to national/sub-national policy-making process(es)
- I have produced new output of national/ sub-national policy-making process(es)
- I have increased media awareness of my work, project, etc. in news articles, television, social media
- I have revised the fundraising strategy for my work, project, etc.
- I have submitted new fundraising proposal for my work, project, etc.
- I have leveraged new funding for my work, project, etc.
- I have initiated new research (e.g., changed research focus, written or revised science article)
- I have submitted new research article(s) for review by science magazine
- Other

36.a If you selected 'other' in question 36, please specify your answer: [TEXTBOX]

37. Did WUF7 help build and/or strengthen your capacities on urban issues?

- Yes
- No
- I don't know

37.a If yes, please provide concrete examples on how WUF7 has helped you build/strengthen capacity and how you intend to apply new knowledge/skills acquired at WUF7 in your work: [TEXTBOX]

38. Have you or are you planning to organize an event in your institution, city, country or other to share your WUF7 experience?

- Yes
- No
- I don't know

38.a If 'yes', please specify: [TEXTBOX]

39. Would you like to attend the next WUF?

- Yes
- No
- I don't know

40. Have you read the 'Medellin Declaration' (<http://worldurbanforum7.org/medellin-declaration>) presented at the WUF7 closing ceremony?

- Yes
- No
- I don't know

40.a If yes, do you feel that the declaration adequately reflects the urban topics discussed at WUF7?

- Yes
- No
- I don't know

40.b If no, [to question 40.a] please specify your response: [TEXTBOX]

41. In your view what is the most important emerging urban issue coming out of WUF7? [TEXT BOX]

42. Please list positive "take-aways" from your experience at WUF7: [TEXTBOX]

43. Please give us three suggestions on how to improve the next WUF: [TEXTBOX]

44. You have reached the end of the survey. Before closing, please indicate if you would like to enter the prize draw to win hamper bags with t-shirts, mugs and other UN-Habitat merchandise. Ten respondents will be randomly selected and notified by email (no link to survey answers. Only one entry per participant).

- Yes
- No

45. Please provide your name and email address (Contact details will only be used in case you are a winner of the prize draw) [TEXTBOX]

B. VISITORS TO THE EXHIBITION QUESTIONNAIRE



World Urban Forum Urban Equity in Development - Cities for Life 5-11 April 2014

VISITORS TO THE EXHIBITION QUESTIONNAIRE

1. Please select all the WUF exhibitions that you have visited:

- WUF1 (Nairobi 2002)
- WUF2 (Barcelona 2004)
- WUF3 (Vancouver 2006)
- WUF4 (Nanjing 2008)
- WUF5 (Rio de Janeiro 2010)
- WUF6 (Naples 2012)
- WUF7 (Medellin 2014)

2. What are your primary reasons for visiting the WUF7 exhibition? (Please select as many as relevant)

- Be inspired by new urban development services and knowledge products
- Obtain specific technical or knowledge information
- Get up-to-date information on sustainable urbanisation issues and solutions
- Meet new institutions, organizations, private sector entities, research institution, UN agencies, NGOs
- Meet a specific institution, organization, private sector entity, research institution, UN agency, municipal/national government, NGO
- Make new network contacts
- Discuss specific urban problems with experts
- Compare urban development services/knowledge products
- Get training or information about urban development services and knowledge products
- Have informal discussions
- Attend side event
- Other (Please specify) _____

3. Are you likely to visit the WUF8 exhibition in 2016?

- Yes
- No
- I don't know

4. Please rate each of the following: (Very satisfactory; Satisfactory; Not sure/Undecided; Unsatisfactory; Very satisfactory)

	Very Satisfactory	Satisfactory	Undecided	Unsatisfactory	Very Unsatisfactory
Number of exhibitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of exhibitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visibility of the exhibition theme "Urban Equity in Development– Cities forLife"	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of UN-Habitat's corporate pavilion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of the Colombia pavilion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Layout and mapping of the exhibition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhibition basic services (i.e., booth space, wifi availability and speed, lighting, security, cleanliness, access to restrooms, food/catering services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WUF7 website about the exhibition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Were the exhibition hours sufficient?

- Yes No I don't know

6. How do you rate your experience of the WUF7 exhibition?

- Very satisfactory
 Satisfactory
 Not sure/undecided
 Unsatisfactory
 Very unsatisfactory

7. Have you visited other major exhibitions on urban development?

- Yes No I don't know

8. How do other major urban development event exhibitions compare to the WUF7 exhibition?

- Much better
 Slightly better
 Neither better nor worse
 Slightly worse
 Much worse

9. Please provide at least three suggestions for how to improve the next WUF exhibition:

GENERAL INFORMATION:

A. Gender:

- Mr. Ms.

B. Age range:

- less than18 25-32 46-55 66 and above
 18-24 33-45 56-65

C. Country/Nationality: _____

D. Partner type: (select only one)

- | | |
|---|--|
| <input type="checkbox"/> National Government | <input type="checkbox"/> Parliamentarian |
| <input type="checkbox"/> Regional/Local Government and Municipality | <input type="checkbox"/> Academia/Research |
| <input type="checkbox"/> Civil Society Organization | <input type="checkbox"/> Private Sector |
| <input type="checkbox"/> Foundation | <input type="checkbox"/> United Nations System |
| <input type="checkbox"/> Intergovernmental Organization | <input type="checkbox"/> Media |
| <input type="checkbox"/> Individual | |

C. WUF7 EXHIBITORS' QUESTIONNAIRE

1. Please select all the times that your institution/organization/company/entity have exhibited at WUF:

- WUF1 (Nairobi 2002)
- WUF2 (Barcelona 2004)
- WUF3 (Vancouver 2006)
- WUF4 (Nanjing 2008)
- WUF5 (Rio de Janeiro 2010)
- WUF6 (Naples 2012)
- WUF7 (Medellin 2014)

2. What are your primary reasons for exhibiting at WUF7? (Please select as many as relevant)

- Exhibition attracts a large number of visitors
- Access to a large group of urban experts
- Increase awareness of sustainable development to the general public
- Showcase best practices in urban development
- Share information about new developments in urbanization
- Present urban programmes, initiatives, partnerships and solutions to urban challenges of sustainable urban development
- Present services, products and solutions to urban problems
- Promote my institution/organization/entity's role in sustainable urbanization
- Present new information on urban trends
- Profile the work of my organization/institution/entity
- Maintain existing contacts in the field of urban development
- Gather market information/intelligence
- Professional career development, education and training
- Signing of partnership agreement/MOU/project/other initiative
- Other

3. If other, please specify: [TEXTBOX]

4. Please rate each of the following: (Very satisfactory; Satisfactory; Not sure/Undecided; Unsatisfactory; Veryunsatisfactory)

- Number of visitors overall at the WUF7 exhibition
- Visitors from your target group(s)
- Number of requests/follow-ups from visitors to your exhibition
- Pre-exhibition information and guidance
- Exhibition operations (i.e., payment, registration, accreditation, delivery of goods)
- Exhibition facilities (i.e., booth space, wifi, lighting, security, cleanliness, on-site management)
- Move in/move out schedule
- Local promotion of the exhibition
- WUF7 website

5. Were the exhibition hours sufficient?

- Yes No I don't know

6. Did you meet your exhibiting objectives?

- Yes No I don't know

7. How do you rate your exhibitingexperience?

- Very satisfactory
 Satisfactory
 Notsure/undecided
 Unsatisfactory
 Very unsatisfactory

8. Please specify your rating/reply in question 7 above: [TEXTBOX]

9. At which other urban development events do youexhibit? [TEXTBOX]

10. How do other international development exhibitions compare to the WUF7exhibition?

- Much better
 Slightly better
 Neither better nor worse
 Slightly worse
 Much worse

11. Please specify your rating/reply in question 10 above: [TEXTBOX]

12. What type of pre-WUF7 promotions/events did you do? (Please select as many as relevant)

- Invitations to partners and contacts
 Article in newsletter ormagazine
 Announcement on my organization/institution/entity'swebsite
 Announcement through social media
 Fundraiser
 Other

13. Please provide at least three suggestions for how to improve the next WUFexhibition: [TEXTBOX]

D. DIALOGUES MODERATORS' SURVEY

1. Please select the dialogue that you moderated at WUF7:

- Dialogue 1: Equity in Urban Development Law
- Dialogue 2: Urban Planning and Design for Social Cohesion
- Dialogue 3: Basic Services: Local Businesses for Equitable Cities
- Dialogue 4: Innovative Financing Instruments for Local Authorities
- Dialogue 5: Raising Standards of Urban Resilience
- Dialogue 6: A Safe City as a Just and Equitable City

2. Please rate each of the following items related to the preparatory process: (Very satisfactory; Satisfactory; Not Sure/Undecided; Unsatisfactory; Very unsatisfactory)

- WUF7 website information about the dialogue
- Timeliness of information and support provided by UN-Habitat
- Quality and usefulness of pre-event information provided by UN-Habitat (e.g., the dialogue concept note, teleconference held in advance, etc.)
- Dialogue briefing meeting held for speakers at the WUF7 venue
- One-to-one briefing or email contact with UN-Habitat

3. Please rate each of the following related to the dialogue proceedings: (Very satisfactory; Satisfactory; Not Sure/Undecided; Unsatisfactory; Very unsatisfactory)

- Relevance of the dialogue's topic
- Composition and diversity of the panel of speakers
- Quality of speakers
- Number of participants during the dialogue
- Quality of interventions from participants
- Number of interventions from participants during the discussion
- Format of the dialogue (speakers' presentations and interaction with participants through discussion)
- Time allocated for the dialogue
- Venue facilities (i.e., venue, room set-up, sound quality, translation, etc.)

4. Did the dialogue achieve its objectives as outlined in the concept note?

- Yes No I don't know

5. Were linkages with Post-2015 Development Agenda and Habitat III discussed?

- Yes No I don't know

6. Were the key interrogatives (questions) addressed by the speakers?

- Yes No I don't know

7. Were the references and cases studies provided in the concept note useful and relevant?

- Yes No I don't know

8. How do you rate your experience as moderator of the dialogue?

- Very satisfactory
 Satisfactory
 Not sure/undecided
 Unsatisfactory
 Very unsatisfactory

9. Please specify your rating/reply in question 7: [TEXTBOX]

10. Please list three positive “take-aways” from your experience as the moderator of a WUF7 dialogue: [TEXTBOX]

11. Please provide at least three suggestions for how to improve the next WUF dialogues: [TEXT BOX]

E. DIALOGUES SPEAKERS’ SURVEY

1. Please select the dialogue that you were a speaker at WUF7:

- Dialogue 1: Equity in Urban Development Law
- Dialogue 2: Urban Planning and Design for Social Cohesion
- Dialogue 3: Basic Services: Local Businesses for Equitable Cities
- Dialogue 4: Innovative Financing Instruments for Local Authorities
- Dialogue 5: Raising Standards of Urban Resilience
- Dialogue 6: A Safe City as a Just and Equitable City

2. Please rate each of the following items related to the preparatory process: (Very satisfactory; Satisfactory; Not Sure/Undecided; Unsatisfactory; Very unsatisfactory)

- WUF7 website information about the dialogue
- Timeliness of information and support provided by UN-Habitat
- Quality and usefulness of pre-event information provided by UN-Habitat (e.g., the dialogue concept note, teleconference held in advance, etc.)
- Dialogue briefing meeting held for speakers at the WUF7 venue
- One-to-one briefing or email contact with UN-Habitat

3. Please rate each of the following related to the dialogue proceedings: (Very satisfactory; Satisfactory; Not Sure/Undecided; Unsatisfactory; Very unsatisfactory)

- Relevance of the dialogue’s topic
- Composition and diversity of the panel of speakers
- Quality of moderator
- Number of participants during the dialogue
- Quality of interventions from participants
- Number of interventions from participants during the discussion
- Format of the dialogue (speakers’ presentations and interaction with participants through discussion)
- Time allocated for the dialogue
- Venue facilities (i.e., venue, room set-up, sound quality, translation, etc.)

4. Did the dialogue achieve its objectives as outlined in the concept note?

- Yes No I don’t know

5. Were linkages with Post-2015 Development Agenda and Habitat III discussed?

- Yes No I don’t know

6. Were the key interrogatives (questions) addressed during the dialogue?

- Yes No I don’t know

7. Were the references and cases studies provided in the concept note useful and relevant?

- Yes No I don’t know

8. How do you rate your experience as speaker at the dialogue?

- Very satisfactory
- Satisfactory
- Not sure / undecided
- Unsatisfactory
- Very unsatisfactory

9. Please specify your rating / reply in question 8: [TEXTBOX]**10. Please list three positive “take-aways” from your experience as a speaker at this WUF7 dialogue:**
[TEXTBOX]**11. Please provide at least three suggestions for how to improve the next WUF dialogues:** [TEXTBOX]**F. DIALOGUE PARTICIPANT QUESTIONNAIRE**

World Urban Forum
Urban Equity in Development - Cities for Life
5-11 April 2014

DIALOGUE PARTICIPANT SURVEY**1. Please select the dialogue(s) that you have attended at WUF7:**

- Dialogue 1: Equity in Urban Development Law
- Dialogue 2: Urban Planning and Design for Social Cohesion
- Dialogue 3: Basic Services: Local Businesses for Equitable Cities
- Dialogue 4: Innovative Financing Instruments for Local Authorities
- Dialogue 5: Raising Standards of Urban Resilience
- Dialogue 6: A safe City as a Just and Equitable City

2. What are your reasons for attending the dialogue?

- Hear different views and opinions
- Better understand roles of different stakeholders
- Get a holistic approach to specific urban development issues
- Acquire information about urban solutions
- Discuss urban challenges with experts
- Share experiences
- Promote innovative instruments
- Opportunity to make new contacts
- Interested in the theme in my area of specialization
- Better understand UN-Habitat's role
- Other (Please specify) _____

3. Please rate each of the following:

	Very Satisfactory	Satisfactory	Undecided	Unsatisfactory	Very Unsatisfactory
Number of participants during the dialogue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of moderator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of speakers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of interventions from participants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Format of the dialogue (i.e., moderator, speakers' presentations and interaction with participants through discussion)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time allocated for the dialogue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Venue facilities (i.e., venue, room set-up, sound quality, translation, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
WUF7 website information about the dialogue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Did you read about this dialogue on the WUF7 website?

- Yes No I don't know

5. Did the dialogue achieve its objectives as outlined in the concept note for the dialogue?

- Yes No I don't know

6. Were linkages with Post-2015 Development Agenda and Habitat III discussed in the dialogue?

- Yes No I don't know

7. Were the key interrogatives (questions) raised in the concept note addressed by the speakers?

- Yes No I don't know

8. Were the references and case studies provided in the concept note useful and relevant?

- Yes No I don't know

9. How do you rate your experience at ending the dialogue?

- Very satisfactory
 Satisfactory
 Not sure/undecided
 Unsatisfactory
 Very unsatisfactory

10. Please specify your answer in question 9:

11. Please provide at least three suggestions for how to improve the next WUF dialogues:

GENERAL INFORMATION:

A. Gender:

- Mr. Ms.

B. Age range:

- less than 18 25-32 46-55 66 and above
 18-24 33-45 56-65

C. Country/Nationality: _____

D. Partner type: (select only one)

- National Government Parliamentarian
 Regional/Local Government and Municipality Academia/Research
 Civil Society Organization Private Sector
 Foundation United Nations System
 Intergovernmental Organization Media
 Individual

G. WUF7 INTERVIEW TEMPLATE FOR MEMBERS OF THE ADVISORY GROUP

1. Questions on your history of affiliation with UN-Habitat and the World UrbanForum

- a. What is your history of involvement in UN-Habitat's work?
- b. Have you participated in previous WUFs?
- c. Describe your role/roles at WUF7?
- d. From your experience at WUF7, do you think it was worth your effort and time? Why?

2. Questions on the WUF7 Advisory Group

- a. To what extent do you think relevant stakeholders were included/represented in the advisory group?
- b. In your view, how often did the members of the member of the advisory group to the following tasks: (from very frequently to very rarely/never)
 - To provide advice to the ED
 - To assist in solving problems and political issues
 - To monitor progress of WUF7 deliberations
 - To review of WUF7 daily reports
 - To act as broker of consensus/agreement between parties
 - To peer review of substantive WUF7 documents
 - To provide comments and views (on declaration)
 - Any other tasks?
- c. On logistics and support:
 - Do you think the terms of reference of the Advisory Group were clear and easy to understand?
 - Do you think the tasks of the members of the advisory were clear and well formulated?
 - Do you think the meetings of the Advisory Group were well organized?
 - Was information provided by WUF Secretariat provided in a timely way/on time?
 - What do you think of the quality of daily draft report on WUF7 proceedings? Was the daily report useful?
- d. Overall, what do you think of your experience as member of the Advisory Group?

3. Questions on the 'MedellinDeclaration'

- a. To what extent do you feel that the main themes discussed at WUF7 are reflected in the Declaration?
- b. To what extent do you feel that emerging urban issues are reflected in the Declaration?
- c. What do you think will be the future use of the Medellin Declaration?

4. Questions on relevance and achievement of WUF7 objectives (expected accomplishments)

The WUF 7 has four expected accomplishment / expected results (a-d). To which extent do you think that WUF7 has been able to achieve?

- a. Improved collective knowledge on sustainable urbanization through inclusive open debates, exchange of experiences and best practices
- b. Increased coordination and cooperation within and between different stakeholders and constituencies towards advancement and implementation of the Habitat Agenda
- c. Raised awareness on sustainable urbanization among stakeholders and constituencies, including generalpublic
- d. Improved UN-Habitat strategy and work effectiveness as a result of the Forum, with specific focus on the Work Programme, budget and sub-programmes.

5. Questions on WUF7 experience and future

- a. What are your positive 'take-aways' from your experience as member of the Advisory Group?
- b. In your view, what challenges or problems did you have a as member of the Advisory Group?
- c. Please give us a few suggestions for how we can improve future Advisory Groups and WUFs.

GENERAL INFORMATION:**A. Gender:**

- Mr. Ms.

B. Age range:

- less than18 25-32 46-55 66 and above
 18-24 33-45 56-65

C. Country/Nationality: _____**D. Partner type: (select only one)**

- | | |
|---|--|
| <input type="checkbox"/> National Government | <input type="checkbox"/> Parliamentary |
| <input type="checkbox"/> Regional/Local Government and Municipality | <input type="checkbox"/> Academia/Research |
| <input type="checkbox"/> Civil Society Organization | <input type="checkbox"/> Private Sector |
| <input type="checkbox"/> Foundation | <input type="checkbox"/> United Nations System |
| <input type="checkbox"/> Intergovernmental Organization | <input type="checkbox"/> Media |
| <input type="checkbox"/> Individual | |

H. TRAINING COURSE ASSESSMENT: ORGANIZERS

1. Which training event did you organize?

2. I was given enough information about UN Habitat's expectations for a training event prior to submitting my proposal in order to formulate a good application.

Strongly Agree Strongly Disagree

1 2 3 4 5

3. I felt well-informed throughout the process; from the approval of my training proposal to hosting the actual training event at WUF7.

Strongly Agree Strongly Disagree

1 2 3 4 5

4. The facilities that I was provided with at the WUF7 venue met my expectations based on the information provided by UN-Habitat.

Strongly Agree Strongly Disagree

1 2 3 4 5

5. Did you think the duration and timing of the training event were appropriate (please select all that apply)?

- Yes, I thought the duration and timing were appropriate.
- I thought the timing was appropriate.
- I thought the duration was appropriate.
- I thought that the session should have been in the morning.
- I thought that the session should have been in the afternoon.
- I thought that the session should have been in the evening.
- I thought the duration was too short.
- I thought the duration was too long.

6. I think the participants attending my training event were from my targeted audience.

Strongly Agree Strongly Disagree

1 2 3 4 5

7. If you disagree, why? [TEXTBOX]

8. Overall, do you feel that your training event achieved its learning objectives and improved participants' knowledge on sustainable urban issues?

Yes No I don't know

9. Based on your experience at WUF7, would you consider organizing a training event at WUF8?

Yes No I don't know

10. Please list three things UN-Habitat could do better at WUF8 regarding the training events. [TEXTBOX]

I. TRAINING COURSE ASSESSMENT: PARTICIPANTS

1. I found the sign-up process for the training event straight forward.

Strongly Agree Strongly Disagree

1 2 3 4 5

2. I received adequate information about the training event during the sign-up process to select the event that would be best suited to my work.

Strongly Agree Strongly Disagree

1 2 3 4 5

3. It will be easy to apply what I learned at the training event to my daily work and/or work environment.

Strongly Agree Strongly Disagree

1 2 3 4 5

4. The lecturers were knowledgeable about the topic of the training event and were well- organized.

Strongly Agree Strongly Disagree

1 2 3 4 5

5. Participating in this training event has substantially increased my knowledge of sustainable urbanization issues.

Strongly Agree Strongly Disagree

1 2 3 4 5

6. What were your expectations from attending the training event (please select all that apply):

- New knowledge
- New skills, including a better understanding of best practices
- New tools and methods
- New contacts/opportunities for future collaboration
- Professional development
- Sharing experiences/lessons learned
- Affirmation/confirmation of current work/research direction, approach, and/or practice
- Meeting friends and colleagues
- Other

7. My expectations weremet.

Strongly Agree Strongly Disagree

1 2 3 4 5

8. Please briefly explain your answer [TEXTBOX]

9. Overall, I am satisfied with this trainingevent.

Strongly Agree Strongly Disagree

1 2 3 4 5

10. Please provide any suggestions regarding the training event in relation to the timing of the event, venue, equipment, duration of the training sessions, and pre-WUF communication, etc?

J. TEMPLATE FOR FACE-TO-FACE INTERVIEWS WITH KEY STAKEHOLDERS

1. Questions on Expectations and Fulfillment (general)

- a. Why did you come to participate at WUF7?
- b. From the proceedings of WUF7, do you think it is worth your effort and time?

2. Questions on Logistics and support before Forum

- a. How did you hear about the WUF7 and how many WUFs have you attended?
- b. What specific role and responsibilities do you have at WUF7?
- c. How satisfied are you with pre-session arrangements of WUF7, including getting useful information about the Forum, ease of registration, etc.?
- d. What positive experiences and/or challenges do you have from the pre-session arrangements?

3. Questions on Logistics and support during Forum

- a. Availability of Forum information and programme?
- b. Adequate facilities (e.g., venue, equipment, Wi-Fi/internet)?
- c. Adequate services (e.g., translation, food, transport, health)?

4. Questions on Relevance and Achievement of WUF7 Objectives (expected accomplishments)

- a. Forum main theme and dialogues topics relevant?
- b. Training events, networking events, and exhibition relevant to Forum main theme? Other events?
- c. WUF7 objectives?
 - Exchanging experiences and advancing collective knowledge?
 - Promoting cooperation/coordination on urban issues?
 - Awareness raising of sustainable urbanization?
 - Future working relationship with UN-Habitat?
- d. Other observations/suggestions? Your suggestions to how future WUFs could be improved?

K. WUF7 FOCUS GROUP DISCUSSIONS INTERVIEW TEMPLATE

1. Preparations

- a) What were your role and responsibilities in the preparations for WUF7?
- b) What was the effectiveness of the various partners working with your group in the preparations for WUF7?
- c) What major challenges, if any, did you encounter in preparing for WUF7?

2. Logistics

- a) To what extent have the activities that you originally planned for the Forum taken place?
- b) To which extent are conference facilities and logistics adequate for the conference (e.g., food, accommodations, travel arrangements, equipment, and Wi-Fi/internet access)?
- c) What is the availability of services of information and assistance for health and safety, and accessibility to information?
- d) What are the main logistical challenges of your group at WUF7?
- e) Any particular issues related to your group (e.g., media – media centre facilities, accreditation, internet access, etc.)

3. Views on the success of WUF7

1. What do you think of the appropriateness of the WUF7 format and programme?
2. What do you think of the relevance of the main theme (Urban Equity in Development - Cities for life) and the topics of sessions and dialogues themes to key urban issues?
3. To which extent do you think the dialogues, special sessions, assemblies, training and networking events, exhibits, etc. adequately reflect the main theme of the Forum?

4. To which extent do you think that WUF7 is inclusive with representation and active participation from a wide range of stakeholders (including local authorities, civil society organizations, parliamentarians, private sector, foundations, academia, professionals, women and youth groups; United Nations agencies, intergovernmental organizations and media)?
5. To which extent do you think the following WUF7 objectives are being achieved?
 - Stimulate discussions, debate, and exchange of collective knowledge, experiences and best practices on issues of sustainable urbanization.
 - Raise awareness and contributed to greater understanding of key urban issues among stakeholders and constituents.
 - Advance coordination and cooperation between different stakeholders to generate and promote practical and solutions to address urban issues.
 - Contribute to strengthening of networks and partnerships or encourage collaboration for improvement of UN-Habitat's programme of work

4. Suggestions for improving future WUFs

1. Please give three suggestions for how you would improve theWUF?

GENERAL INFORMATION:

- a) Number of participants in the focus group: _____
- b) Mr/Ms: _____
- c) Number of recurrent participants: _____ and first timers: _____

[Use sign-up list in the meeting room for names and affiliation]

ANNEX 4: SUMMARY OF PARTICIPANT SURVEY RESULTS

GENERAL INFORMATION ABOUT YOU

1. Which WUFs have you attended?

Answer Options	Response Percent	Response Count
WUF1 (Nairobi2002)	2%	65
WUF2 (Barcelona2004)	2%	79
WUF3 (Vancouver2006)	3%	99
WUF4 (Nanjing2008)	3%	114
WUF5 (Rio de Janeiro2010)	6%	219
WUF6 (Naples2012)	7%	274
WUF7 (Medellin2014)	98%	3612
Total Responses N=3691		

2. In which region/country do you mainly work?

[Scroll down list of regions and countries]

Answer Options	Response Percent
Global	3.0%
Africa	9.0%
Asia	5.0%
Europe	4.0%
Oceania	0.2%
LatinAmericaandtheCaribbean	76.0%
NorthAmerica	3.0%
Afghanistan(IslamicRepublicof)	0.1%
Albania (Republicof)	0.0%
Algeria (People’s Democratic Republicof)	0.1%
Andorra (Principalityof)	0.0%
Angola (Republicof)	0.0%
Antigua andBarbuda	0.0%
Argentina (Republicof)	0.7%
Armenia (Republic of)	0.1%
Aruba	0.0%
Australia	0.1%
Austria (Republic of)	0.1%
Azerbaijan (Republicof)	0.0%
Bahamas (Commonwealth of the)	0.1%
Bahrain(Kingdomof)	0.0%
Bangladesh (People’s Republicof)	0.3%
Barbados	0.0%
Belarus (Republicof)	0.0%
Belgium (Royaume deBelgique)	0.1%
Belize	0.0%
Benin (Republicof)	0.0%
Bhutan (Kingdomof)	0.1%

Answer Options	Response Percent
Bolivia (Plurinational Stateof)	0.1%
Bosnia andHerzegovina	0.0%
Botswana (Republicof)	0.2%
Brazil (Federative Republicof)	2.2%
Brunei Darussalam(Negara)	0.0%
Bulgaria (Republicof)	0.0%
BurkinaFaso	0.0%
Burundi (Republicof)	0.1%
Cambodia (Kingdomof)	0.0%
Cameroon (Republicof)	0.2%
Canada	0.7%
Cape Verde (Republicof)	0.0%
CaymanIslands	0.0%
Central AfricanRepub1ic	0.0%
Chad (Republicof)	0.1%
Chile (Republicof)	0.8%
China (People’s Republicof)	0.4%
Colombia (Republicof)	54.3%
Comoros(Unionofthe)	0.1%
Congo (Republicof)	0.1%
CookIslands	0.0%
Costa Rica (Republicof)	0.2%
Côte d’Ivoire (Republic of)	0.0%
Croatia (Republicof)	0.0%
Cuba (Republicof)	0.0%
Cyprus (Republicof)	0.0%
CzechRepublic	0.0%
Democratic People’s Republic ofKorea	0.0%
Democratic Republic of the Congo	0.3%
Denmark(Kingdomof)	0.0%
Djibouti (Republicof)	0.0%
Dominica (Commonwealthof)	0.0%
DominicanRepublic	0.0%
Ecuador (Republicof)	1.5%
Egypt (Arab Republicof)	0.1%
El Salvador (Republicof)	0.1%
Equatorial Guinea (Republicof)	0.0%
Eritrea (Stateof)	0.0%
Estonia (Republicof)	0.0%
Ethiopia (Federal Republicof)	0.4%
Fiji Islands (Republicof)	0.1%

Answer Options	Response Percent
Finland (Republicof)	0.1%
France (Republicof)	0.3%
Gabon (Republicof)	0.0%
Gambia (Republic of the)	0.1%
Georgia	0.0%
Germany (Federal Republicof)	0.5%
Ghana (Republicof)	0.2%
Greece (HellenicRepublic)	0.0%
Grenada	0.0%
Guatemala (Republicof)	0.2%
Guinea (Republicof)	0.0%
Guinea-Bissau (Republicof)	0.0%
Guyana (Republicof)	0.0%
Haiti (Republicof)	0.1%
HolySee	0.0%
Honduras (Republicof)	0.1%
Hungary	0.0%
Iceland (Republicof)	0.0%
India (Republicof)	0.5%
Indonesia (Republicof)	0.1%
Iran (Islamic Republicof)	0.1%
Iraq (Republicof)	0.0%
Ireland	0.0%
Israel (Stateof)	0.3%
Italy (Republicof)	0.2%
Jamaica	0.1%
Japan	0.1%
Jordan (Kingdomof)	0.0%
Kazakhstan (Republicof)	0.0%
Kenya (Republicof)	0.7%
Kiribati (Republicof)	0.0%
Kosovo	0.0%
Kuwait (Stateof)	0.0%
KyrgyzRepublic	0.0%
Lao People's DemocraticRepublic	0.0%
Latvia (Republicof)	0.0%
Lebanon (Republicof)	0.0%
Lesotho (Kingdomof)	0.0%
Liberia (Republicof)	0.1%
Libya	0.0%
Liechtenstein (Principalityof)	0.0%
Lithuania (Republicof)	0.0%
Luxembourg (Grand Duchyof)	0.0%
Macao	0.0%
Madagascar (Republicof)	0.0%
Malawi (Republicof)	0.1%

Answer Options	Response Percent
Malaysia	0.0%
Maldives(Republicof)	0.0%
Mali (Republicof)	0.1%
Malta (Republicof)	0.0%
Marshall Islands (Republic of the)	0.0%
Mauritania (Islamic Republicof)	0.0%
Mauritius (Republicof)	0.0%
Mexico (United Statesof)	2.2%
Micronesia (Federated States of)	0.0%
Moldova (Republicof)	0.0%
Monaco (Principalityof)	0.0%
Mongolia	0.0%
Montenegro	0.0%
Morocco (Kingdomof)	0.1%
Mozambique (Republicof)	0.1%
Myanmar (Unionof)	0.1%
Namibia (Republicof)	0.1%
Nauru (Republicof)	0.0%
Nepal (Federal Democratic Republic of)	0.1%
Netherlands (Kingdom ofthe)	0.2%
NetherlandsAntilles	0.0%
NewZealand	0.0%
Nicaragua (Republicof)	0.2%
Niger (Republicof)	0.0%
Nigeria (Federal Republicof)	0.8%
Norway (Kingdomof)	0.0%
Oman (Sultanateof)	0.0%
Pakistan (Islamic Republicof)	0.0%
Palau (Republicof)	0.0%
Palestine (Stateof)	0.3%
Panama (Republicof)	0.1%
Papua NewGuinea	0.0%
Paraguay (Republicof)	0.0%
Peru (Republicof)	0.9%
Philippines (Republic of the)	0.1%
Poland (Republicof)	0.0%
Portugal (Republicof)	0.1%
Qatar (Stateof)	0.0%
Republic ofKorea	0.1%
Romania	0.0%
RussianFederation	0.1%
Rwanda (Republicof)	0.0%
Saint Kitts andNevis	0.0%
SaintLucia	0.0%
SaintVincentandtheGrenadines	0.0%
Samoa (Independent State of)	0.0%

Answer Options	Response Percent
San Marino (Republicof)	0.0%
Sao Tome and Principe (Democratic Republic of)	0.0%
Saudi Arabia (Kingdomof)	0.0%
Senegal (Republicof)	0.1%
Serbia (Republicof)	0.0%
Seychelles (Republicof)	0.0%
Sierra Leone (Republicof)	0.1%
Singapore (Republicof)	0.0%
SlovakRepublic	0.0%
Slovenia (Republicof)	0.0%
SolomonIslands	0.0%
Somalia (Federal Republicof)	0.1%
South Africa (Republicof)	0.5%
SouthSudan	0.0%
Spain (Kingdomof)	0.3%
Sri Lanka (Democratic Socialist Republicof)	0.1%
Sudan (Republicof)	0.1%
Suriname (Republicof)	0.0%
Swaziland (Kingdomof)	0.1%
Sweden (Kingdomof)	0.5%
Switzerland	0.0%
Syrian ArabRepublic	0.0%
Taiwan	0.0%
Tajikistan (Republicof)	0.0%
Tanzania (United Republicof)	0.4%
Thailand (Kingdomof)	0.1%

Answer Options	Response Percent
The former Yugoslav Republic ofMacedonia	0.0%
Timor-Leste (Democratic Republicof)	0.0%
Togo (Republicof)	0.1%
Tokelau	0.0%
Tonga (Kingdomof)	0.0%
TrinidadandTobago(Republicof)	0.0%
Tunisia (Republicof)	0.0%
Turkey (Republicof)	0.0%
Turkmenistan	0.0%
Tuvalu	0.0%
Uganda (Republicof)	0.2%
Ukraine	0.0%
United ArabEmirates	0.0%
United Kingdom of Great Britain and Northern Ireland	0.4%
UnitedStatesofAmerica	1.5%
Uruguay (Oriental Republic of)	0.1%
Uzbekistan (Republicof)	0.0%
Vanuatu (Republicof)	0.0%
Venezuela (Bolivarian Republicof)	0.5%
Viet Nam (Socialist Republicof)	0.1%
VirginIslands	0.0%
Yemen (Republicof)	0.1%
Zambia (Republicof)	0.3%
Zimbabwe (Republicof)	0.0%

3. Which type of partner are you mainly affiliated with??

Answer Options	Response Percent	Response Count
National Government	10%	380
Parliamentarian	0.3%	12
Regional/Local Government and Municipality	21%	777
Academia/Research	23%	857
Civil Society Organization	12%	450
PrivateSector	11%	393
Foundation	4%	123
United Nations System	3%	104
Intergovernmental Organization	2%	83
Media	2%	71
Individual	12%	441
Total Responses N=3691		

4. What is your age range?

Answer Options	Response Percent	Response Count
Less than 18	3%	92
18-24	14%	528
25-32	23%	844
33-45	28%	1043
46-55	19%	683
56-65	10%	385
66 and above	3%	116
Total Responses		N=3691

5. What is your gender?

Answer Options	Response Percent	Response Count
Female	47%	1744
Male	53%	1947
Total Responses		N=3691

ABOUT YOUR WUF7 EXPERIENCE

6. How did you learn about the World Urban Forum?

Answer Options	Response Percent	Response Count
Formal invitation from UN-Habitat	14%	622
From previous World Urban Forums	8%	379
From a network that I belong to	15%	682
E-mail from a UN-Habitat mailing list	7%	329
UN-Habitat WUF7 website (http://www.unhabitat.org/wuf)	17%	775
Other websites	4%	171
Social media (Facebook, Twitter, Instagram, blogs)	12%	576
Media (printed media, newspaper, radio, television, etc.)	14%	623
Other	9%	429
Total Responses		N=4586

6.a If 'other', please specify: [TEXTBOX] 518 respondents/responses.

7. What was your main role at WUF7?

Answer Options	Response Percent	
Exhibitor	6%	
Speaker/Moderator	6%	
Event organizer (networking events, side events, training events)	9%	
Media representative	2%	
Participant	71%	
Other	6%	
Total Responses		N=3482

7.a If 'other', please specify: [TEXT BOX] 228 respondents/responses.

8. How do you rate with the Forum's organization in terms of: (Very satisfactory, Satisfactory, Not sure/undecided, Unsatisfactory, Very unsatisfactory, I did not apply)?

Answer Options	Very satisfactory	Satisfactory	Not sure/undecided	Unsatisfactory	Very unsatisfactory	I did not apply
Registration for WUF7	1911	871	75	67	31	19
Information about the Forum on the UN-Habitat WUF7 website	1266	1297	229	117	40	15
Format of the WUF7 programme	1091	1298	318	165	58	23
Signing up for WUF7 training events	880	1072	367	126	54	413
Application procedure for exhibitors	760	938	261	48	30	866
Application procedure for networking events	825	1065	310	91	47	582
Application procedure for side events	825	1062	292	106	50	575
Total Responses: N=2990 Exhibitors (169), Media representatives (66), Event organizers (287), Participants (Includes Speakers, Moderators and others) (2468)						

9. How useful were the following resources, which are available through the WUF7 website? (Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

Answer Options	Very useful	Some what useful	Not very useful	Not at all useful	Did not use	Not aware of
Programme-at-a-glance	1423	1041	188	63	82	66
Dialogues concept notes	1181	1089	206	40	173	177
Round tables concept notes	1074	1088	237	45	216	182
Assemblies concept notes	1035	1051	237	48	245	216
Networking Events programme	1229	1104	210	53	148	109
Side Events programme	1178	1141	215	59	138	115
Information about Urban Talks	1299	1069	203	57	130	96
Information about the City Changer Room	1145	1042	256	74	196	134
Information about Parallel Events	1084	1092	302	87	150	119
Exhibition Guide	1224	1039	263	89	137	96
Urban Library Events Programme	1029	984	285	78	258	212
Cinema Room Programme	892	901	337	95	352	262
Information about the UN-Habitat Pavilion	1161	1031	255	77	178	139
Total Responses: N=2932 Exhibitors (165), Media representatives (66), Event organizers (284), Participants (Includes Speakers, Moderators and others) (2417)						

10. How useful were the tools providing daily updates of WUF7 proceedings?

(Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

Answer Options	Very useful	Somewhat useful	Not very useful	Not at all useful	Did not use	Not aware of
WUF7 Newsletter (by email)	1404	954	197	49	159	105
WUF7 app	1026	640	266	76	519	250
#ourWUFsocialnetwork	799	788	283	71	564	261
WUF7 Facebook	741	655	276	66	738	306
WUF7 Twitterfeed	690	613	274	67	783	325
WUF7 Instagram	495	472	326	84	920	439
WUF7 Flickr!	414	429	317	86	972	490
Daily Web Highlights (IISD Linkages)	660	690	259	63	662	402
Daily Plenary Conclusions Report	872	788	223	63	470	346

Total Responses: N=2921 Exhibitors (164), Media representatives (65), Event organizers (287), Participants (Includes Speakers, Moderators and others) (2405)

11. Was there any important information that you think was missing on WUF7?

Answer Options	Response Percent	Response Count
Yes	24%	698
No	51%	1479
I don't know	25%	732
Total Responses 2909		

11.a If yes, please specify [TEXTBOX] 436 respondents/responses**12. How useful were the following materials (that you received in the bag with your badge)?** (Very useful; Somewhat useful; Not very useful; Not at all useful; Not aware of; Did not receive a bag; Choose not to receive a bag)

Answer Options	Very useful	Somewhat useful	Not very useful	Not at all useful	Not aware of	Did not receive a bag	Choose not to receive a bag
WUF7 programme	1908	497	112	39	17	233	49
USB stick with information about UN- Habitat	1418	608	146	75	159	327	80

Total Responses: N=2903 Exhibitors (164), Media representatives (65), Event organizers (286), Participants (Includes Speakers, Moderators and others) (2388)

13. How helpful was the WUF7 information helpdesks located at the venue?

Answer Options	Response Percent
Very helpful	61%
Somewhat helpful	30%
Not very helpful	5%
Not at all helpful	1%
Not aware of	3%

Total Responses: N=2930 Exhibitors (165), Media representatives (66), Event organizers (285), Participants (Includes Speakers, Moderators and others) (2414)

SUPPORT TO MEDIA

[Section (questions 14-16) is only available for those who selected 'Media representative' in question 7]

14. How useful were the following online and on-site resources to help you better understand sustainable urbanization issues and/or to cover WUF7?

(Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

Answer Options	Veryuseful	Somewhat useful	Not very useful	Not at all useful	Did notuse	Not aware of
Press Kit	25	17	4	2	3	8
Press Conferences	28	23	3	0	1	4
Digital resources (i.e., photo gallery, video gallery)	23	22	8	1	2	3
United Nations Web TV link (live transmission)	21	19	6	2	7	3
WUF 'In The News' list	18	21	7	2	8	2
Total Responses N=60						

15. How do you rate with the overall organization of media support in terms of:

(Very satisfactory, Satisfactory, Not sure/undecided, Unsatisfactory, Very unsatisfactory)?

Answer Options	Very satisfactory	Satisfactory	Not sure/undecided	Unsatisfactory	Very unsatisfactory
Media registration	31	18	5	3	3
Subscription to the WUF7 press list	25	24	9	1	0
Registration for the Urban Journalism Academy	16	24	15	2	1
Access tointerviews	17	25	12	4	1
Translated materials and other language options	18	22	14	4	1
Layout of the on-site Media Centre	23	26	6	2	1
Internet and Wi-Fi facilities	29	12	11	6	0
Total Responses N=60					

16. Please provide your comments or any suggestions for how to support media representatives at future WUFs: [TEXT BOX] 12 respondents/responses

EXHIBITION

[questions 17-23 only shown to those that did not select 'Exhibitor' in question 7]

17. Did you visit the WUF7 Exhibition?

Answer Options	Response Percent	Response Count
Yes	91%	2249
No	9%	223
Total Responses N=2472		

17.a If yes, how many times did you visit the Exhibition during WUF7?

Answer Options	Response Percent	Response Count
1	10%	214
2-4	43%	908
5-9	29%	605
10-14	10%	203
15 or more	8%	165
Total Responses N=2095		

17.aa If not, please select main reason:

Answer Options	Response Percent	Response Count
I did not have time	51%	108
I was not aware of the Exhibition	24%	52
I was not interested	3%	7
Other	22%	47
Total Responses N=214		

18. In your view, did the Exhibition add value to the WUF7 overall theme on 'Urban Equity in Development'?

Answer Options	Response Percent	Response Count
Yes	69%	1424
No	9%	186
I don't know	22%	466
Total Responses N=2076		

18.a. If 'yes' or 'no' please specify your response: [TEXT BOX] 655 respondents/ responses**19. How would you rate the overall organization of the WUF7 Exhibition area (space, layout, labelling, etc.)?**

Answer Options	Response Percent	Response Count
Very good	57%	1175
Good	36%	750
Fair	6%	123
Poor	1%	19
Very Poor	0.5%	11
Total Responses 2078		

20. Did you visit the UN-Habitat Pavilion?

Answer Options	Response Percent	Response Count
Yes	86%	1779
No	9%	190
I don't know	3%	60
Not aware of	2%	51
Total Responses 2080		

21. What did you do at the UN-Habitat Pavilion?

Answer Options	Response Percent	Response Count
Hold meetings	22%	413
Attend impromptu meetings	22%	406
Collect information material about UN-Habitat	55%	1025
Networking	32%	594
Visit the 'City Changer Room'	48%	904
Visit the UN-Habitat exhibition on urban equity	47%	883
Visit the 'maloka' house	39%	730
Shop UN-Habitat WUF7 merchandize	28%	531
Other	6%	106
	Responses	n=5592
	Respondents	N=1879

Note: Each respondent could do a number of actions at the pavilion e.g hold a meeting, attend impromptu meeting. Hence, number of respondents is used as N.

22. Please provide any comments on what did you like or did not like about the UN-Habitat Pavilion: [TEXT BOX] 631 respondents/ responses**23. Please provide your suggestions for how to improve the WUF7 Exhibition, including the UN-Habitat pavilion at future WUFs: [TEXT BOX] 573 respondents/ responses***SUPPORT TO EVENT ORGANISERS*

[Section (question 24-25) is shown only to those who selected event organizer in question 7]

24. How useful were the following resources to help you prepare for your event?

(Very useful, Somewhat useful, Not very useful, Not at all useful, Not aware of)

Answer Options	Very useful	Somewhat useful	Not very useful	Not at all useful	Did not use	Not aware of
Substantive Concept notes	110	96	23	1	27	21
WUF7 Website	143	98	18	3	11	4
Event focal points from UN-Habitat	86	91	24	3	39	34
	Total Responses N=283					

25. Please provide below any comments and/or suggestions to improve information resources and support made available to you: [TEXT BOX] 73 respondents/ responses

WUF7 PROGRAMME

26. How would you rate the following events in terms of quality of the substantive content and meeting your expectations? (Very good, Good, Fair, Poor, Very Poor, Not sure/Undecided, I did not attend)

Answer Options	Very good	Good	Fair	Poor	Very Poor	Not sure/Undecided	I did not attend
World Urban Youth Assembly	692	561	94	21	11	34	933
Gender Equality Action Assembly	577	572	145	18	12	35	945
Business Assembly	471	530	168	22	12	41	1034
Children's Assembly	444	388	149	36	22	44	1173
Dialogue 1: Equity in Urban Development Law	656	603	134	27	16	45	795
Dialogue2: Urban Planning and Design for Social Cohesion	795	733	166	27	13	30	562
Dialogue 3: Basic Services: Local Businesses for Equitable Cities	610	599	174	32	15	39	792
Dialogue 4: Innovative Financing Instruments for Local Authorities	601	567	164	41	12	42	819
Dialogue 5: Raising Standards of Urban Resilience	702	657	171	27	17	35	647
Dialogue 6: A Safe City as a Just and Equitable City	726	626	137	24	14	33	714
Special Session 1: High Level UN Inter-Agency Meeting	423	406	105	20	13	54	1165
Special Session 2: Financing a New Urban Agenda	510	523	147	33	18	44	936
Special Session 3: Post-2-15 Development Agenda	528	465	126	30	18	55	971
Special Session 4: Urban Data for the New Urban Agenda	548	541	128	32	17	50	892
Special Session 5: World Urban Campaign	554	493	111	28	15	52	926
Special Session 6: Medellin: A City for Life	872	577	129	26	22	35	646
Special Session 7: Regional Project: Uraba Antioquia Caribe	565	426	91	27	21	39	1043
Total Responses N=2469							

27. Overall, how do you rate the Assemblies, Dialogues and Special Sessions in the following? (Very good, Good, Fair, Poor, Very Poor)

Answer Options	Very good	Good	Fair	Poor	Very Poor
Quality of speakers	1208	935	101	22	7
Quality of moderators	1043	967	216	20	5
Quality of presentations	978	1007	232	30	6
Quality of discussions	891	942	324	74	19
Total Responses N=2288					

28. How would you rate the networking, training and side events in terms of the quality of substantive content: (Very good, Good, Fair, Poor, Very Poor, Not sure/Undecided, I did not attend any)

Answer Options	Very good	Good	Fair	Poor	Very Poor	Not sure/Undecided	I did not attend any
Networking Events	912	870	160	36	18	45	288
Training Events	743	812	169	33	15	34	496
SideEvents	833	920	184	34	11	42	274
Total Responses N=2353							

29. Overall, how do you rate the networking, training and side events in the following?

Answer Options	Very Good	Good	Fair	Poor	Very Poor
Quality of speakers	1038	958	106	17	12
Quality of moderators	886	1032	175	23	9
Quality of Presentations	891	1002	190	26	9
Quality of discussions	843	949	241	57	16
Total Responses N=2148					

30. Looking at the WUF7 programme content, do you think some key urban topics were not sufficiently covered?

Answer Options	Response Percent
Yes	28%
No	48%
I don't know	24%
Total Responses N=2312	

30.a If, yes please specify which urban topics (up to three) you think were not sufficiently Covered: [TEXT BOX] 510 respondents with 1064 responses

31. Generally speaking, did WUF7 offer something different that you do not get from other well-known urban themed conferences?

Answer Options	Response Percent	Response Count
Yes	63%	1429
No	17%	372
I don't know	20%	451
Total Responses N=2252		

32. Compared to other urban themed conferences what are the main added benefits of the WUF (that you do not get from other conferences)? (Please select as many as relevant)

Answer Options	Response Percent	Response Count
UN system connection	8%	934
International dimension	12%	1416
Relevance of programme content to the global urban agenda	8%	982
Variety of event types	9%	998
Number/diversity of participants	10%	1180
New information	8%	907
Interactive events and discussions	6%	739
Networking opportunities	9%	1066
Opportunities for coordination and collaboration with partners	7%	778
Advocacy opportunities	3%	397
Professional development/skills building opportunities	6%	735
Speeches and presentations by renowned economists, urban experts, and thinkers	7%	853
Overall organization	5%	599
Other	0.5%	60
Responses Respondents		n=11644 N=2178

32.a If you selected 'other' in question 32, please specify your answer: [TEXT BOX] 62 respondents/ responses

WUF7 ACHIEVEMENTS

33. In general terms, please rate how well you think WUF7 did in achieving its overall objectives:
(Very good, Good, Fair, Poor, Very Poor)

Answer Options	Very good	Good	Fair	Poor	Very Poor
Improving collective knowledge on sustainable urbanization through inclusive open debates, exchange of experiences and best practices	1156	904	163	26	12
Increasing coordination and cooperation within and between different stakeholders and constituencies towards advancement and implementation of the Habitat Agenda	884	1003	282	54	13
Raising awareness on sustainable urbanization among stakeholders and constituencies including general public	1027	921	230	38	14
Improving UN-Habitat strategy and work effectiveness as a result of the Forum	885	937	291	54	18
Total Responses N=2279					

34. What were your main reasons for attending WUF7? (select all that apply)

Answer Options	Response Percent	Response Count
Meet existing contacts and/or partners in my field of expertise	47%	1035
Meet new contacts in my field of expertise	52%	1135
Meeting friends	25%	543
Acquire new knowledge about sustainable urbanization	64%	1403
Acquire new skills/expertise	44%	959
Strengthen collaboration and coordination with key stakeholders	34%	739
Sharing of experiences, lessons learned and best practices	52%	1138
Learn of solutions to sustainable urbanization challenges	51%	1127
Affirmation of current work, research or practice	31%	675
Advocate on specific issues	18%	393
Raise funds	11%	250
Better understand urban priorities and how to address them	42%	926
Learn more about UN-Habitat's work	41%	905
Visit the living urban lab of Medellin	33%	718
Other	3%	73
	Responses	n=12019
	Respondents	N=2199

Note: Each respondent could have more than one reason to attend the forum. Hence, number of respondents is used as N.

34.a If you selected 'other' in question 34, please specify your answer: [TEXT BOX]

74 respondents/ responses

35. Overall, please rate the extent to which your reasons for attending WUF7 were met:

Answer Options	Response Percent	Response Count
Very satisfactory	52%	1127
Satisfactory	42%	916
Undecided/ Not sure	4%	92
Unsatisfactory	1%	35
Very unsatisfactory	1%	9
Total Responses N=2179		

36. As a result of your participation in WUF7 which of the follow-up activities applies to you: (Please select all that apply)

Answer Options	Response Percent	Response Count
I have been in contact by phone, e-mail, etc. with new contacts acquired at WUF7	48%	1102
I have applied my new skills (learnt from training) in my work	35%	798
I have applied new practical ideas and solutions in my work	43%	985
I have shared new ideas, knowledge, skills and best practices with my network, colleagues, peers, students, etc.	60%	1362
I have built a new partnership i.e., negotiating/signing agreement, developing new project, etc. with new partner	19%	434
I have provided new information/input to national/sub-national policy- making process(es)	27%	605
I have produced new output of national/ sub-national policy-making process(es)	12%	280
I have increased media awareness of my work, project, etc. in news articles, television, social media	21%	475
I have revised the fundraising strategy for my work, project, etc.	13%	295
I have submitted new fundraising proposal for my work, project,etc.	10%	217
I have leveraged new funding for my work, project,etc.	10%	230
I have initiated new research (e.g., changed research focus, written or revised science article)	17%	396
I have submitted new research article(s) for review by science magazine	8%	174
Other	3%	71
	Responses	n=7424
	Respondents	N=2279

Note: Each respondent could do a number of follow up actions. Hence, number of respondents is used as N.

**36.a If you selected 'other' in question 36, please specify your answer: [TEXT BOX]
67 respondents/ responses**

37. Did WUF7 help build and/or strengthen your capacities on urban issues?

Answer Options	Response Percent	Response Count
Yes	66%	1425
No	13%	288
I don'tknow	21%	451
	Total Responses N=2164	

**37.a If yes, please provide concrete examples on how WUF7 has helped you build/strengthen capacity and how you intend to apply new knowledge/skills acquired at WUF7 in your work: [TEXT BOX]
671 respondents/ responses**

38. Have you or are you planning to organize an event in your institution, city, country or other to share your WUF7 experience?

AnswerOptions	Response Percent	Response Count
Yes	27%	592
No	54%	1178
I don'tknow	19%	404
	Total Responses N=2174	

38.a If 'yes', please specify: [TEXTBOX] 380 respondents/responses

39. Would you like to attend the next WUF?

Answer Options	Response Percent	Response Count
Yes	85%	1831
No	3%	73
I don't know	12%	261
Total Responses N=2165		

40. Have you read the 'Medellin Declaration' (<http://worldurbanforum7.org/medellin-declaration>) presented at the WUF7 closing ceremony?

Answer Options	Response Percent	Response Count
Yes	59%	1286
No	36%	781
I don't know	5%	103
Total Responses N=2170		

40.a If yes, do you feel that the declaration adequately reflects the urban topics discussed at WUF7?

AnswerOptions	Response Percent	Response Count
Yes	70%	1179
No	7%	117
I don'tknow	23%	380
Total Responses N=1676		

**40.b If no, [to question 40.a] please specify your response: [TEXT BOX]
208 respondents/ responses****41. In your view what is the most important emerging urban issue coming out of WUF7? [TEXT BOX]
907 respondents/ responses****42. Please list positive "take-aways" from your experience at WUF7: [TEXT BOX]
1082 respondents with 2955 responses****43. Please give us three suggestions on how to improve the next WUF: [TEXT BOX]
986 respondents with 2282 responses****44. You have reached the end of the survey. Before closing, please indicate if you would like to enter the prize draw to win hamper bags with t-shirts, mugs and other UN-Habitat merchandise. Ten respondents will be randomly selected and notified by email (no link to survey answers. Only one entry per participant).**

Answer Options	Response Percent	Response Count
Yes	78%	1703
No	22%	471
Total Responses N=2174		

45. Please provide your name and email address (Contact details will only be used in case you are a winner of the prize draw) [TEXT BOX] 1678 respondents/ responses

HS Number

UNITED NATIONS HUMAN SETTLEMENTS PROGRAMME

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