PURPOSE
The survey was launched in March 2023 with the aim of:
- Collecting information on users’ experiences with the Toolkit
- Understanding how the resources in the Toolkit are utilized
- Identifying new areas of growth and interest for users

SUMMARY
After a month, the survey received 51 responses from a diverse group of participants. The feedback was positive, particularly in regards to the depth of information provided by the Toolkit, and provided valuable insights on how participants used the Toolkit and what they hope to see in the future.

KEY FIGURES
- 75% have visited more than one module
- 90% would recommend the Toolkit to a colleague
- 100% found Toolkit-sponsored events interesting and useful
- 70% have visited the Toolkit more than once
- 96% would like regular updates about the Toolkit
- 67% used information in the Toolkit in more than one way
PARTICIPANTS
Participants in this year’s survey were diverse, in terms of both geography and sector. Amongst the participants, 51% identified as a man, 45% as a woman and 4% preferred not to say.

GEOGRAPHY
Participants came from 38 different countries across six continents, with the highest number of participants coming from the US (10%), followed by Paraguay (6%).

SECTOR
Participants represented a wide range of sectors. Compared to last year, this year’s survey included greater representation from Law Enforcement. This year’s survey also included participants from the Media and Civil Society (CSO) for the first time.

INSTITUTIONS REPRESENTED
Participants first learned about the Toolkit via UNODC mailing list/newsletter (27%), the UNODC website (22%), online search (18%), event/meeting/presentation (16%), and UNODC training (16%).

To access the Toolkit, participants largely relied on their desktops and laptops (73%). Around 20% said they also accessed the Toolkit on their mobile phones, underlining the appeal of a mobile app.

Forensics (55%) was the most visited module, followed by Precursors and Prevention. The least popular module was COVID-19 (12%). Nearly 75% of participants visited more than one module.

The majority of participants (70%) accessed the Toolkit more than once.
Highlighting the versatility of the Toolkit, when asked, WHY DID YOU VISIT THE TOOLKIT? 55% of participants selected more than one response.

Similarly, when asked, HOW DID YOU USE THE INFORMATION IN THE TOOLKIT? 61% of participants selected more than one response.
EXPERIENCE

Survey participants had positive experiences with the Toolkit, particularly in regards to the depth and usefulness of its content.

On average, participants gave the Toolkit 4.2 stars for its overall user experience ❀❀❀❀ ❀ 4.3 stars for its look ❀❀❀❀ ❀ 4.5 stars for the usefulness of the content ❀❀❀❀ ❀

The most popular words were:

“UP-TO-DATE
PRACTICAL
INFORMATIVE
COMPREHENSIVE
ACCESSIBLE
USER-FRIENDLY”

90% of participants said yes, they would recommend the Toolkit to a colleague.

Of the 24% of participants who said they had submitted questions via the form, 100% said they were satisfied with the response they received.

HOW MANY STARS WOULD YOU GIVE THE TOOLKIT?

WHAT WORD WOULD YOU USE TO DESCRIBE THE TOOLKIT?

WOULD YOU RECOMMEND THE TOOLKIT TO A COLLEAGUE?

HAVE YOU SUBMITTED A QUESTION VIA THE "ASK THE EXPERT" FORM?
COMMUNICATIONS
Survey participants expressed an interest in hearing more from the Toolkit, particularly about updates and events.

EVENTS
100% of survey participants who attended an Ask the Expert LIVE session said they found the session interesting. Similarly, 100% of those who attended a demonstration of the Toolkit said they found it useful.

SOCIAL MEDIA
45% of participants followed @UN_Opioids on Twitter

UPDATES
The majority of participants (96%) would like to receive updates about the Toolkit, with 67% preferring monthly updates.
LOOKING FORWARD
Survey participants offered a variety of practical feedback on what they hope to see from the Toolkit in the future.

- Allow Toolkit users to directly engage with each other and create networks
- Offer Powerpoints or audiovisual materials summarizing each module so that they can be used in trainings
- Include resources on concealment and transport
- Create a search page for resources in the Toolkit
- Provide regional-specific resources, particularly Africa
- Introduce an anti-corruption module

NEXT STEPS
Survey results provided insights on possible actions to further develop the Toolkit and its user experience.

- Send out a monthly newsletter with updates for Toolkit users
- Rebrand the COVID-19 module as a "Safe Handling & Disposal" module
- Offer the user survey in all six UN languages
- Create opportunities for Toolkit users to engage with each other
- Keep the survey open all year round
- Make resources more easily accessible via a mobile app
THANK YOU TO OUR DONORS, PARTNERS, AND SURVEY PARTICIPANTS.