

# Collaborating Centres Satisfaction Questionnaire

Biological Standards Commission  
2025



World  
Organisation  
for Animal  
Health

Organisation  
mondiale  
de la santé  
animale

Organización  
Mundial  
de Sanidad  
Animal



# Index

1. Role as a WOAHA Collaborating Centre
2. Contact with WOAHA
3. Resourcing
4. Awareness
5. Standardisation of Reagents
6. Collaborating Centre network activities
7. More about you



The questionnaire was focused on the Collaborating Centres system and processes and includes topics that are not already covered in the annual report template, with a particular emphasis on the point of contact between Collaborating Centres, WOA<sup>H</sup> and the Commissions.

The survey presents an opportunity for experts to make suggestions for changes and improvements to the system.

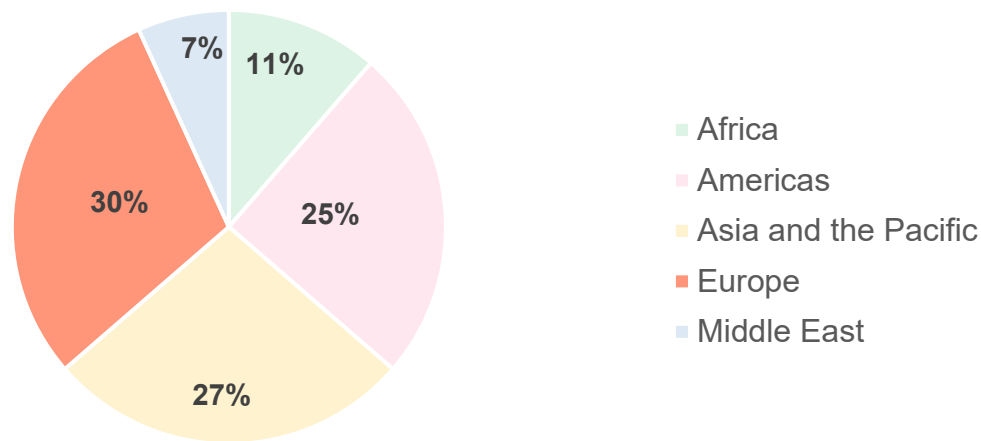
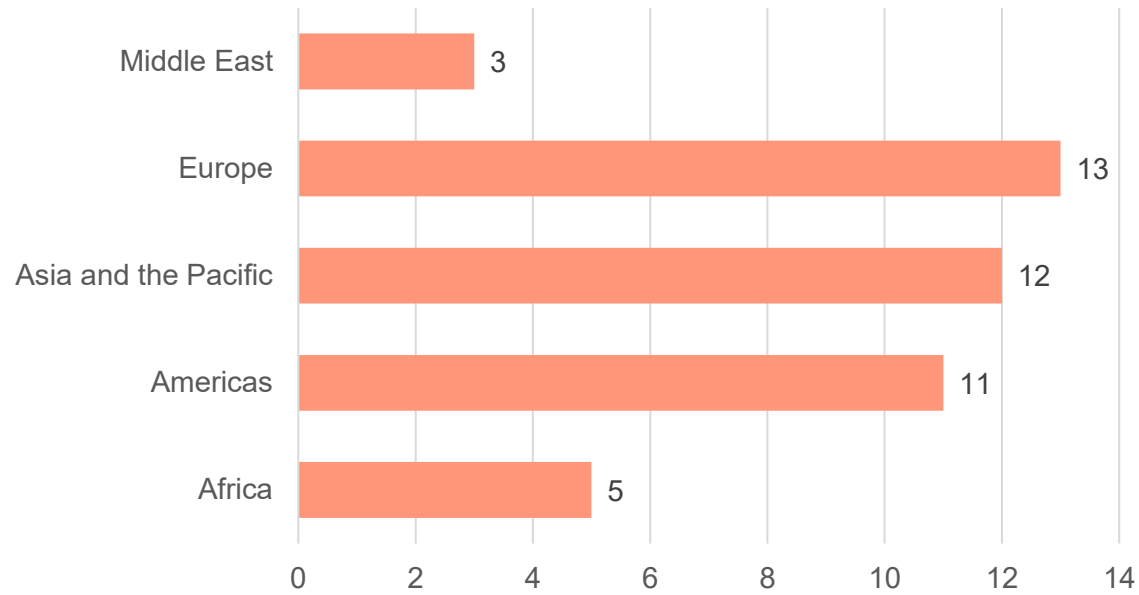
The survey is divided into seven sections:

1. Your role as a WOA<sup>H</sup> Collaborating Centre
2. Contact with WOA<sup>H</sup>
3. Resourcing
4. Awareness
5. Standardisation of Reagents
6. Collaborating Centre network activities
7. More about you





# 45 Respondents



**FIGURES FROM END MAY 2025**

**Summary table of information on WOA Reference Laboratories and Collaborating Centres from May 2025**

	Reference Laboratories	Collaborating Centres	Total
<b>Number</b>	274 + 4 – 8 = 270	76 + 4 = 80	350
<b>Countries</b>	40 – 1 = 39	33	48
<b>Diseases/T opics</b>	109	All six main focus areas: almost 36 specialties	–
<b>Experts</b>	209 + 4 – 7 = 206	–	–

**FIGURES FROM END MAY 2025**

Region	Reference Laboratories	Collaborating Centres	Total
<b>Africa</b>	12	9	21
<b>Americas</b>	49	23	72
<b>Asia–Pacific</b>	64	16	80
<b>Europe</b>	138	27	165
<b>Middle East</b>	7	5	12

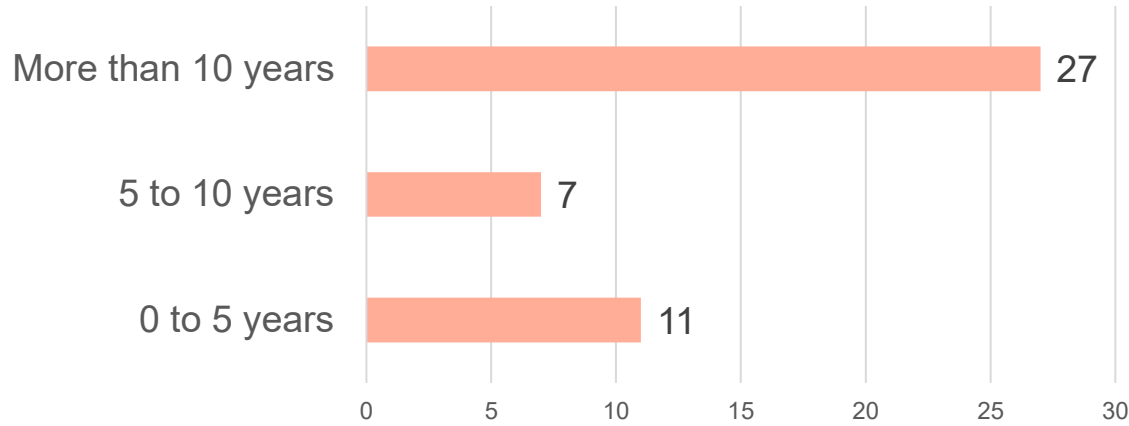


# Part 1: Your role as a WOA Collaborating Centre

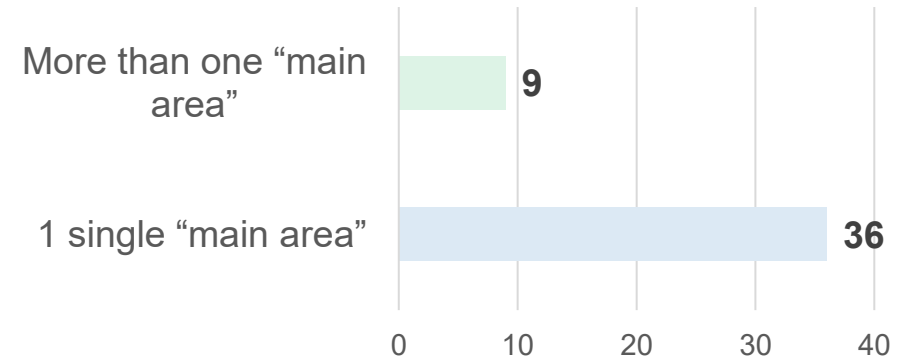
1. How long has your institution hosted this WOA Collaborating Centre?
2. Are you providing this response as a Collaborating Centre for ([List of main focus areas and specialties for WOA Collaborating Centres - WOA - World Organisation for Animal Health](#))
3. Overall, how satisfied is your institute being the WOA Collaborating Centre? [1–5 scale]
4. What are the three most important benefits of being a WOA Collaborating Centre (tick three boxes from the list below)?
5. Is your collaborating centre part of a consortium with other collaborating centres?
  1. How satisfied are you with your consortium arrangement [1-5 scale]



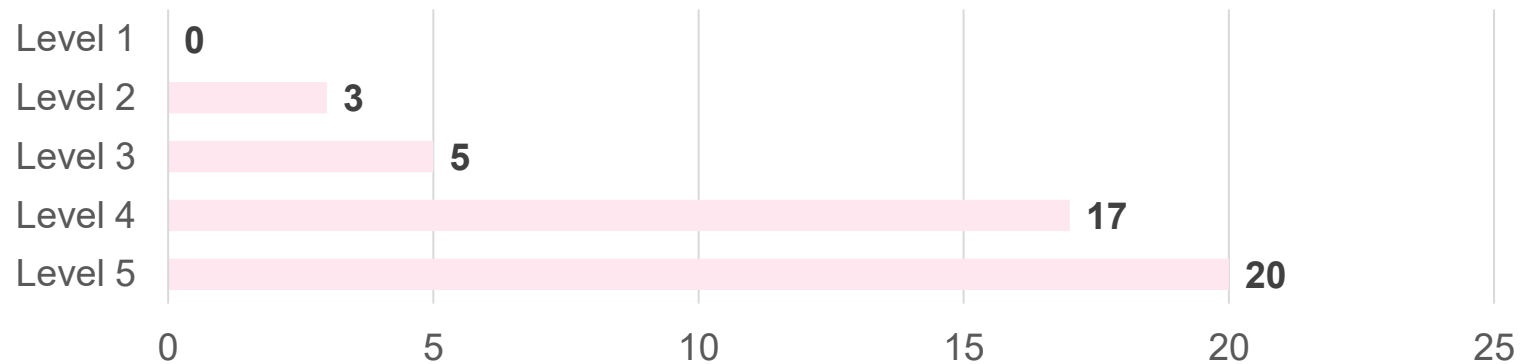
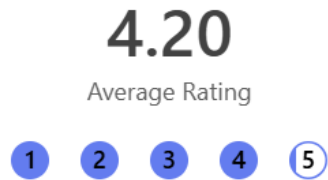
### 1. How long has your institution hosted this WOAH Collaborating Centre?



### 2. Are you providing this response as a Collaborating Centre for:

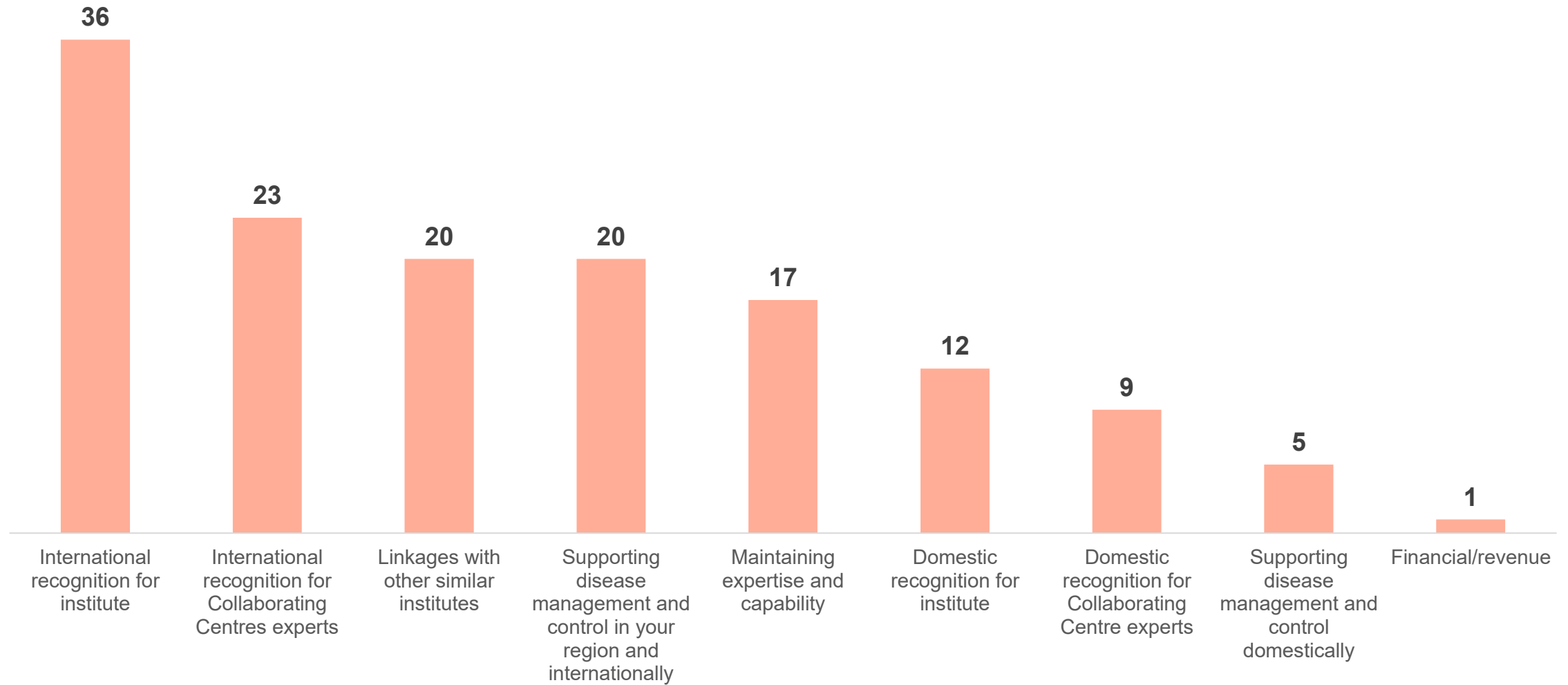


### 3. Overall, how satisfied is your institute being the WOAH Collaborating Centre?





#### 4. What are the three most important benefits of being a WOAHA Collaborating Centre?





#### 4. What are the three most important benefits of being a WOAH Collaborating Centre?

##### Other benefits

- Possibility to **organize events** as WOAH Collaborating Center
- **Evaluation of veterinary biologics** for diseases prevention
- Participate in **developing training modules** on behalf of WOAH, in collaboration with other Collaborating Centres of the same specialty and of other specialties



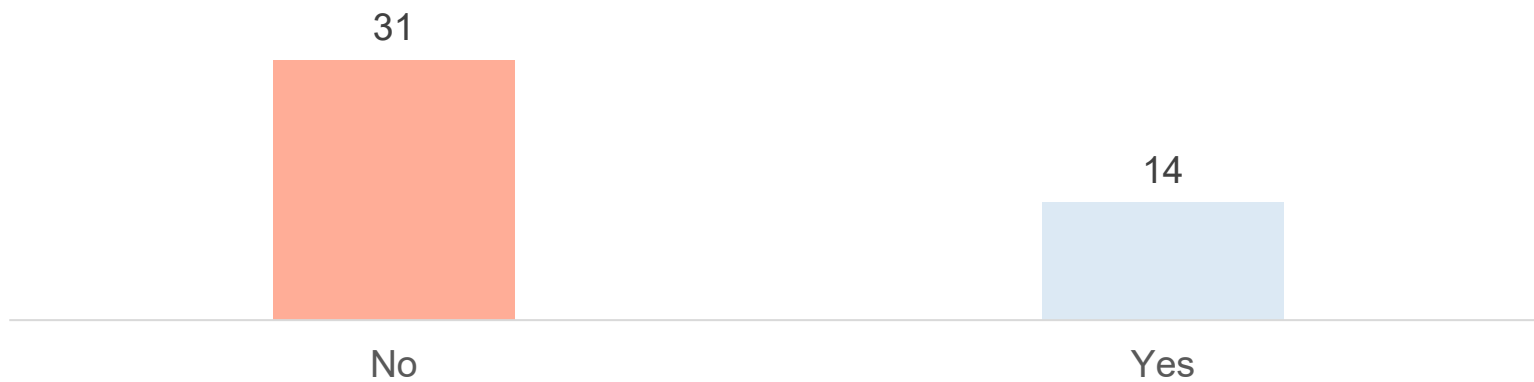


## Part 2: Contact with WOAH

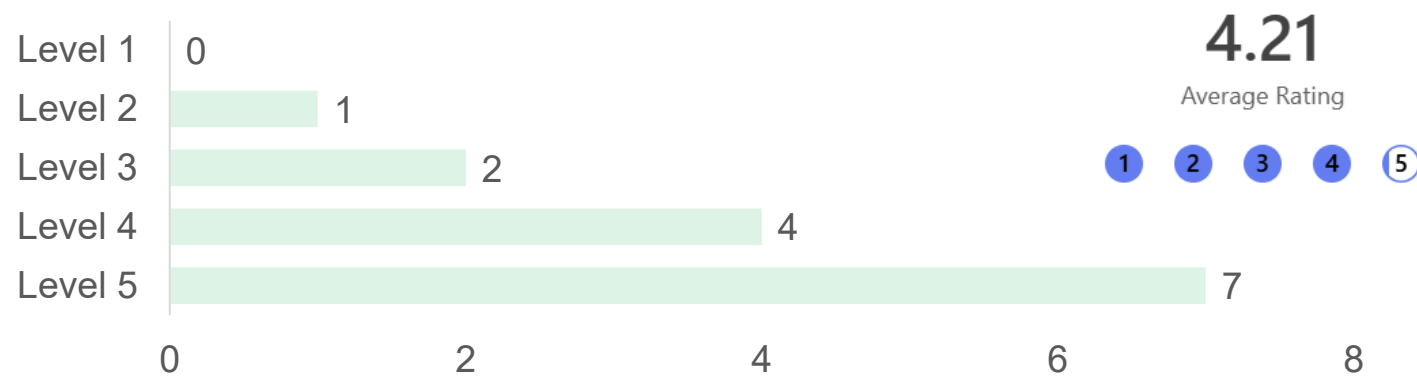
6. Annual reporting
7. Revision of WOAH Terrestrial Manual chapters
8. Annual review cycle for Terrestrial Manual chapters
9. Expert groups or consultations
10. Twinning
11. WOAH Representation
12. WOAH website
13. Overall satisfaction with interactions with WOAH



6. Is your Collaborating Centre part of a consortium with other Collaborating Centres?

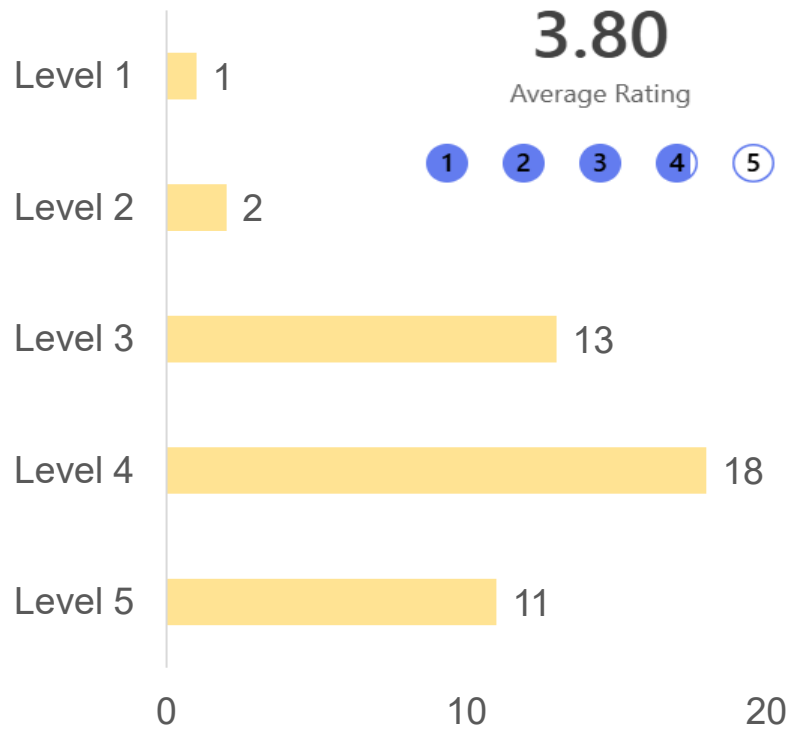


7. How satisfied are you with your consortium arrangement

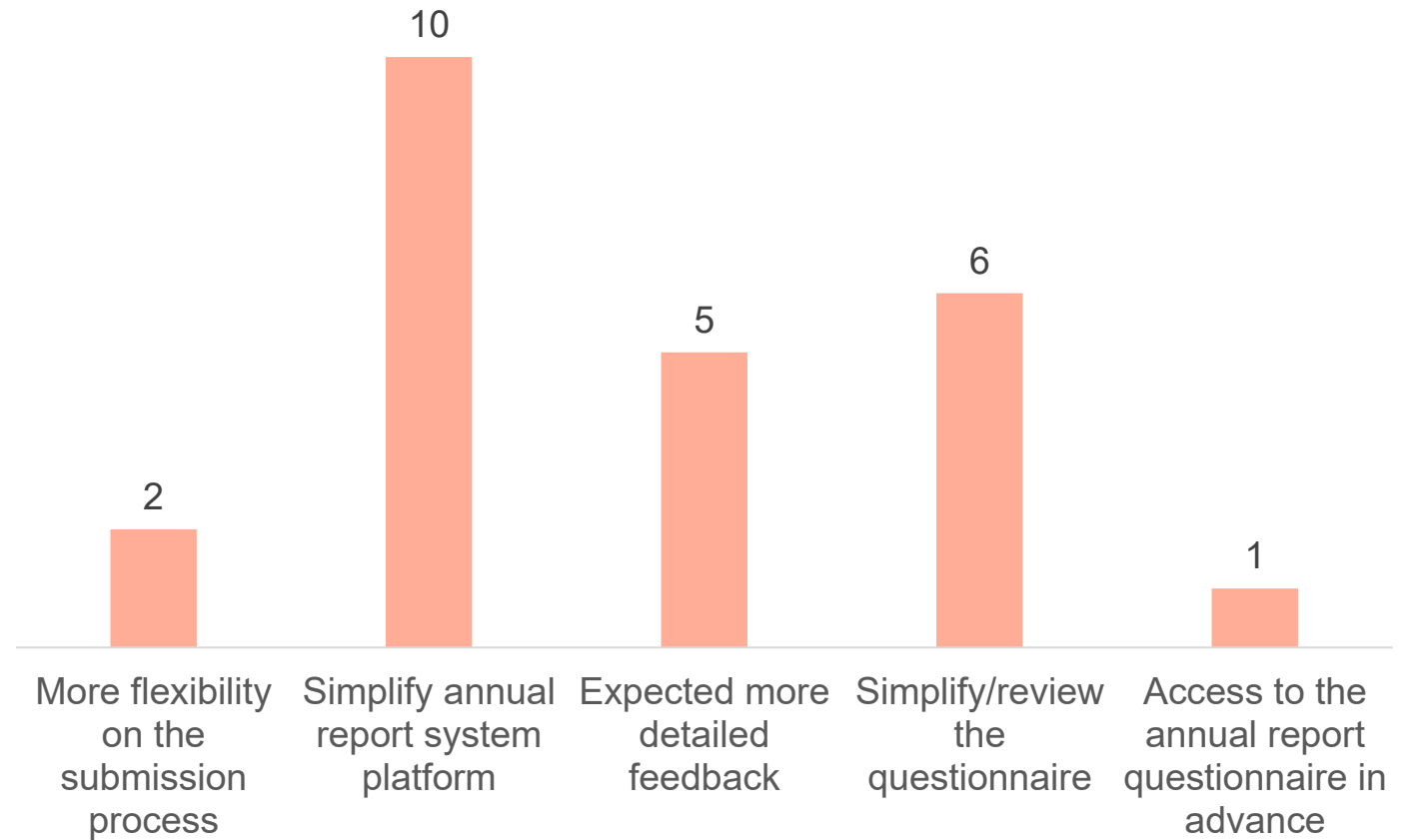




### 8. How satisfied are you with the WOAH Collaborating Centre annual reporting process?

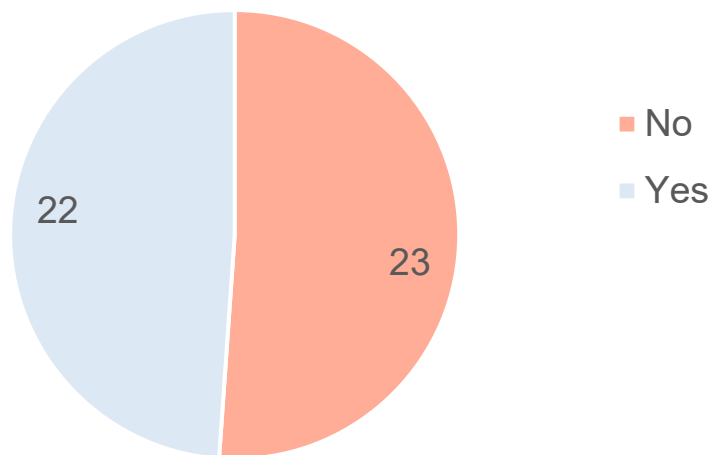


### 9. What, if anything, would you like to see change in the WOAH annual report form that you fill out each year?





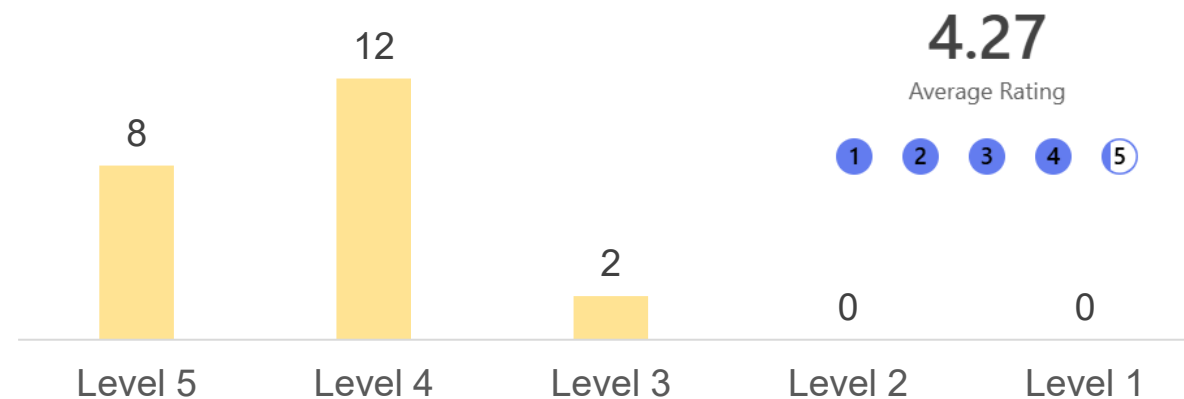
10. Have you or members of your centre been asked to revise chapters for the WOA H Terrestrial Manual in the past 5 years?



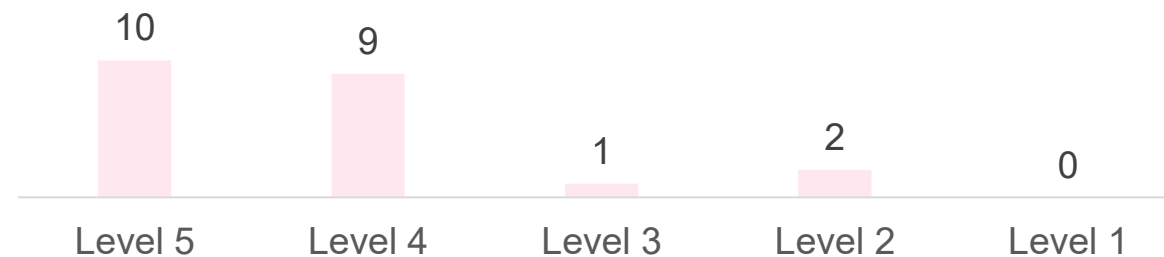
14. What, if anything, would you like to see change about revision of Manual chapters?

- Feedback after the revision and proposal of the new draft
- Closer work with the Specialist Commissions
- Flexibility of deadlines

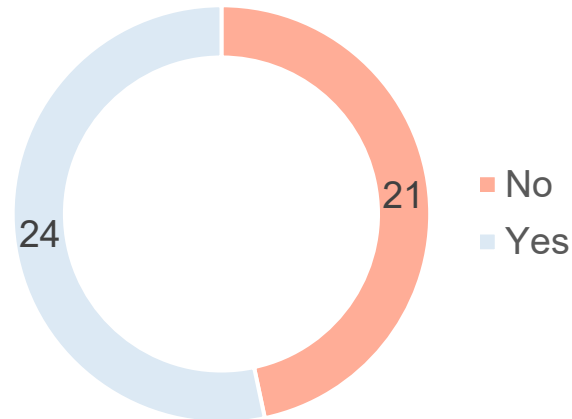
11. Overall, how satisfied were you with the experience of revising the chapter(s)?  
12. How clear were you about the task you were asked to do?



13. How satisfied were you with the correspondence from WOA H during the process of revising the chapter?



15. In the past 5 years, have you been asked by your country WOAHA Delegate to comment on draft WOAHA Manuals chapters circulated during the drafting and review process?



18. Do you have any other comments about WOAHA expert groups or consultations?

- European focused
- Interest of being more involved
- Flexibility of deadlines
- Expert contributions should be acknowledged
- Feedback after the revision

16. In the past 10 years, have you taken part in any expert groups or consultations organised by WOAHA?

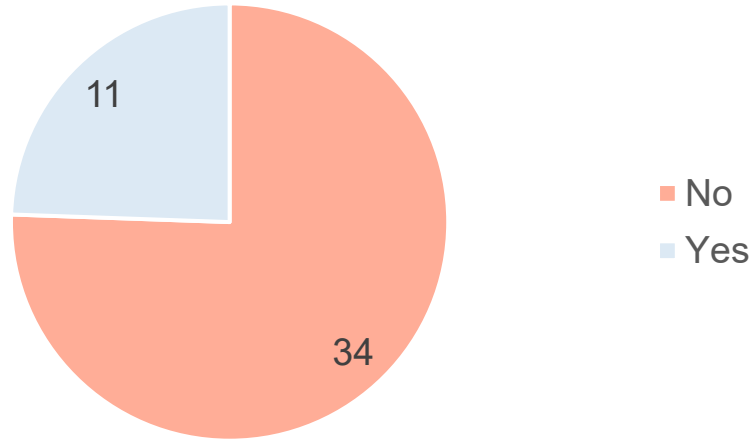


17. How would you rate your experience on the WOAHA expert group or consultation?

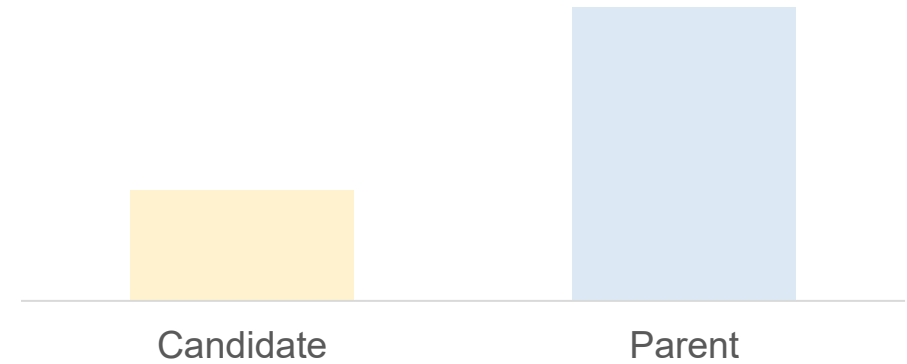




19. In the past 10 years have you taken part in a WOAAH laboratory twinning project?



20. In your twinning project, were you a Parent Institute or a Candidate Laboratory?



21. Overall, how satisfied were you with the twinning project?

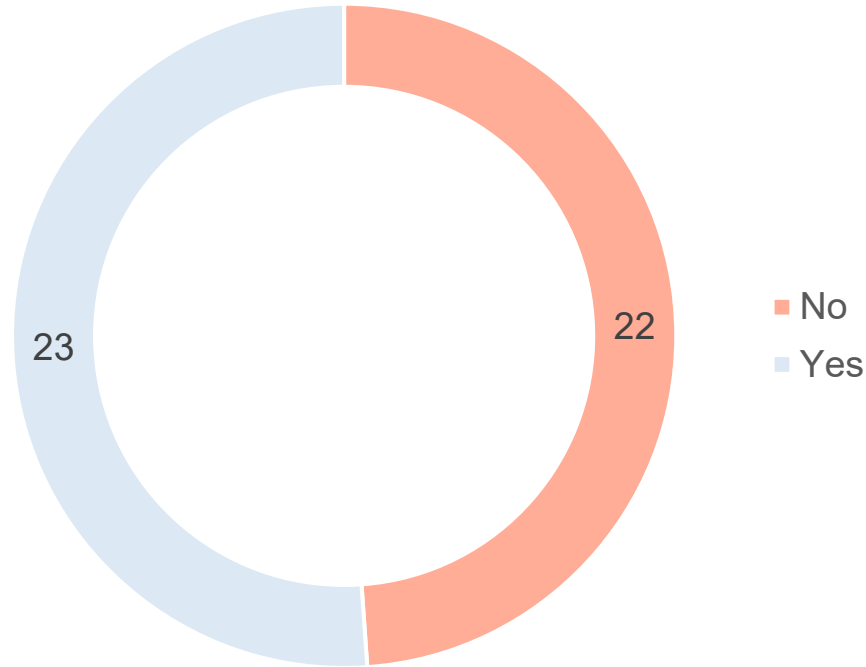
**4.55**

Average Rating





23. In the past 10 years, have you represented WOAAH at an international meeting or conference?



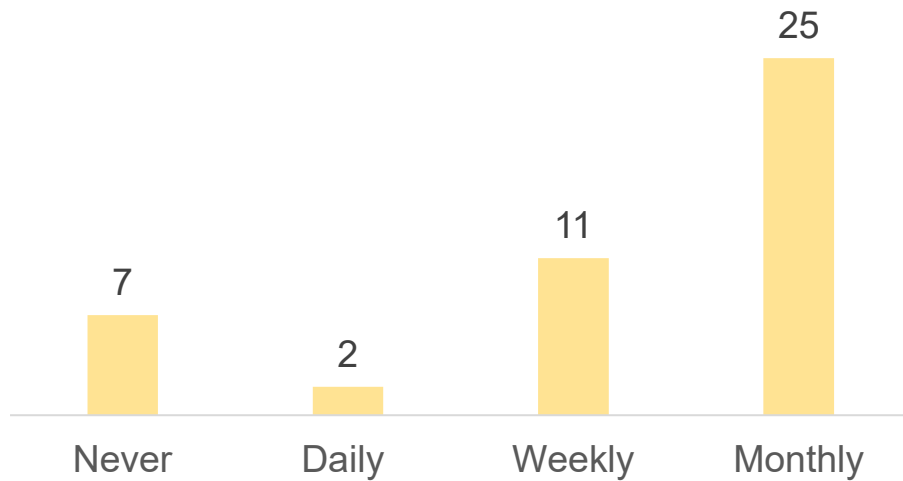
24. How satisfied were you with the information given to you by WOAAH prior to the international meeting or conference?



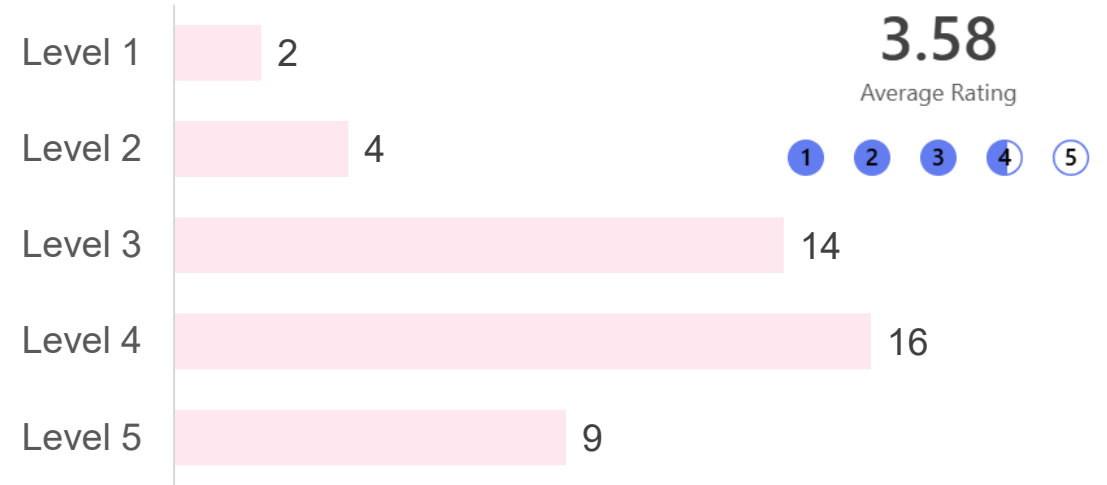
25. Overall, how satisfied were you with your experience of representing WOAAH at an international meeting or conference?



27. How often do you use the WOAAH website for Collaborating Centres?



28. How satisfied are you with the WOAAH website for Collaborating Centres?

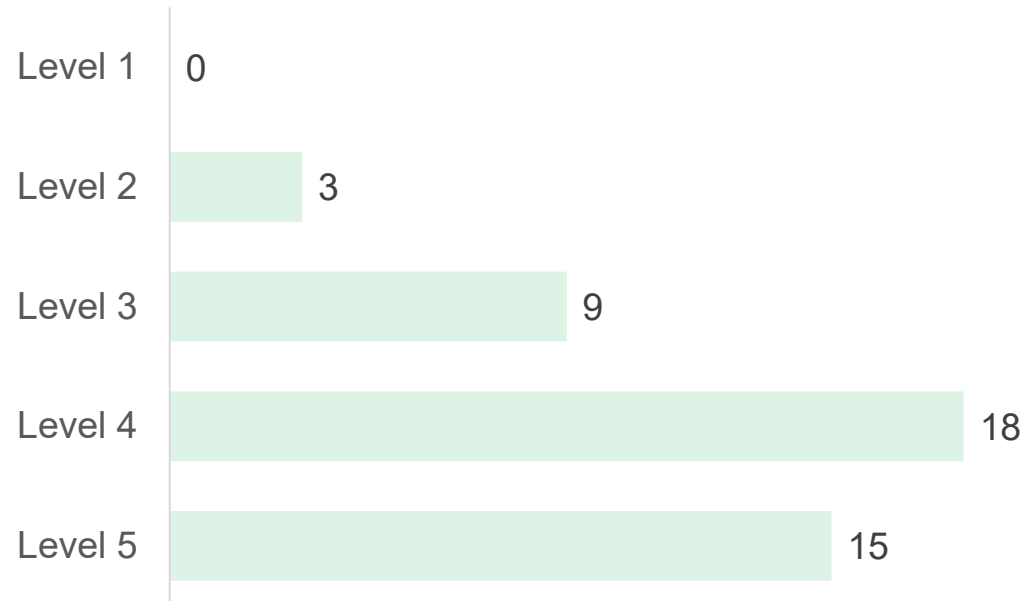


29. What, if anything, would you change about the WOAAH website for Collaborating Centres?

- |  |
|--|
| • Interactive map  |
| • Shared folder for documents  |
| • Provide a retrospective access   |
| • Improve the search option: filters to search, better visuals, more interactive and user friendly |
| • Provide more information on existing networks  |
| • Promote CC activities  |



30. What is your overall level of satisfaction in the interactions with WOAAH



**31. Do you have any other comments about your interactions with WOAAH?**

Some difficulties with the **speed of resolving issues**

Communications regarding difficulty with reporting portal

They **only occur if we initiate them.**

I would like to have **more opportunity to engage**

We hope **more information**

For over 2 decades I have been working with Sara Linnane who always responds efficient and fast. Thank you

Where we had engagement the experience was very positive. However, we would like WOAAH to **proactively identify ways in which the CC can contribute to WOAAH priorities.**

I have **not a lot of interactions** with WOAAH except during project, It is a lot interesting the possibility to meet other countries and share experiences

De préférence, il vaut mieux que les représentations régionales ou sous régionale associent les centres collaborateurs dans leurs manifestations

Good communication

Responses by WOAAH are often complex, not facilitating informal interactions.



## Part 3: Resourcing

### Level of support from your home organisation

18. With regard to your role as a WOAH Collaborating Centre, how satisfied are you with the level of support you receive from your organisation?

19. Do you have any suggestions to improve the use of limited resources by Collaborating Centre to improve outcomes for WOAH and its Members?

### Current and future plans?

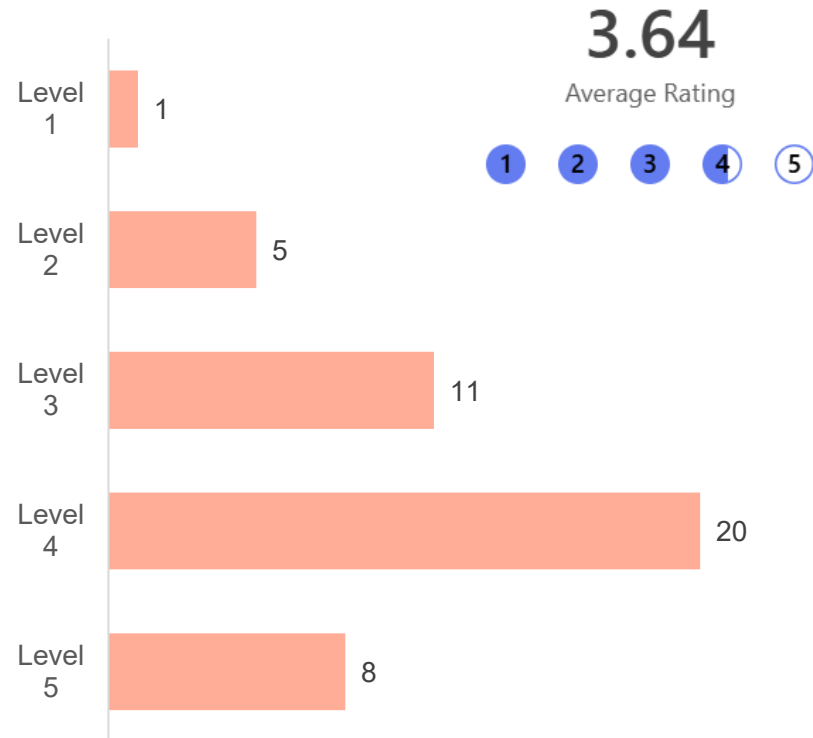
20. Does your organisation plan to continue hosting a WOAH Collaborating Centre for the next 5 years?

21. Has your organisation experienced difficulties retaining expert personnel to support your Collaborating Centre?

22. Do you or your organisation have a plan in place for replacement of Collaborating Centre contact point, in the event of key staff leaving?



32. With regard to your role as a WOAH Collaborating Centre, how satisfied are you with the level of support you receive from your organisation?



### 33. Do you have suggestions to improve the use of limited resources by Collaborating Centre to improve outcomes for WOAH and its Members?

Hold regular meetings to review our current activities and address any relevant issues

WOAH should provide opportunities for **funds** applied to enhancing the interactions and particularly for academic driven outcomes, such as postgraduate students, research applied to WOAH, and other mutually beneficial activities.

**Use Collaborating Centre Expertise** in WOAH Working group

Regular hearing of interest for technical collaboration between Collaborating Centre and WOAH for better planning

It is important to **align CC** with institutional/organisational strategy and national/regional requirements.

Help with **funding** opportunities

Networking, WOAH to **promote the use and competence** of centres.

Improve the possibility for expert to **participate in the WOAH meetings**

More information about **resource** mobilisation

It may be helpful to establish a **fund** or seek expeditious ways to assist member countries in responding to emergencies either independently or in conjunction with other related organizations.

This is a very critical question; we are also managing various PAHO CC and reference labs. Collaboration is largely based on individuals working together and having common understanding and objectives. **Better understanding of the CC and frequent communication builds collaboration**

Generate income by reviewing validation dossiers for **kit certification**, expert advice and workshops

We're currently using available internal resources to support WOAH and its members. Should **external resources** be available our contributions could be strengthened to the benefit of WOAH and its members.

More opportunities to identify and access **funding sources**.

**Resources** are more than limited for CC as we benefit from our institution as National Reference Lab, but there is no special budget for WOAH CC.

we worked a lot as Collaborating centre in the framework of the **ERFAN** project

**More proactive interaction to obtain resources** for the CC

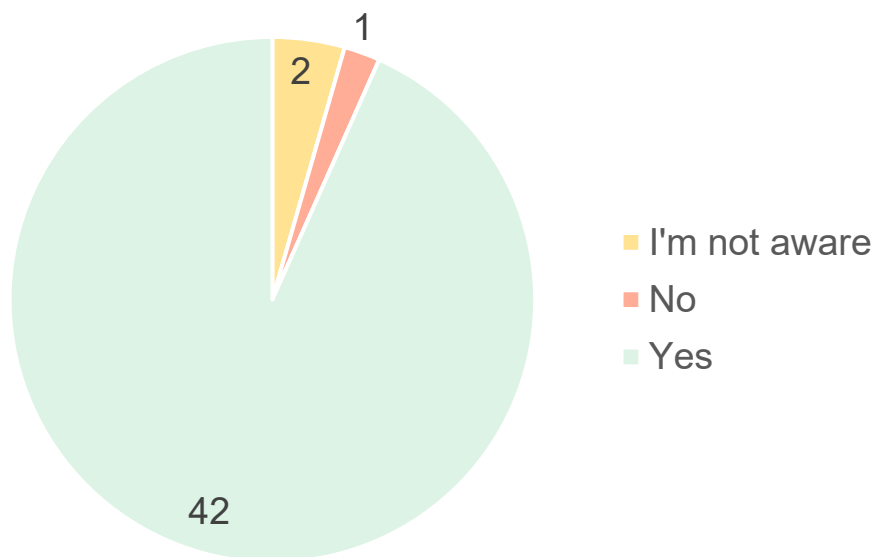
un **appui financière** de l'OMSA est souhaitable pour appuyer les activités des centres collaborateurs à ce sujet des jumelages entre pays via centres collaborateurs pourrait être un appui réciproque pour le centre collaborateur et le pays concerné par le jumelage

OMSA PEUT AIDER POUR LA RECHERCHE DES **FONDS**

Probably may be interesting explore further **partnership in the context of Public Private Partnership** as well as further use of the World Found for Animal Health and Welfare to improve resources constraints.



34. Does your organisation plan to continue hosting a WOAH Collaborating Centre for the next 5 years?



35. Has your organisation experienced difficulties retaining expert personnel to support your Collaborating Centre?



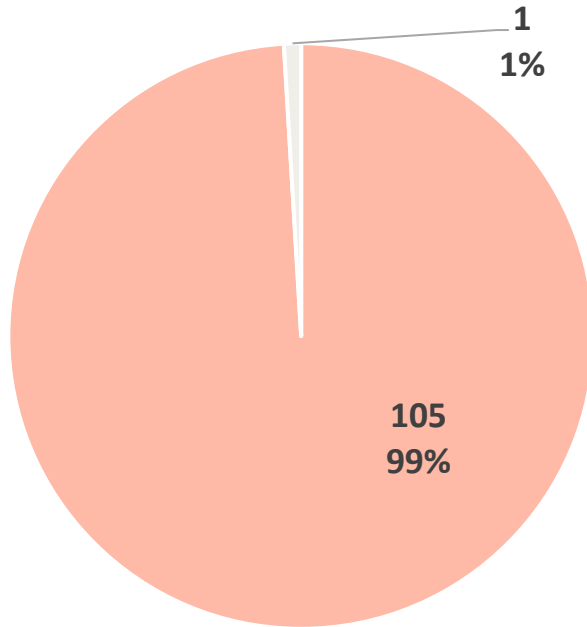
36. Do you or your organisation have a plan in place for replacement of Collaborating Centre contact point, in the event of key staff leaving?





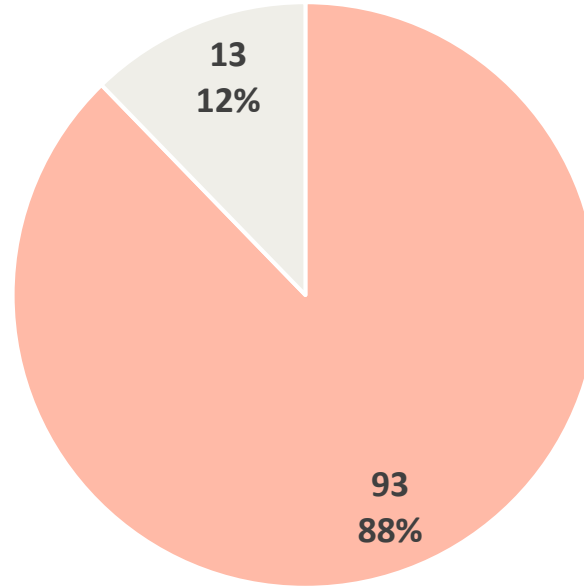
## Current and future plans?

19. Does your organisation plan to continue hosting a WOAHA Reference Laboratory for the next 5 years?



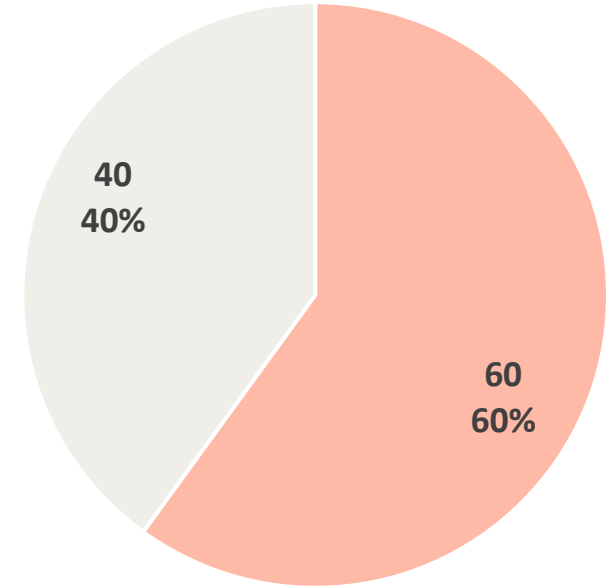
■ Yes ■ No

20. Do you plan to continue being a WOAHA Reference Laboratory expert for the next 5 years?



■ Yes ■ No

21. Do you or your organisation have a plan in place for your replacement as a WOAHA Reference Laboratory expert, if you are unable to continue?



■ Yes ■ No



## Part 4: Awareness

### Collaborating Centre SOPs

23. Are you aware of the WOAHA Collaborating Centre ‘Procedures for Designation’?

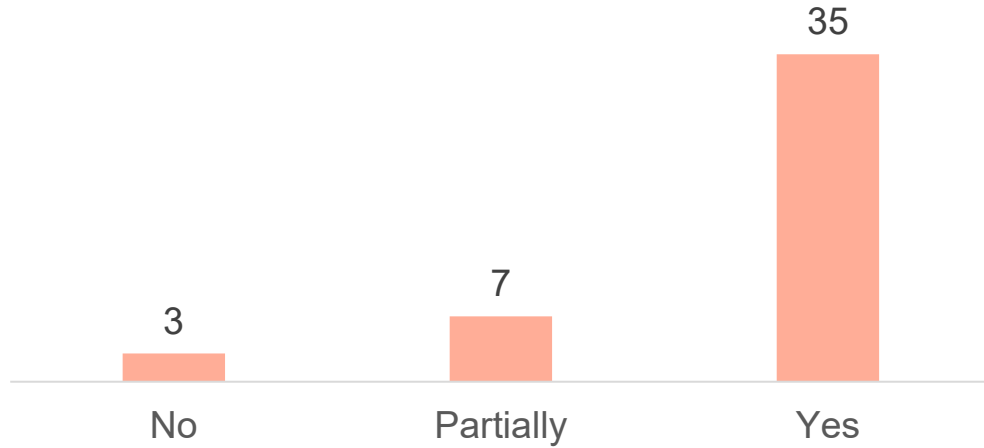
24. Do you have any comments on the WOAHA Collaborating Centre ‘Procedures for Designation’?

### The Biological Standards Commission and its function

25. How would you describe your level of familiarity with the following functions of the WOAHA Biological Standards Commission?



37. Are you aware of the WOAHCollaborating Centre "Procedures for Designation"?



39. How would you describe your level of familiarity with the following functions of the WOAHBiological Standards Commission?

Maintenance and update of the Terrestrial Manual	1
Laboratory twinning	2
Oversight of the Reference Centre network	3
Management of Reference Centre reporting	4



## Part 5: Standardisation of Reagents

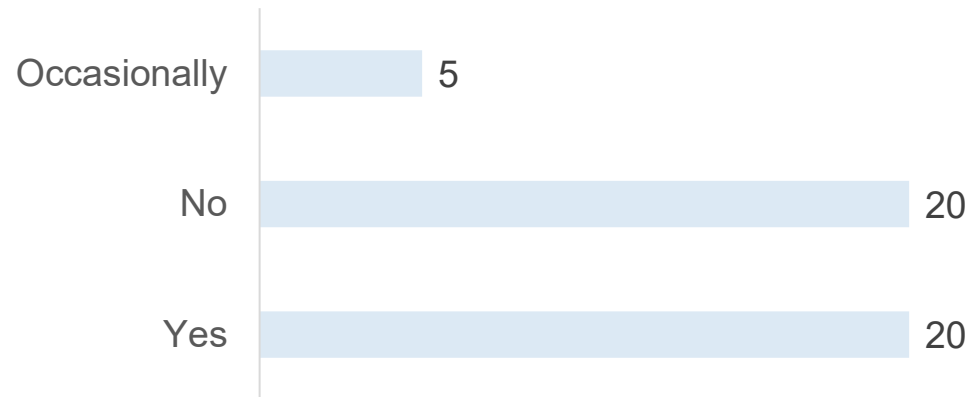
26. Does your center work with reagents in its daily operations?

27. Overall, how satisfied are you with your access to internationally standardised reference reagents?

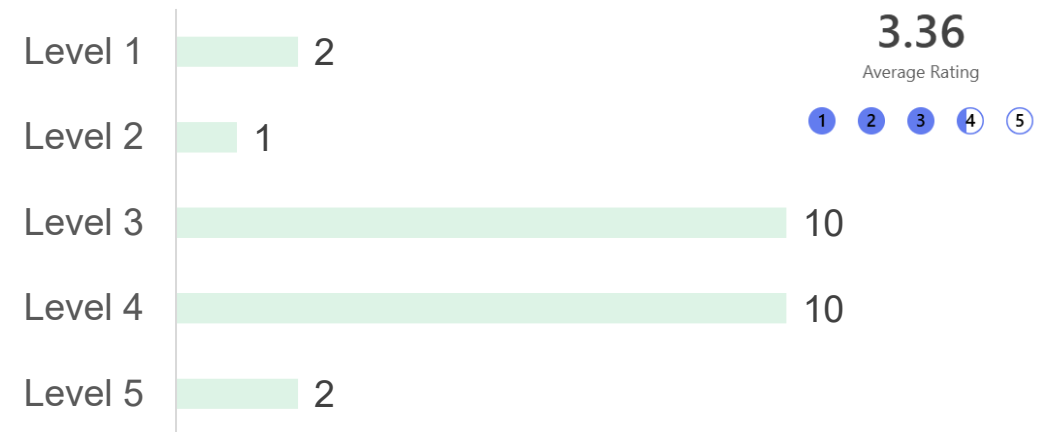
28. What do you see as the key priorities for improving access to internationally standardised reference reagents?



40. Does your center work with reagents in its daily operations?



41. Overall, how satisfied are you with your access to internationally standardised reference reagents?





## Part 6: Collaborating Centre network activities

29. Are you part of a network of WOAHA Collaborating Centres and/or Reference Laboratories? [Yes/No]

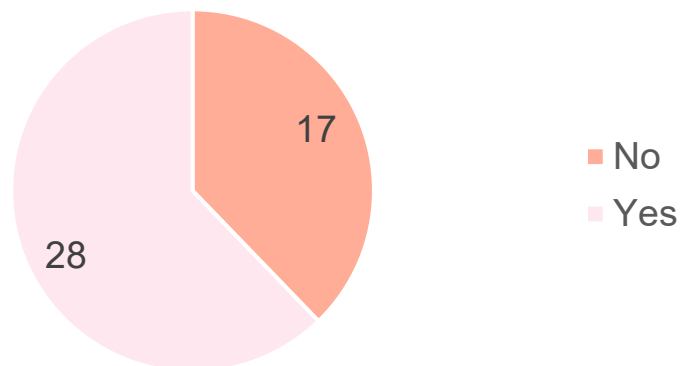
1. [If yes] How satisfied are you with the network you belong to? [1–5 scale]

2. [If no] Would your Centre be willing to support the formation of a network? [Yes/No]

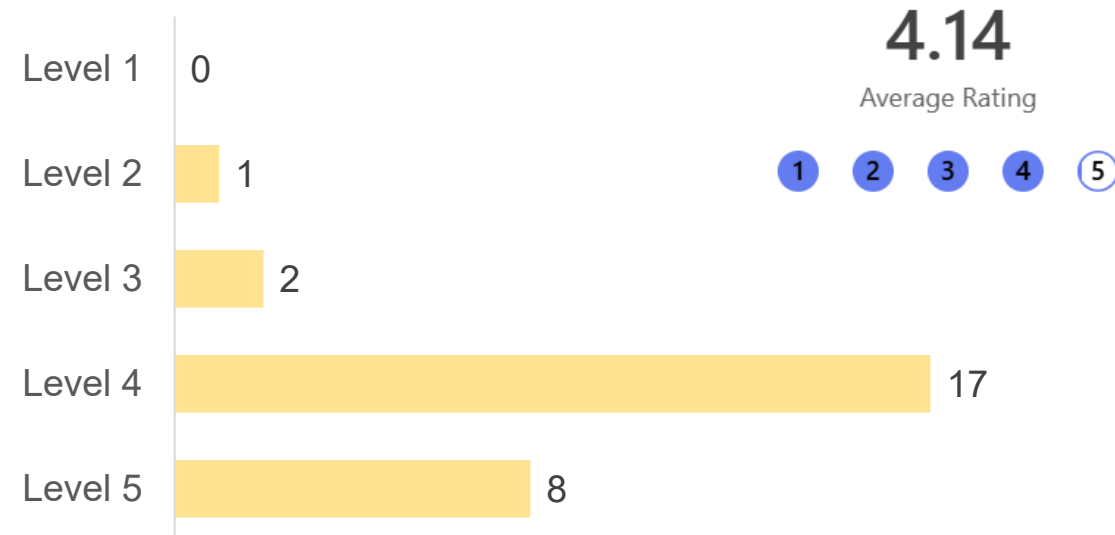
30. What opportunities do you see for improving collaboration through networking amongst WOAHA Collaborating Centres? [free text box]



43. Are you part of a network of WOAH Collaborating Centres and/or Reference Laboratories for your specialty?



44. How satisfied are you with the network you belong to?



45. Would your Centre be willing to support the formation of a new network ?



# Collaborating Centres Satisfaction Questionnaire

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