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CLAUDIA RUIZ: Good morning, good afternoon, and good evening to everyone. Welcome to the At-Large Capacity Building Working Group Webinar Team Call on Thursday, the 9th of April, 2020 at 18:00 UTC. On the call today, on the English channel, we have Olivier Crepin-Leblond, Cheryl Langdon-Orr, Maureen Hilyard, Alfredo Calderon, Barrack Otieno, Joanna Kulesza, Pierre-Jean Darres, Hadia Elminiawi, John Moore, Natalia Filina. We do not currently have anybody on the Spanish or French channel. From staff, we have Gisella Gruber and myself, Claudia Ruiz, on call management. Our interpreters for today are Marina and Lilian on Spanish and Claire and Camilla on French.

Before we begin, I would like to remind everyone to please state their name before speaking for the transcription purposes as well so that the interpreters can identify you on the other language channels. Thank you very much. And with this, I turn the call over to you, Hadia.

HADIA ELMINIAWI: Thank you so much, Claudia. Welcome all on the webinar call on the 6th of April. A review of pending action items and brief notes ... I don't know if Claudia or Gisella, maybe, can brief us on the action items.

GISELLA GRUBER: Thank you, Heidi. Hope you're all doing very well. Yes, I can run through the action items. I put them, effectively, as a brief summary of what was discussed on last week's call. And I hope that I captured everything from that call. And so, let's just run through them now.

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*Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.*

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Last week ... And I'm not going to go through them all. We just went through the speakers of the upcoming webinars—that will also be discussed later on in the agenda—the duration, the format of the quiz, the survey questions—again, which will be discussed on the agenda lately.

Certificates of attendance ... I didn't note any final outcome of that certificate. Much of a catch-22 there, whether it is a certificate of attendance. And then, we also discussed it potentially being generated by completing the survey. But before we discuss that any further, I'd like to get to the agenda item because as you may have noticed on the survey email that I sent out last night, we have a few challenges with that.

The promoting of the webinar, and then the outstanding question, again, who is to invite the speakers? Again, I've just transferred any outstanding questions on today's agenda. So, any action items for the first webinar, which was hold on Monday—thank you Hadia and Alan—have been completed. And now, it's basically a follow-up to prepare for the next webinars and that is what I've tried to transfer onto today's agenda. Thank you. Over to you, Hadia.

CLAUDIA RUIZ:

Hadia, if you're speaking, you're on mute.

HADIA ELMINIAWI:

Oh, yes. Sorry for that. Thank you so much, Gisella. So, most of the items actually listed are to be discussed today. [inaudible] we got

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through the certificates of attendance. I think there was a tendency, but thought that we would not be able to do that for the first webinar, to check if it is possible to have not a certificate but something that proves attendance. So, if you fill in the survey and you get back a notification or a statement that says, “Thank you for filling in the survey,” and maybe some other few lines that proves your participation in the webinar.

Also, one other thought I had in that regard is maybe also we can link this proof of attendance with the quizzes. So, if someone answers all the quizzes, gets a message or something that says, “Thank you for participating,” or, “for answering the quiz—” some few lines, again, that prove attendance.

Again, I don’t know how this technology works and I don’t know how easy or difficult that would be. Gisella is saying, “I would like to address that later on the agenda.” Definitely, “It all boils down to sending anything else post-webinar with [anonymous] ...” Okay. So, we’ll discuss this later.

So, what worked well during the first webinar? I think the quizzes worked well, though in the beginning we were not sure how to handle them. But then, it went well because in the beginning we had two quizzes appearing on the same screen but later Evin actually adjusted that and we had one quiz per time. I think that worked well and gave us good engagement with the participants. What didn’t work well, I’m not sure. But I would like to hear from others first about what worked well. So, Alfredo, please go ahead.

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ALFREDO CALDERON: Yes. First of all, I want to congratulate you and Alan, that's not on the call, for the wonderful job you did of delivering the material during the webinar. I'm sorry. I'm having some other information here on my screen. What worked well? Actually, everything worked well, being the first time we do this with integrating the polls or the quizzes. And I believe that probably ... Let's leave it at that for now. Thank you.

HADIA ELMINIAWI: Thank you, Alfredo, for that. I think one thing that actually could also be improved is the way we handle the questions in the chat. So, I did miss a lot of the questions because I was focusing on the presentation. And I think Alan was also doing the same. And then, going back to the questions on the chat [inaudible]. So, I think that's an area that would need improvement—how to keep track of the questions put in the chat, to be able to actually address them. I see Maureen's hand up and Alfredo's hand as well. I'm not sure who put his hand up first. So, please, whoever put his hand up first, go ahead.

ALFREDO CALDERON: Maureen, go ahead.

MAUREEN HILYARD: Thank you, Alfredo. Thank you, Hadia. I just wanted to mention I was on an SO/AC call yesterday and Manal actually ... We were discussing priorities for our sections and I did mention the EPDP webinar we'd had the day earlier. And Manal mentioned that she found the whole session really interesting, which really was of interest to Keith Drazek because

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he had actually mentioned how we had just been through a discussion about the whole EPDP process and Phase Two. He asked for a link to the webinar so that he could actually listen to it as well, which was great.

And I think that what it does highlight is that it's not just At-Large that is interested in the sorts of things that we think are important to us and that these webinars are—as we're starting to promote them, that we're getting interest from other sections of the ICANN community who want to actually hear what our perspective is and what messages we're giving out to our community.

So, I think that what we've started is really good and we certainly started off with a really great topic—one that actually interests a lot of people. It was an excellent start. I think if you're getting interest from the section leaders, it just means that there's considerable interest within the ICANN community. So, well done. Thank you.

HADIA ELMINIAWI:

Thank you, Maureen, so much for sharing this information. It's very helpful to know that. And I was wondering ... I wanted to ask you. Does the webinar have too much of our perspective as At-Large or is it supposed to be like that? Because, yes, Alan and I did put out our perspective as At-Large. And we thought, actually, yes, it is an educational webinar. Yes, it is supposed to let people know about the topic. But that does not mean that we should not highlight our view as a committee about certain issues. So, maybe also you could comment on that. So, Alfredo, go ahead please.

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ALFREDO CALDERON:

Thank you. Thank you for asking for that perspective. Actually, I think it was a good balance because you actually gave the basics, from the [inaudible] for the EPDP Phase Two but you also gave some information regarding the perspective of At-Large, which is the whole purpose of this capacity building—not just to give the information but to give some insight as how we as a community feel regarding that or those issues.

Now, going back to what needs to be improved ... Everything went well but if we start developing some sort of a protocol where all speakers know the structure of how the webinar is going to be given ... For example, like Alan and you did, you had eight slides, then a question, then you had six, or five, or seven slides, then another question. If we inform the audience beforehand that that's going to happen, that will give them a perspective of how they should manage their time and what they have to pay attention to.

The other thing is, let's follow the same protocol we use in other meetings. Let's use the question—in caps "question," the question, and then finish off with the question again—so that everybody knows, that's following the conversation in the chat, that it's a question or it's a comment. Because it is a webinar that we're trying to offer to the audience and we have to establish some rules and procedures to follow for everyone. Thank you.

HADIA ELMINIAWI:

Okay. Thank you so much for that, Alfredo. Definitely, yes. Informing the audience beforehand on what to expect, that we were going to have some quizzes, actually is really good because it's an incentive for them

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to pay attention from the very start and from the very beginning. And also, following the protocol with regard to how questions should be put in the chat could be definitely helpful. Alberto?

ALBERTO SOTO:

Yes. I'm sorry I'm late. I'm quarantined and I'm late. I cannot be [inaudible]. I think everything was all right. Perhaps what Alfredo says about the way to manage questions and all ... What we should try not to happen is what is going on in Policy Consolidation—in the group. There are questions that last half an hour and the answer perhaps should be shorter.

What I want to say is that either the relevant protocols should be organized so that questions are concrete, go to the point, and don't take too long. There are people who have meetings later on and they cannot take too long. And I think that it would be all right ...

Oh! Something else I want to say is if questions ... Every teacher has its own rules. I like to be asked questions while I'm talking—while I'm talking, I say—so that people don't lose the point. Some other people, however, would rather finish their presentation and then they have the questions. [It's the same to me.] If they tell me, "Speak and then Q&A," it's okay with me. But we can talk about that.

HADIA ELMINIAWI:

Okay. Thank you, Alberto. Thank you for pointing out that, actually, answers to questions should be not too long. And as for when to handle the questions, the point is that we did have quizzes embedded in the

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webinar itself. So, actually, having the quizzes and also waiting for the Q&A and responding to the questions at the same time, I'm not sure that would work well.

But that's a thought, too, that maybe yes. After four or five slides we could talk. But again, that's up to the presenter. The presenter could stop and give an opportunity for some questions. But again, that might not go very well because the presenter might not be able to finish the slides, depending on the number of questions.

And let me tell you how Alan and I did the quizzes, actually. We finished the whole presentation without any quizzes. And then, we put all the questions, and then we filled in the slides with the questions. Alfredo, please go ahead.

ALFREDO CALDERON:

That's the best way to do it so I congratulate you on that. This is a question for staff. Are we using the meeting features of Zoom or are we using the webinar features? I'm asking that because in the webinar features you can leave out the chat and you can put on the questions and answer part or block. Nobody sees the questions or the answers but the moderator and the speakers. Is that possible? Thank you.

CLAUDIA RUIZ:

Hi, Alfredo. This is Claudia. Referring to your question, we do use the Zoom Meeting feature, not the webinar feature. I don't know if we have a webinar assigned to us yet but that's something to consider, I believe. But no. We are actually not using that at the moment.



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ALFREDO CALDERON: Okay. Thank you.

CHERYL LANGDON-ORR: Can I ask a question of Alfredo, please?

ALFREDO CALDERON: Yes.

CHERYL LANGDON-ORR: From a user perspective, I actually find the webinar feature, other than one to many one-way information, very annoying. Our community is big on discourse and therefore like to be able to check with each other and see each other's questions, etc. So, can you help me understand why that would be an advantage for us to use the webinar feature? There's time for it, yes. But why, in these capacity building webinars, that would be an advantage?

ALFREDO CALDERON: Thank you, Cheryl, for the question. It actually is not an advantage for us. I'm just trying to put it on the table so that everybody's aware that there's another way that we could deliver a webinar. But I agree with you. Part of our community needs the chat because we are doing the webinars or the conversation, we write things that might enlighten the discussion that we're having, even in the webinar. So, I agree with you. Don't worry about that. Thank you.

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CHERYL LANGDON-ORR: There are times when the webinar feature in Zoom is great. Don't get me wrong. It's just I'm not sure that our capacity building webinars are the right place. There maybe a time for it and we probably need to make sure that the group that is organizing and administering all of this is well aware of the advantages and disadvantages of both.

And I just finished reading through the update from Zoom and there's a whole lot of changes with the update that I've yet to do for today. But they will be doing things like giving us back the live links in chat. That's part of their plan. So, it's such a moving [fish] to [inaudible]. We probably need to capacity build on the care and feeding of Zoom, just for those that are [inaudible].

ALFREDO CALDERON: Thank you for that, Cheryl. And I'm sorry, Hadia, but I want to respond to that if you give me a second.

HADIA ELMINIAWI: Please go ahead.

ALFREDO CALDERON: Actually, with the new features that Zoom has, probably staff can look at it. And Hadia, you could probably put in schedule the capacity building orientation webinar on how to best use Zoom and its features for different type of meetings, and webinars and so forth. Thank you.

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HADIA ELMINIAWI: Okay. Thank you, Alfredo. So, you're suggesting to know more how to best use Zoom for webinars. And would that be part of our agenda? We could schedule that for next time, in order to know how to best use Zoom for webinars. So, again, do we have anything to add with regard to what worked well and what needs to improve? If we don't then we can move to Gisella for logistics for future webinars. Gisella?

GISELLA GRUBER: Thank you, Hadia. So, that really just comes back to what we've actually discussed here and the point that Alfredo brought up, which is the format of the webinar, which we would like to make sure that the speakers are aware of before we start.

So, also, when we start the webinar and also having just made note of again, how to ask questions, like we do pretty much at an ICANN public meeting, where you've got questions, or during any form of webinar, we're just going to think of a welcome slide—a holding slide—that when you join the Zoom Room, instead of having like we have here, the agenda ... That really sprung to mind when I watched the YouTube video and I thought, "Hmm-mm. We need something flashy there." So, just a nice welcome slide, the second At-Large Capacity-Building Webinar with the title, the speaker.

And then we can, during the housekeeping, I think, when we do the introduction to say that there's interpretation, that we don't be doing the roll call because it's a webinar. Then, we swiftly move on to a slide where we have just the key points of how to ask questions, raise your

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hand for questions, when we will be taking the questions, I think, and when there will be the quiz.

And again, as people have mentioned, some speakers may be more comfortable taking the questions at the end. Others prefer, maybe, just to keep the continuity—to take it during, just to keep the conversation flowing. And then also, when the quiz ...

I'd like to thank Hadia for acting very quickly on the webinar on Monday by reformatting the quiz questions. We didn't quite know when Alan wanted to ask the quiz questions. So, in preparation for the next webinar, we'll make sure that there's a co-collaboration with the speaker so that if there is a format to the webinar, not only the speaker is aware of that but the participants as well when they join. So, I just wanted to put that in, that staff will be working on that and will be working with the presenters, and with Hadia and Joanna on that. That was all from me. Thank you.

HADIA ELMINIAWI:

Thank you so much, Gisella. So, I definitely like the idea of having a welcome slide at the beginning and then another slide that follows, that has all the information with regard to the webinar itself, stating when to raise your hand, telling them about the quizzes and how to answer the quizzes. So, definitely, that's a very good idea. And let's do it on our next webinar. So, does anyone have a comment on this topic? Alfredo's saying, "Great ideas and these will improve our future webinars."

So, we move to the fourth agenda item, confirm next steps with speakers identified and who to send the invitation. So, our next webinar

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is DNS abuse and that's supposed to be with Jonathan. But I think we were discussing last time who else, with Jonathan, can actually present. And I don't know, Gisella. Did you have an opportunity to talk with Heidi about that or should we talk with Jonathan?

GISELLA GRUBER:

Really, on this one, my question's [then] coming back to the table. And then, I'll get to your question, which I haven't addressed with Heidi. Apologies. I believe she's an apology for this call. I don't see her on the list. So, when it comes down to inviting, I'm just trying to think of how we did it in the previous series—and not wanting to take what we did there as what we should be doing here but more the question to you, and to Joanna, and to Alfredo on who is going to be inviting the speaker, which then leads on the next question, if we're going to invite Jonathan to speak.

And then, whoever's going to be writing that email needs to say that—if he can just keep us posted as to who the other speaker is and formulate it in such a way that we are open to people outside of the At-Large community, as we discussed in our last call, to join in and be speakers. It just gives us ... Because we're sending it out to all the lists—the GNSO, the GAC, the SSAC, etc. we're getting a larger community participating, as we saw on the last webinar. There were many names on the attendance which I didn't recognize.

So, it was more to approach the speaker, to give him the date, to give him the suggested time with an alternative. We're trying to push towards the rotating time but we would like to, obviously, be able to

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accommodate a speaker's needs, especially in the times we're going through. So, it was more to come down to who's sending that email.

And also, that's why I didn't complete the table with the speakers, just not wanting to put AJ and Sarmad on there because they haven't even been approached. Jonathan is a bit of a different one. We can put his name down for that and then he'll be getting the invitation and Justine as well.

So, I'd just like your take on who the email is going to be coming from and also how we formulate it for them to—to suggest that they have a second speaker or not or how we put it in writing and that we can then take that initial email and we can already start approaching the speakers to see if they are available on those days. And as things are going, people are a little bit more available as most people are on lockdown. So, that was my take on the agenda item. Thank you.

HADIA ELMINIAWI:

Thank you, Gisella for that. And my question would be what's the norm? I always thought that it could be the staff on behalf of the group. But then again, I'm asking what's the norm? What's usually happened? Gisella?

GISELLA GRUBER:

Hadia, if I may, just on that one, what we did in the past is staff would prepare the email, "On behalf of the co-chairs of the At-Large Capacity Building Group. We would like to invite you to speak at this webinar on this date at this time." What I did try and get from the experts—

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evidently, not myself—was a little bit of meat to the bone as to why we were holding the webinar and which angle we would like to approach it.

That, then, also gets transferred into the invitation to everyone joining the webinar on a little bit more. “We’ll be holding a capacity building webinar on EPDP.” That’s why I approached Hadia and Alan to say, “What do we put out there to draw people into attending the webinar?” Because just putting the topic is, I find, a little bit vague.

So, again, it’s that what we’d like to put to the presenter and what our thoughts are, so they can come back to us and then we’ll take that information and put it in the meeting invitation as well. So, at this time, staff will prepare the email. It will send on behalf of the co-chairs of the working group.

HADIA ELMINIAWI:

Okay. Very good. So, first, as a webinar team, we need to write a few lines about what we actually expect that webinar to deliver. And after agreeing about it, we forward that to you and staff will prepare the invitation email on behalf of the group and send it to the experts. So, Alfredo, please go ahead.

ALFREDO CALDERON:

Okay. Thank you, Hadia. In my experience ... I’ve been the academic director for the last two North American Schools of Internet Governance. And I was the academic coordinator. That was my role. Above me, there were other people.

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So, what we usually do—and it's in part what Gisella is saying—you, as the leader of the team, should contact the speaker and ask him—well, invite him of course—because of his expertise, and background, and so forth, to a webinar. And give him the details in terms of how long we expect it to be and the format is going to be this or that.

If he believes that there's an outside—and I'm emphasizing outside from our community—expert that he believes will contribute to the webinar, contact him or give you the information to contact him and see if they are willing to work together on the webinar. Because in some cases, we need the perspectives from somebody outside our community to entice the conversation or the discussion that we're trying to have and the ideas that we're trying to deliver to our community, and in this particular case, to everybody from all constituencies as well because that's part of this whole idea—to get more people involved, not just the people that are already involved.

Now, the other thing is that, Hadia, you should ask the speaker or speakers to give you a short paragraph of what they are going to cover so you can send, then, the information to Gisella so she can write up a whole message. On behalf of Joanna, myself, and you, as the team leader of the webinars section within the At-Large Capacity Building Working Group, we acknowledge who's going to give and say what and what are the objectives of the webinar.

So, that's my sense. I know it might seem that I'm giving you more work or we're giving you more work but that's the approach we should follow, in order to have somebody be the lead on giving the message to



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the speaker and what are expecting and then forward it to staff. Thank you.

HADIA ELMINIAWI:

Thank you for this, Alfredo. Actually, there are two notes that we need to write. The first note is actually when I contact, for example, the speaker. I need to give him a short brief about what this webinar is about and what we expect out of it. So, I was thinking that, as a group, we need to write a few lines about the webinar that we have set topics for and use those lines when inviting the speaker.

And then, after inviting ... And I agree to what you said—contacting the speaker. I would happily do that. You can also do that, you and Joanna. And while inviting the speaker, give them this small note or short note about what this webinar is about.

When the speaker agrees—and maybe also the speaker suggests some other speakers outside of the community. I totally agree that this is still beneficial, to have experts from outside the community come and talk to us. When they do agree, then they put the short note that is going to be sent out. They put the short note about the webinar that is going to be sent out to the community with the invitation.

So, Cheryl is saying, “Template might be a great idea.” Definitely. Cheryl, if you would like to take the floor.

CHERYL LANGDON-ORR:

Thank you. Happy to do so. I’m just thinking if we’re going to look at some templating then I just get excited about being able to do some

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data capture and build for the future. So, I would suggest that we also [OCH] with the template—in other words work in a formal administration repository—so that we have these notes. There’s a checklist for people. If we’re all hit by a bus, the next group can just pick it up and run with it and know what’s going on—that type of thing.

So, to me, it seems that ... If we work with a template, if we work with a checklist, if we associate ... First of all, there should be some guidelines which also need to be published. And if we associate the notes with each particular topic as it’s being developed, and as its speakers are being engaged with and making other suggestions, that that track in a very clear way. And it allows us to, at a future point in time, look back and go, “That really worked. Ah! This might be why,” or, “That didn’t work so well. Ah. And here we can improve.” Thanks.

HADIA ELMINIAWI:

Thank you, Cheryl, for that. And I see agreement in the chat. So, maybe that’s an action item, to develop this template, with [inaudible] saying the title, audience, notes. Would that be a task for, maybe, staff to start the template and maybe we could add to it? Natalia, do you want to take the floor?

NATALIA FILINA:

Thank you very much. So, I can just repeat my comments. I think we can, or we need to, write to participate as co-speakers for a short part of webinar, as Alfredo said, our ALS members because I think we can find new voices and new experts from different topics. But we need to prepare for this work in advance if we know.

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And we will share our information about the set of future webinars, we can be more interesting, I think, and we can attract the attention of other members of our ALSes. And I think we can cover two our goals—our capacity building work and our mobilization work for community. Thank you very much.

HADIA ELMINIAWI:

Thank you, Natalia. I also think this is very important. I also liked your idea last time about proof of participation or something like that, in order to have people to be engaged with their ALSes and the work of At-Large. “Great idea, Natalia—ALS participation in the actual presentation.” That’s from Maureen. And some topics lend themselves more. Okay. “Yes. [This would] help bring interest.” That’s from Cheryl.

So, what are our next steps with regard to the invitation? We have agreed on having a template. And maybe staff would start that template and we can work on improving it. Another thing is for the group—and maybe I will do that—a few lines about each of the topics. And those lines are not the lines that are going to be sent out during the invitation. No. Those are the lines that are going to be used when inviting the presenters, in order to tell them what this webinar is about. And then, it would be to the presenter to put the brief about the webinar that is going to be sent out during the invitation.

Another thing, I’ll be contacting the presenters. And if need the contact information, I will ask staff for that. For our next webinar, it’s Jonathan so I actually can do that without actually needing the help of the staff. So, if I missed anything, please go ahead and remind me.

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So, I guess item number four now is ... We've completed item number four and we go to item number five—and we have only 10 minutes left—the survey questions and collecting data. Okay. If we could have the questions on the screen.

So, it was sent through email. We can go through them quickly again now. How was the timing of the webinar? How as the technology used for the webinar? Did the speakers demonstrate mastery of the topic? Are you satisfied with the webinar? What region do you live in, in the moment? And how many years of experience do you have in the ICANN community? And then, from Alfredo, how did you learn about this webinar? Is this your first participation in an At-Large capacity building webinar? That's from Cheryl. And then, some questions about the duration of the webinar, engagement, and were your needs met through this webinar?

So, I would ask are we all happy with those questions, or do we want to discuss any of them, or do we want to add to them? For me, this is good. And I open the floor for others. Alfredo, please go ahead.

ALFREDO CALDERON:

Yes. Can we go back a couple of questions, please? Okay. The that says ... Go down to the next page. Keep going down. Okay. We have to figure out ... I know the questions, more or less, are different. But the one that says, "Is this your first participation in an At-Large capacity building webinar?" I would like to have some input from everybody else, if we agree that that should be actually the question.

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And then, Cheryl says that, “Did the webinar duration allow sufficient time for questions?” I think there’s a question before that, that in more or less the same—in different words asks the same thing. So, we have to decide if we’re going to have both questions. I think there’s a question that refers to the time and ... Did the speakers? No, the first one. I think it’s that. “How was the timing of the webinar?” So, we’re talking here in terms of, when we say timing, if it’s too early, just right, or too late in the day. And the other one is asking about the duration of the webinar was sufficient. Am I correct? Thank you.

HADIA ELMINIAWI: Yeah. Thank you, Alfred. I think there are two different questions, actually.

ALFREDO CALDERON: Okay. Great. I just wanted some clarification on that because I don’t want to send out a survey that has too many questions to answer.

HADIA ELMINIAWI: You’re right. It becomes boring. And Gisella, “Timing is UTC timing—early/late.” Yeah. There are two different questions. Second question, duration, as in enough time for a presentation and questions. So, yes. The first one asks about when the webinar is held. Is this time good for you or not? And the other one asks about the time given for the webinar itself and the time given for the questions. Yeah. Go ahead, Alfredo.

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ALFREDO CALDERON: Yes. And, “Did the speakers demonstrate mastery of the topic?” I don’t know. Are we asking if we made a good selection of the speakers for the webinar?

HADIA ELMINIAWI: Yes. And that puts us in a position where people can say they are very bad people, very bad speakers, very bad presenters. Yes.

ALFREDO CALDERON: Okay. Just wanted to make sure that that was what we were looking for. Thank you.

HADIA ELMINIAWI: And Joanna—

CHERYL LANGDON-ORR: Gisella speaks to the relevance of that one.

JOANNA KULESZA: This is a substitute hand for Gisella.

HADIA ELMINIAWI: Okay.

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GISELLA GRUBER:

Thank you, Joanna. If I may—and I know I’m already not anticipating Cheryl’s comment—I just wanted to put out that we did discuss these last time. I just wanted to put them out clearly in an email, again, to remind people of the ones that you asked in the past. They’re not necessarily needing to transfer these to the new series of webinars. On the contrary, maybe just lighten it up a little bit. And then, I added Cheryl’s, Natalia’s, and Alfredo’s input. But please, by all means, less just decide on how you would like to approach it.

I think that ... And I’m very conscious of the timing. We’ve only got four minutes left. An important factor here, which I’d like to bring up now, and which may change, also, the outcome of the questions ... We have an issue with sending the survey post-webinar? Why? Because as I mentioned earlier, there are many names that I was not able to identify on the call on the webinar on Monday.

We are trying to get the At-Large capacity building webinars put out across the community. So, I send it to the leads of the GAC, the GNSO, SSAC, ccNSO. They then send them on. So, Cheryl would have seen them on a few of the GNSO lists—the Council, the working groups, the liaisons, etc. And then, the ccNSO, I didn’t see which lists they send to. The GAC, etc.

So, we are getting people coming from various communities, often taking all the attendees and sending them to the SO/AC support group and saying, “Hey, is this person in your community because we want to send them a survey. And I’m thinking we’re going to be running into GDPR issues as well. This needs to be a disclaimer in same way, to say, “Can we contact these people with a survey afterwards?”

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I'm thinking that if we ... We've got to decide on how we want to do this and if we do it at the end of the webinar, I think short and sweet may just get straight to the point. However, it would eliminate the factor of being able to generate any form of attendance document. We could do it like we did. Everyone on the webinar, there and then, gives their frank answer and we pencil those five minutes in at the end of the webinar and again notify the speakers. And if everyone is in agreement, we take those five minutes and we get the answers there and then.

That's also, then, when we could incorporate the RTT survey, which we send after calls, where we have a real-time transcription, which we will have for all the webinars and which has been requested. Again, I can't get the emails of all our participants. So, it is up to you how you would like to handle that. That's why I put it in red in the email. Thank you.

HADIA ELMINIAWI:

Thank you, Gisella. So, my first thought was definitely to put the survey during the webinar, at the end. So, that means that we need to have, as you rightfully said, a smaller number of questions. Too many questions won't work. And then, my other question could be, did you actually link this certificate or note of participation with the answers to the quizzes? But I leave the floor now to Cheryl first and then Alberto.

CHERYL LANGDON-ORR:

Sorry. Look, we're at the top of the hour and there's an awful lot to be talked about here. Can I strongly encourage you—not just because I'm now on another call, trying to actually chair it from my mobile phone right here ... Can I strongly suggest to put a pin in it and come back to



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this very important discussion in our next meeting? Because I think we need to cull an awful lot of these questions and I personally have never understood the rationale and logic of asking a question that most people won't answer honestly.

If you want to know about quality of speakers, that's a different thing entirely. You can use sliding scales and all sorts of [inaudible]. But for us, we probably want to know, "Would you have any suggestions of other speakers on this topic?" might be more meaningful. I really have to go. Sorry.

HADIA ELMINIAWI:

Thank you so much, Cheryl. And yes. We need to end this call now. Let's move this topic to next time. I don't know. Maybe, Alberto, you can quickly go ahead and then also Alfredo, please, briefly.

ALBERTO SOTO:

Very quickly ... My comment will be very short because I have this question. How useful is the question? Is it useful to us, "Is this the first time you attend one of our webinars?" How much use does this have? I think that—

HADIA ELMINIAWI:

Alberto, if I may, we should note this item to our next call. So, we can postpone this discussion to next time because we are actually one minute past our original time. And Alfredo, if you also want to discuss this topic, we'll do that next time. If you have some other comment, please go ahead.

ALFREDO CALDERON: Yes. My comment is that that's one of the advantages of having a webinar instead of a meeting. And we can discuss it on the next meeting. I would like to have staff follow up on that, just to make sure. Thank you.

HADIA ELMINIAWI: Okay. Thank you. So, we move this to next time. And if we could have the agenda back again on the screen. Thank you. So, confirming how to promote the webinars and send out the invitations. We did talk about this a lot last time and this time also. So, I suggest we skip this now and agree on our next meeting. And I think I'll leave that to staff. But again, this timing is good.

And Gisella is saying, "Security issues. Please do not share password—definitely." And so, Alfredo, I don't know if this is an old hand or if it's a new one. And I'll leave the floor for staff, also, to confirm our next meeting. Alfredo, yeah?

ALFREDO CALDERON: Yes. This is just 30 seconds. Probably, as part of the agenda for the next meeting, we should have somebody for 10 minutes talk about the difference between having a meeting as useful for a capacity building webinar or using the webinar features. Just for 10 minutes, talk about it. Thank you.

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HADIA ELMINIAWI: Okay. We'll put that on our next agenda. And staff, if you could actually go through the action items and confirm our next meeting, that would be great. Thank you.

GISELLA GRUBER: Sorry. I've been typing away here. If you don't mind, I'm going to just transfer the action items onto a quick email and I will send them to you. But the main one was, as Alfredo has just mentioned, to state the difference between the webinar Zoom Room and the meeting Zoom Room—the features. And then, we can look at, potentially, the pros and cons. And action item for staff, a template on the webinars for setting up—again, coming to title, audience, goals, etc. for each webinar. And the last one is that Hadia will be contacting the presenters to invite them to the session.

But I'll put that on the action item page. And again, I'll just put a brief summary so that Heidi can also just read through what we discussed. Thank you.

HADIA ELMINIAWI: Okay. And our next meeting?

GISELLA GRUBER: Yes. We can hold it next Thursday at the same time of 18:00 UTC, bearing in mind that this is standing time for Heidi with a conflicting meeting. So, if you would like her to be joining these meetings, we would need to look at alternating the time. Again, I'm happy to stand in for her as best I can.

HADIA ELMINIAWI: Okay. Thank you so much, Gisella. So, we go ahead with this time, if it's good for everyone. Thank you all for attending this call and see you on Thursday. Thank you.

ALFREDO CALDERON: Thank you all for participating.

GISELLA GRUBER: Thank you, everyone. Keep well and safe. And for those celebrating Easter, happy Easter. And for those celebrating Passover, happy Passover. Thank you all.

[END OF TRANSCRIPTION]