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 30th of April 2020 at 19:00 UTC.

On the call today, we have Alfredo Calderon, Hadia Elminiawi, Abdulkarim Ayopo Oloyede, Barrack Otieno, Cheryl Langdon-Orr, Natalia Filina, John Moore, Joan Katambi. And from staff, we have Heidi Ullrich, and myself, Claudia Ruiz, on call management.

We have Spanish and French interpretation on the call. Our Spanish interpreters are Paula and David and our French interpreters are Aurelie and Jacques. Before we begin … [Well, no. I can’t really say that with webinars. So, I guess I hand the call over to you, Hadia or Alfredo. Thank you.

HADIA ELMINIAWI: Thank you so much, [Evin]. If we can quickly go through the action items from last time, and then I’ll be speaking. Yeah. Okay. So, we have the quizzes. Yeah. The quizzes will be held during the presentation. Okay. So, we had Natalia and Eken to work on the capacity-building title slides. And what else?

And there are the survey questions. Basically, those were the main action items, and for me and Alfredo to put a table to the advantages and disadvantages of the Zoom room. So, Alfredo has done a lot of work on that, and maybe after the call we could populate … I could fill my part,
including our experience today. But Alfredo, mainly, is going to be talking to us about that. So, if we can go back to the main agenda?

HEIDI ULLRICH: Hadia?

HADIA ELMINIAWI: So, concluding the survey questions, if we can click on them. I’m not sure the link, now, is to the updated questions. I have sent to Heidi and Gisella the updated questions. So, if we could have them on the screen or …

CLAUDIA RUIZ: One moment. Hadia, sorry to interrupt. The interpreters are having a hard time hearing you. Do you have a headset that you could use, by any chance?

HADIA ELMINIAWI: Okay. I will try to be slower and clearer.

CLAUDIA RUIZ: Okay, thank you.

HADIA ELMINIAWI: I sent a set of survey questions to Heidi and Gisella, so if we could have those on the screen? But anyway, what I have done with the … No, the survey questions. I could send them again.
CLAUDIA RUIZ: No. Sorry to interrupt again. I actually went ahead and made a poll. So, I can do it as a poll now, or what would you like? Because I went ahead and made it into a poll feature. I can launch it so everybody could see it?

HADIA ELMINIAWI: Yeah. Thank you so much. Yeah. But I don’t know if this is the updated one. I have sent an updated one some minutes before the call. But anyway, we can go through this. So, how did you learn about this? And let’s go through the questions today. So, how did you learn about the webinar? And we have the choices. So, any comments on that one? If not, we move to the second. What region are you living in now?

ALFREDO CALDERON: Hadia, sorry to interrupt you.

HADIA ELMINIAWI: Yes, go ahead.

ALFREDO CALDERON: The attendees or participants, if you may please select an answer from each one of the questions so we can go through the whole experience, and see the results, and see what happens. Thank you.
HADIA ELMINIAWI: But I think, Alfredo, we need to do two things. We need to agree on the questions, and also we need to do what you said. So, what I have basically changed are—

CLAUDIA RUIZ: Hadia?

HADIA ELMINIAWI: Questions five, six, and seven, but those are the old ones – and eight.

CLAUDIA RUIZ: Okay. Hadia?

HADIA ELMINIAWI: Yeah. Is there a way that we could actually have the survey questions on the screen?

CLAUDIA RUIZ: Yeah, I’m—

HADIA ELMINIAWI: And then, we can do this multiple choice thing, and then let the attendees make the choice. Please, if we can have the survey questions first on the screen? Let’s agree on them, and then let’s see what the experience of the attendees is.
CLAUDIA RUIZ:  [Are you seeing them?]

HADIA ELMINIAWI:  So, that's the first question. We have agreed on that. Yeah. So, if we can scroll down? The changes are in question five. We already agreed on one, two, three, and four before. How do you feel about the timing of the webinar, and does the webinar duration allow sufficient time for questions?

Then, we have question number five. Yeah. And then, here is the change. So, “the presentation was interesting,” and we have the different ratings as proposed by Natalia. And then, the sixth question was, “I learned something from this webinar,” and then, again, this one was changed.

And the last one was, “Would you like to be invited to other webinars?” There was a comment, I don’t remember from whom, but if we don’t have the e-mails how could they be invited to the webinars?

And I changed that one to be, “I would like to participate in other At-Large webinars,” because I thought that the main purpose out of this question is to know if they would like to join more At-Large webinars, rather than actually asking them about the actual invitations.

And I have removed the question that says, “Have you attended other capacity-building webinars?” because I remember there was a comment from Heidi about, “Which At-Large webinars are we talking about?” So, are we talking about the old ones that we previously held?

So, I thought, maybe, at this point, it doesn't really matter to ask this question, and maybe after have done four/five we could put this question
in. However, I would like to pause here and ask you about your thoughts about questions five, six, and seven, and about deleting the one with regard to the previous capacity-building webinars, and maybe putting it later after we have done more. So, Cheryl is saying, “I'm fine with these [inaudible] questions, so all good for me. No changes.” And Alfredo?

ALFREDO CALDERON: I agree. I don't have any problems.

HADIA ELMINIAWI: Okay.

[HEIDI ULLRICH]: Hadia, can you hear me?

HADIA ELMINIAWI: So, if we are all fine with the survey questions as is, let’s go ahead and get the attendees’ experience with regard to the questions and the answers. [Evin,] if you could please go ahead and put the multiple-choice screen on, and the attendees please go ahead and answer the questions. Okay. Heidi says question seven has a typo. Okay. You’ll fix that. Okay. Let’s fix that, Heidi.

ALFREDO CALDERON: If the attendees have selected/made a choice, we need to tell them they have how much time to select their answer so we can go forward. Otherwise, we’ll stay on the same question forever.
HADIA ELMINIAWI: So, that's the first point I will write down, Alfredo, “informing attendees about the time for each question.”

ALFREDO CALDERON: I see, Cheryl, you have your hand up.

HADIA ELMINIAWI: Who has his hand up?

ALFREDO CALDERON: Cheryl.

HADIA ELMINIAWI: Okay.

ALFREDO CALDERON: And we need to see who has the right—

CLAUDIA RUIZ: Would you like me to unmute her? Okay, one moment.

ALFREDO CALDERON: Yes, please. Thank you.
CLAUDIA RUIZ: There you go. Cheryl, you will need to unmute yourself, please.

CHERYL LANGDON-ORR: Thank you. I was going to say, you can’t just recognize someone without unmuting them. You have to give them the right to speak, and then they have to unmute themselves. It’s part of the joy of this particular system. Notice the tone in my voice: train the trainers.

So, with this, what I think is another way—and when we have people who are not necessarily comfortable with the language that we’re working in, even with our interpretation, and I strongly suggest that webinars that use this tool also use real-time translate—RTT, because captioning will also help, but it is useful, Alfredo, as opposed to necessarily giving a time-binding, certainly to give a time-binding, but if someone reads through the question.

So, you go, “Question one,” read it, “question two,” read it. And the pause is managed to allow people to select one of the choices. It does help and you will get an increase in the responses. Now mute me and put me back in my box.

ALFREDO CALDERON: Thank you, Cheryl. I actually agree with you. We need to read out the questions because we have to keep in mind we might have people that have difficulty reading the screen or they’re using a device that doesn’t have such a big screen. So, we need to read out the question. So, thank you for that comment, Cheryl. So, Hadia, go ahead.
HADIA ELMINIAWI: Yes. Thank you, Cheryl. So, I put this down, also. So, reading the questions out loud. I have a question here. For the survey, Alfredo, you said first informing the attendees about the time for each question. So, can they scroll through all the questions at once and that’s it?

ALFREDO CALDERON: Well, actually, Hadia, that depends. If you recall, the first two questions are demographic questions. We want to know how they learned about the webinar and to what region or community they belong to, and that’s it. But the questions at the end are different. We might want them one at a time or we might want questions three to seven to scroll down. So, that’s something that we also have to decide on. Thank you.

HADIA ELMINIAWI: Yes. So, let’s put this as a note, as well, because I think, because the survey is done at the end of the webinar, people wouldn’t like to spend much time on it, and giving them time for each question or two questions, and then pausing, and then asking them to go through the other questions, I think, might be a little bit discouraging.

I would think that, maybe, putting together the demographic ones and then allowing them to scroll through the whole set of questions and put their answers, and then we get the chart for that. And then, also, I had a question for Evin. So, if we let them go through all the questions, then do we get a chart for each separate question?
EVIN ERDOĞDU: What happens is at the end of the call I can generate the results and that gets put into an Excel Spreadsheet.

HADIA ELMINIAWI: Okay. So, I would say that it is better to let them scroll through the whole set of questions and then, later, staff would put that in an Excel sheet and we can evaluate each question independently but allow them to take the whole set together. Yeah.

EVIN ERDOĞDU: When the poll is launched they have—whoever is on the call, the attendees—the ability to scroll on their own. We don’t scroll for them. They can answer and skip ahead. Even if we’re reading, they can go ahead and skip ahead before us.

HADIA ELMINIAWI: Okay. So, we can go ahead and just give them a timing for the whole survey—say, for example, five minutes to complete the survey—and then that’s it. So, Cheryl is saying, “Depends on how you set up the poll. If it is a single set then you can scroll through.” Cheryl, would you like to take the floor?

[EVIN ERDOĞDU:] Hadia, if I may, actually, what happened at the last webinar with Alan, I did have it set up where it was one continuous poll, like one question after the other, where you can skip through, but I had that wrong. Alan actually wanted it to be a pop-up question, one question after whatever
it is that he had just explained. And then, I went ahead and changed it. So then, it was one question, you answer, and then he continues speaking, and then he asks another question, I popped it up, etc. Does that make sense?

HADIA ELMINIAWI: Yeah, yeah, but that’s different. Yes, that’s what Alan and I agreed upon. So, I actually put the questions in the presentation and Alan put the answers. We agreed that we would have each question separately. But I think that is what should happen with the pop-up quizzes. You should put one at a time.

So, when the timing for this question comes, you put that question alone there, and you allow them to answer it, and then you get the results on the screen. So, that’s perfect with regard to the quizzes, and I think this is what we should continue to do, but we are talking here about the survey which is going to be displayed at the end of the webinar.

And here, I think it is better to, actually, put all the questions all together, give them five minutes to do them, and there we are. So, if we could give the floor to Cheryl, please? And Alfredo, please, if you would like to speak after that? And then we have Natalia.

CHERYL LANGDON-ORR: Thanks, Hadia. Beware of leaving microphones open once this happens. I agree, providing five minutes or whatever. We do still need to do the read-through, so when you set the amount of time you need to practice these questions at the rate of a reasonable read and with a reasonable
amount of seconds for selection, which doesn't need to be long but it all needs to be practiced.

And then, it might be 6.3 minutes. It might be 4.2. Whatever it is that you work it out to be from the average presenter’s point of view, that’s the time block. Add another minute or two either side and make sure that all the presenters don’t ever fill that time.

That time has to be sacrosanct for the survey at the end of the call before you have another minute or two for whoever is hosting the call to thank everybody and to put up any “what’s happening next?” promotional slides so anyone who wants to come to another webinar knows what’s going on.

So, if this is going to take 4.5 minutes or 5.3 minutes, whatever it’s going to take, you put that in a block of, say, ten minutes which no presenter can go into at the end of the call. That has to belong to your admin and your hosting.

ALFREDO CALDERON: Natalia, you have the floor as soon as you can unmute.

NATALIA FILINA: Sorry, can you hear me now?

ALFREDO CALDERON: Yes, we can. Go ahead.
NATALIA FILINA: Thank you very much. Sorry. Something strange with my Zoom to connect. So, [maybe I'm a little late] with my question but if we are talking about the usefulness of the survey end results of us I would ask you, are we really not interested in which part of ICANN represents our audience? And maybe we would like to understand how useful and interesting our webinars are for people inside and outside of ICANN.

ALFREDO CALDERON: If I may, Natalia, respond to your position, or question, or suggestion? Yes, we would. This is a question, now, for Claudia. When I logged into the webinar room it asked me for my e-mail. Will that happen with all attendees and panelists?

CLAUDIA RUIZ: Honestly, I do not know. I haven't been in a position where I run a webinar, and it’s recorded, and where I get the results. I will have an answer for you at the end of this call to see what feedback I get, but I am sure if it is like the way we get the attendees—after the call we get a list of the attendees and we are able to export that information—I am almost certain that it is the same way. But I will have an answer for you at the end of the call and I can send an e-mail with that if you’d like.

ALFREDO CALDERON: Having said that, Natalia, that means that we can probably have a follow-up question or survey to all the attendees and we can get that information. I wouldn’t like to make too long the end of the webinar session, the survey.
Otherwise, we’ll get into a lot of situations where people will say, “Well, I’m not among the list so I’m probably ‘other,’” and it’ll get a little bit more complicated than that. I hope that gives you an answer. Otherwise, we can keep discussing it offline. I see Cheryl also has her hand up. Yeah. Go ahead.

CHERYL LANGDON-ORR: Yeah. Thanks, Alfredo. Just to help you all in some way, I’d be really interested to also get a copy of what you get as a report at the end out of this test, and I’ll tell you why. You needed to do what’s called the “entry registration process” in the webinar.

So with a webinar, you can either pre-register … And that’s a good system, too. I would encourage you to do that when we’re using a webinar design tool in a webinar room. There is absolutely no reason why people should not register to attend. It lets you know not only what your audience is but you can also ask questions in pre-registration which pick up on Natalia’s point.

Who are you? Where did you come from? What’s your involvement in ICANN? That can be done in a pre-registration mode because it’s a glorified form. But what you experienced, Alfredo, is a time when the webinar is on or starting.

In other words, if you haven’t pre-registered, you’re not locked out but you can join. So, you can invite someone to join a webinar even during the webinar, and just like you they will normally be asked for their e-mail address. You can’t, I believe … I may be wrong but I’ve never experienced it where you ask other than the e-mail address.
So, you can’t ask those other questions which Natalia was quite reasonably interested in. And there are two bits of data that you may be able to get here. Very, very useful. But if, like me, you are a paid subscriber to Zoom, you just get straight in. No password, no e-mails required, no registrations required. I'm hoping the report will show me, my name, and my e-mail address but it’s possible it may not.

I don't know what’s changed within these security systems. Very interested to see the results of this test knowing, now that you do, that I just get straight into the room because I pay Zoom to be a premium user.

ALFREDO CALDERON: Hadia?

HADIA ELMINIAWI: Thank you, Cheryl. Yeah. So, I would ask you, Cheryl, if you are a subscriber that pays for Zoom and you log in without [us taking] your e-mail, that means that we don’t have any information about you, right? We don’t have your e-mail address, right? Yeah.

So, Cheryl says, “I don't know.” And my other question would be, if you receive the invitation, can you log in without pre-registration? And the answer to that is, “yes,” right? It depends on the setting that we have, right?

ALFREDO CALDERON: Hadia, yes, it depends on the setting that we have. We could either have a pre-registration and the person we invite, if we do it that way. Or if it’s
a pre-registration, when we send out the invitations they pre-register, then they’ll get a reply saying that they are approved to enter the room. They have to provide their e-mail, otherwise there is no way we can know who is requesting to participate.

And yes, the report includes the name and the e-mail address. I did that exercise. I have a premium account, as well, and I did that exercise. Yes, you can generate the report with the name, and the e-mail, and any other thing that you add to the pre-registration form. Thank you.

HADIA ELMINIAWI: So, my take out of this is that we need to actually decide that our session will always include pre-registration. So, I think pre-registration for us, now, is a must because, without this pre-registration, once you get the link you can just log in without providing the e-mail address. So, I’ll pause here and ask you about your things on that. So, I see Abdulkarim. His hand is up.

ABDULKARIM OLOYEDE: Thank you. I just wanted to have ... Pre-registration sometimes makes [inaudible] a bit complicated because by the time you do pre-registration then you have to find the [inaudible] that has a link. Sometimes, I find it a bit complicated because I was in the webinar this afternoon which I have to pre-register, [lots of trying] to find the link after doing the registration. Thank you.
HADIA ELMINIAWI: Okay. So, thank you for that, Abdulkarim. The only reason for which I thought that we need, actually, to have pre-registration is that if we don’t, there will be kind of a differentiation between people who are paid subscribers and those who are not. And in order to have them both equally treated, my understanding is the solution to that is having pre-registration.

So, I’ll stop here again and get your thoughts on that. So, I see Gisella saying, again, “So, this will be, for the June webinar onward, a similar registration to the ICANN meeting [practice].” I see Cheryl, please go ahead.

CHERYL LANGDON-ORR: Thank you. Just so you know, Hadia, what you’re reading out from Gisella is a panelist’s information. No one else sees it, only you panelists. That’s a panelist-to-panelist chat so you’ve always got to be cautious what you choose to read out or not. I’m glad you are sharing it because the rest of us on this call are interested. Just make sure you’re all getting used to doing that.

Delighted to hear that premium clients’ details are still being recorded because I thought that may have changed with different security issues recently. But one of the most important benefits of the pre-registration is if you want to collect information that is not just an e-mail address for...

Only with permission, remember. We have to tell them that we’re going to use that e-mail address to contact them because that’s an issue we have to be very aware of, as you will well know, Hadia. But in a pre-
registration, you can ask additional questions such as the ones Natalia was saying would be worthy of knowing.

But also, you can, in pre-registration, ask for any questions that someone particularly wants to raise so that your presenters can prepare in advance to answer those questions. So, that sort of prep work that is a benefit of preregistration, understanding the fact that you’ve got to organize your life differently and have your links.

You can always resend links at the last half-minute, and many webinars and meetings now give a 15-minute “it’s about to start” message out via social networks and e-mails, and that will … Abdulkarim’s point, there. But what you can’t do on just the entry registration is collect more than an e-mail. Okay. Thanks.

ALFREDO CALDERON: Hadia, if I may?

HADIA ELMINIAWI: Yes, please go ahead.

ALFREDO CALDERON: My suggestion is let’s take baby steps. Let’s start out with the pre-registration, only asking for their name and their e-mail. We’ll see how it works and then we can start working on what other information we would like to have in that pre-registration form. But I do think that we should start with a webinar on Monday. Thank you.
HADIA ELMINIAWI: Thank you so much, Alfredo. I do agree with you but the only thing that ... For the webinar on Monday, would we have enough time for people to register? So, my suggestion would be, if we are going to use the webinar room on Monday—and I agree to that, definitely—then let’s not require pre-registration for that one and start the pre-registration with the June webinar. Otherwise, we go with the chatroom, now.

ALFREDO CALDERON: So, this is a question for Claudia. Claudia, can you set up the webinar room so that we have the automatically registered attendee and we can have the waiting room so you can admit that person to the room?

CLAUDIA RUIZ: Yeah, I can enable a waiting room. Let’s see if you can see it.

HADIA ELMINIAWI: So, Cheryl is saying, “Too late for the upcoming one.” Definitely, yes. Pre-registration is too late for the upcoming one. “Maybe a webinar later next week instead of Monday.” No, that’s not possible because the invitation—

CHERYL LANGDON-ORR: No, no, no. It was, “It’s too late for the upcoming one.” You can’t fiddle around for the upcoming one. If I may, I’ll just jump in because nobody took my speaking rights away. This is a good exercise because if I was a
difficult, persistent, and unusually vociferous attendee at your webinar and you don’t take my mic rights away, I can interfere and hold up. I’m not trying to do that now but I just thought I’d [exploit] the time while I could.

One of the things that I think is also important with the webinar style here ... I guess I'm fluffing about here for the reason that we are building and flying at the same time. So, I'm supporting Alfredo in the baby steps. The idea is to get to something that is resilient and is giving us some metrics that we can improve our program from, and that is every bit as important as the content that is being created.

Quite honestly, I don’t mind if we have a brilliant webinar attended by only five people if it is recorded, archived, and used by another 500. You see what I mean? So, what I do care about is finding a way to get good attendance, and good interaction, and good outcomes from the webinar, period.

So, it really, really is important to make sure we’re not losing building a valued proposition for attendees by just focusing on the content of each individual webinar. It’s the webinar program we’re in control of as well as the webinars, per se. So, that’s something I just wanted to remind you all.

Just remember, as far as I know, when you have a waiting room the data from the waiting room is not reported in the same way as registering and logging in. Now, that’s something I don’t know much about. Alfredo, maybe you tested it. I tend to turn off waiting rooms because I find them bloody annoying, but when I have them turned on and I’ve been hosting
I get a flash-up of who is in the waiting room but I don’t believe I get a report of their information. Can you help me on that?

ALFREDO CALDERON: Yeah, sure, Cheryl. I can. Actually, you do, once you admit them into the room. While they’re in the waiting room, if they registered and we have the setting that says that we enable the waiting room even though you registered, they’ll have to wait in the waiting room to be admitted to the webinar session. But we can streamline the whole process.

So, you register and you automatically have access to the webinar room. So, those are the two ways we can do it. My suggestion is, let’s do it register and you automatically enter into the webinar session. Then for the next webinar in June, we can start refining the process and adding questions to the registration form and so forth.

So, let’s try and keep it simple at this stage. I mean, it’s too late to be too fancy for the webinar on Monday. Keep in mind that we need to send out the invitations with the way they’re going to log into the webinar session. So, let’s keep it as simple as possible.

And yes, Cheryl, I completely understand you. It’s frustrating to be in the waiting room a long time. It happened to me this morning and I didn’t like the experience because somebody has to monitor the waiting room to admit you into the room. So, let’s leave that for later. Let’s do it registration, automatically, everybody gets in, and we’re going to have the help of Michelle or somebody to monitor what happens during the session. Thank you.
CLAUDIA RUIZ: Hi. Alfredo, sorry, I can’t raise my hand.

ALFREDO CALDERON: I know.

CLAUDIA RUIZ: I just want to clarify something. So, what you mean by registration, not to fully register because it’s already on Monday—

ALFREDO CALDERON: Yeah.

CLAUDIA RUIZ: But the [name] to register just when you’re joining by entering your e-mail address and your name. Is that what you mean? Because that’s something that’s being questioned.

ALFREDO CALDERON: Yeah. Well, actually, if you send the link they’ll go to the registration form, you ask for their name and their e-mail, and you can either approve it or send them to the waiting room on the day of the webinar. Either way, they’ll still get a message with the link to the webinar room.

One of the elements of security is the passcode and we want to avoid that. So, if you set it up in a way that they get the registration, they fill it
out, then they’ll get a message telling them, “This is the link to join the webinar on the date and time,” [inaudible]

CLAUDIA RUIZ:
So the question here, Alfredo, I think, was, would it be too late now to do that, to put a registration link where, after you register, you get the link to the webinar?

ALFREDO CALDERON:
No.

CLAUDIA RUIZ:
It’s not?

ALFREDO CALDERON:
It’s not. It actually hasn’t been done yet. We haven’t sent out the way they’re going to register or get admitted to the webinar room. So, it’s just a matter of setting up the feature and send out the e-mails, the links [to the session] and the whole thing.

HADIA ELMINIAWI:
So, that’s what Cheryl also said. I believe Cheryl also agrees with that. And Cheryl says, “It acts as a reminder, anyway. Agree @Alfredo.” Yes. And that’s what Cheryl also was saying, I think, when she spoke.

So, let’s do that. So, I have a question here. What’s the benefit of having the waiting room? So, I know that we agreed, now, to let them in directly
and no waiting room. But my question is, why would we want to have a waiting room? Cheryl is saying, “Security.”

ALFREDO CALDERON: Yes. Basically, it’s an element of security to avoid ... We’re adding another layer to avoid the Zoom bombing because if we don’t recognize the name or the e-mail that we have in the waiting room we’ll just not accept that person to be admitted to room. Thank you.

HADIA ELMINIAWI: Okay. So, it’s my understanding that the participants would register and then, based on that registration, he gets the link. And on clicking that link, he goes to the webinar room. At this point, you have two options. You either check the e-mail and, while doing that, he’s in a waiting room, and then you admit him, or you can admit him directly to the webinar because he has actually clicked the link that you have sent to him. Your concern here would be that the participant shared the link with someone else and that someone else is joining, correct?

ALFREDO CALDERON: Yes. Although, we can also set up the whole thing that only the registered person can only use one device, which I don’t recommend because we all know that we might have some issues with the devices we’re using. I mean, there are ways to refine the whole process but, again, let’s work on doing it simple and we’ll keep incrementing until we get to the stage where we have what we actually want as a whole webinar process, which
is an item that we should discuss in the 13 minutes that we have left. Thank you.

HADIA ELMINIAWI: Yes. So, to conclude, we all agree that on Monday we would have a webinar room and that we need to send out an e-mail with a registration link so that participants could register. Correct?

HEIDI ULLRICH: Hadia?

HADIA ELMINIAWI: Yeah.

HEIDI ULLRICH: So, I’ve been speaking with Gisella and Claudia just now in the back channels. We have several staff off tomorrow, given holidays in Turkey and just the normal work schedules, and we’re just a little concerned that if we do hold the webinar room, the time that it will take to send out the registration, to note the differences in the housekeeping slides, it just might be a little bit challenging. I’m wondering if we should just go ahead and use a regular room for Monday’s call and then transition to a webinar room in June, going forward. So, Gisella, is that correct? Or if it’s not correct, please correct that, Gisella.

GISELLA GRUBER: Heidi, can you hear me?
HEIDI ULLRICH: Yes.

GISELLA GRUBER: Thank you. Sorry. Just coming back to the registration ... And yes, Cheryl, noting that we haven’t sent out the Zoom room yet because we were waiting to find out what Zoom we have to set up for this, and Claudia is the one who would need to set this up as we don’t all have rights for this internal with regard to setting up a Zoom room. If we’ve got to send out the registration now on Thursday night ...

CLAUDIA RUIZ: Sorry, we’ve lost you.

ALFREDO CALDERON: We lost you. We can’t hear you, Gisella.

GISELLA GRUBER: Sorry. It’s just it’s Thursday night in Europe, so if we’re going to send out the registration now I know that people do join other webinars in this way but they may not be expecting it for this one. So, having to register, I’m just scared that people are going to fall through the cracks. And also, the logistics for Monday 15:00 UTC webinar. Thank you.
HADIA ELMINIAWI: So, based on Heidi and Gisella’s intervention I think it is not wise to have the webinar room on Monday. I will pause here and ask for your thoughts. So, Alfredo, and Cheryl, and everyone else, definitely. Cheryl.

CHERYL LANGDON-ORR: Thank you. Well, my thoughts are I’m fine either way but we have to [inaudible] at some stage, right? But do not forget when you’re deciding this—and I have to leave after this intervention because I’m co-chairing another call at the top of the hour—that we need to also ask the presenter. Many of your presenters will not be familiar with these different styles of room and management.

Now, in the case of Jonathan, you’ve got advantages. Quick learner, probably done it before anyway, and he’s really, really flexible with [what’s on his seat]. The other thing is, of course, he’s doing a popular topic, which might help if you’re worried about people going, “No, I can’t be bothered because it’s too hard to register.” It’s a 60-second process, but anyway.

But if you do choose to do a webinar room for Jonathan’s one and you do choose to just have a simple e-mail registration—even if it’s one that’s done at entry to the room at the time, that’s just a setting, that’s pretty simple—then I think it’s a good one to push it on because it’s one people will want to attend.

They’re my thoughts. They’re random ones, but don’t forget to involve your presenters in this decision. If they’re not involved in the decision, at least bring them up to speed when you are asking them to present. Thank you.
HADIA ELMINIAWI: Thank you, Cheryl. So, I’m adding the note about the presenters. Alfredo, I’d just like to hear from you, as well, and from everyone else [inaudible].

ALFREDO CALDERON: Yes. Let’s go forward with the webinar experiment. Let’s call it an experiment. As Cheryl mentioned, Jonathan is ... I’m quite sure he has gone through the experience of a webinar Zoom room. The other speaker, as I mentioned, Claudia, before we started the session, we can probably get in touch with him and we can set up.

Before the actual webinar, we can have a practice session half an hour before we broadcast the actual webinar and nobody will know that that’s going on in the meantime. But again, we can contact Mark and see if he actually has any questions. I can actually work with him on that. So, just let me know and I’ll help out any way I can over the weekend or whatever. But let’s go forward with the webinar room. That’s my humble opinion. Thank you.

HADIA ELMINIAWI: Thank you, Alfredo. So, my question would be to staff. So, is it possible/would it be fine for you to set a webinar room and have the registration at entry to the room at the time of the registration? I think that way it would be like actually going into a regular room, having the entry to the room at the time of the ...
CLAUDIA RUIZ: Okay. Hi. I can’t raise my hand. So, again, just to clarify because maybe I’m not understanding, the registration, you did not mean the full questionnaire but only, when you are registering to enter the room, just your name and the e-mail? Is that all you’re asking, for now, for Monday?

HADIA ELMINIAWI: Yes. Yes.

CLAUDIA RUIZ: Okay.

CHERYL LANGDON-ORR: At the actual time of entering into the webinar room.

HADIA ELMINIAWI: We’re okay with that. So, we concluded we are having a webinar room, a registration with a name and e-mail—

HEIDI ULLRICH: Hadia? Yeah. I’m sorry. I think that Gisella would like to speak. Again, she’s our head support person.

HADIA ELMINIAWI: Yes.
HEIDI ULLRICH: So, I think it’s important that we take some guidance from our support team. We do hear you but, please, if we could listen to Gisella as well? Thank you.

HADIA ELMINIAWI: For sure. I just thought that Evin said yes, and that’s why I went ahead. Please, Gisella, go ahead.

GISELLA GRUBER: Thank you, Heidi, and thank you, Hadia. I don’t mean to sound ... I’m sorry, I’ve got a huge echo in my ear. I don’t mean to sound unprofessional at all—and I think some of you have known me for many, many years, so this is going to come as being a little bit of a difficult one—but I can think of many of Cheryl’s expressions. We haven’t all been trained on running a Zoom webinar.

So, in our team we have one person who has attended a couple of trainings, yet I have full trust in her to be able to sort something out. I can only speak for myself but we have three people who have not been trained.

So, I can think of a very great expression, “I don’t want to make this a dog’s breakfast,” and for it to be on my team because I take full responsibility of that. I personally don’t feel ready to throw anyone into it. I’ll ask Claudia honestly if we think we can run it on Monday, from her perspective, if she’s able to run it for us, and then I think it would be important to have Jonathan on the call. It is a big webinar, a great topic
of interest to the whole community, and if it all goes pear-shaped I’d hate to see that happen.

CHERYL LANGDON-ORR: If I can jump in, I was saying, if you remember, this is a very important point Gisella is making.

HADIA ELMINIAWI: Okay. Thank you, Gisella. Would Claudia like to say anything at this point? So, given what Gisella said, let’s go ahead and have a regular room for May 4th and, starting from our June webinar, we will have a webinar room. I think that’s the best way forward now. Alfredo?

CLAUDIA RUIZ: Alfredo, if you’re speaking, you’re on mute.

HADIA ELMINIAWI: Alfredo, are you still with us? I’m not sure that Alfredo’s on the call. Is he?

CLAUDIA RUIZ: It looks like he ... Oh, no. He is.

HADIA ELMINIAWI: Yes, he is. Oh, here he is. Yeah. Go ahead, Alfredo. Thank you.
ALFREDO CALDERON: Oh, I'm sorry. For some reason, I got disconnected. Can you repeat the question or the comment?

HADIA ELMINIAWI: Okay. So, Gisella basically said that it would be very difficult for staff to go ahead and set up a webinar room for Monday. They have only one staff member that has been trained on using a webinar room. Gisella, would you like to repeat what you said?

ALFREDO CALDERON: No, I get the idea and where we’re going.

HADIA ELMINIAWI: Yeah. So, I think given—

ALFREDO CALDERON: So, Hadia, I'm sorry to interrupt you. Remember, I'm an observer in this team. Whatever you decide—when I say “you,” I mean the team—we’ll go with that. So, I'm just suggesting but I'm not mandating that you do it that way.

HADIA ELMINIAWI: Yeah. So, I think let’s go ahead on Monday with a regular room, not a webinar room, and let’s go ahead and have the webinar room for the June meeting. I think that’s the best way forward. We do want to have a successful webinar. Jonathan is talking about a very important topic and I think it will have a good number of attendees.
So, let’s go ahead with a regular room. If no one has any other thoughts on that, we could close this item for now. We have only one minute left until the end of our call so I would suggest ... Yeah. Alfredo, please go ahead. [inaudible].

ALFREDO CALDERON: Okay. So, there is an open mic. Hello? Okay, now I can hear myself. Okay. So, this is one of the invitations that we’re going to send out through social media to all the community of ICANN and to, probably, newcomers from outside of ICANN. So, basically, we have here on the top right side a link to the Wiki page where we have all of the DNS abuse activities that we held in the last ICANN meeting. We’re inviting them. There’s the topic.

There are some objectives that I extracted from the e-mail that Jonathan sent on how Drew and Jonathan are going to cover the topic. We have the date on the bottom. We have a link to the time zone app. But we need—what I need, actually—is the link to the Zoom room, whatever it’s going to be, a meeting or a webinar, so I can add it and we can send it out.

At the bottom right side, I added a handle or a hashtag, “At-Large_Webinars,” to distinguish it from the rest of the activities that we do within At-Large. But I can add the other one, the At-Large, as well. But then, we have the “At-Large_Webinars” so that it’s more specific for those that are looking for something regarding Zoom webinars within At-Large. That’s my mail card, and if you approve it we’ll go ahead with it. Or if you modify something, let me know and as soon as you have the link I’ll need it to add it/to send it out to people. Thank you.
HADIA ELMINIAWI: I like it so much, Alfredo. We have, now, an action item that—

ALFREDO CALDERON: Heidi – sorry, Hadia. Heidi, which picture would you like to expand?

HEIDI ULLRICH: The mail card. I just wanted to take – I’m going to have my nose up to my screen, here.

ALFREDO CALDERON: Ah, okay. So, that has to happen at the end at Claudia’s side.

HEIDI ULLRICH: Yeah. Claudia, could you go back? There you go. Let me just ... Okay. I just wanted to make sure that, if we’re using any kind of passcode or anything, that’s not in there. Okay.

ALFREDO CALDERON: No, there is no passcode. I’ll just add the link to the Zoom room in whatever format you’re going to set it out to the audience or the community.

HADIA ELMINIAWI: It looks good. Yeah. And then, we have an action item for you to get the link in order to be able to send out the mail card.
ALFREDO CALDERON: Yeah.

HADIA ELMINIAWI: Yeah. Yes, Heidi?

HEIDI ULLRICH: Just one point, sorry. Could you go back, Claudia? On the second bullet point it says, “Efforts by ICANN and At-Large to contain.” To contain what?

ALFREDO CALDERON: DNS abuse. I’ll add that.

HADIA ELMINIAWI: Yeah. It’s not the same. It’s all one bullet. So, actually, you have the first bullet, and then you have a second bullet, and then you have a third bullet.

ALFREDO CALDERON: Oh, okay.

HADIA ELMINIAWI: Let’s revise what’s in there after the call because we don’t really have time. So, let’s approve what’s written in there after the call. So, that’s basically what Jonathan has sent but it’s supposed to be three bullets. So,
overview of types of DNS abuse, and then the second – and it’s “recent,” the R is a small R. Let’s revise this after the call so we can match it with what, actually, Jonathan sent out.

ALFREDO CALDERON: Okay, we’ll do that. I’ll wait for your call at the end, after the meeting. Thank you.

HADIA ELMINIAWI: And so, is that the first slide that is going to be displayed?

CLAUDIA RUIZ: Hadia, these are the slides that Natalia sent in just prior to the meeting, at the beginning of this call.

HADIA ELMINIAWI: Okay, so I haven't seen them. So, are we to choose from them? So, Natalia, would you like to take the floor? Just tell us what those are.

NATALIA FILINA: Can you hear me now?

ALFREDO CALDERON: Yes, we can.
NATALIA FILINA: Thank you very much. So, I have prepared several types of slides as examples. You can see one of them now. I can say that you can give your comments and suggestions. No problem with any changes and I can do a lot of different slides. I think we can design each topic or each webinar differently or have a common template for our speakers.

If you will look at the other examples, you will understand the template for presentation has a headline for topic of the webinar and the single format for presenting the information. I think we can suggest to use it for speakers or ... I don't know. If some of them don't want to use our template, we can let them use something different, any format. So, it's one of them. Maybe we can show now or we can discuss the slides offline by e-mail.

ALFREDO CALDERON: Can we go through the other ones?

HADIA ELMINIAWI: The other one, yeah. I was going to say that, too. And also, I think that the first two slides should always be our slides. And then, the third one, there were the presenter’s slides, whether it is a video or a presentation. But that’s what I think, and then we will discuss this later. Yeah.

NATALIA FILINA: Natalia, may I add something? I'm always happy to help our speakers to make the presentation if they have a text-only as content. I'm happy to help with the video and find some, I don't know, maybe pictures for presentation. We need to see if our speakers ...
HADIA ELMINIAWI: Again, I think we shouldn’t get into this now. Let’s focus on our first two slides. I don’t think any of the presenters will be actually waiting for us to help with the videos or presentations but that might be the case later. So, just let’s keep your suggestion with us. But let’s focus, now, on those two slides. Natalia, do you want us to—

NATALIA FILINA: Can you hear me? Hadia, could you repeat the question? I had a problem with the words.

HADIA ELMINIAWI: No, no questions. I was just asking, do we need to choose one of the three slides that you presented to us?

ALFREDO CALDERON: I think there is another one, Hadia. If we look at the—

HADIA ELMINIAWI: A fourth one?

ALFREDO CALDERON: I think there is a fourth one.

HADIA ELMINIAWI: Oh.
ALFREDO CALDERON: Okay. That’s a little bit—

HADIA ELMINIAWI: It’s a very good [direction]. Thank you very much.

UNIDENTIFIED FEMALE: I like that one, by the way.

HADIA ELMINIAWI: ICANN entertains [you endless] with this picture and different kinds of designs. So, how do we choose, now?

ALFREDO CALDERON: We can vote.

HADIA ELMINIAWI: Yeah.

ALFREDO CALDERON: Well, actually I like this one a lot.

HADIA ELMINIAWI: I like that one, too, by the way.
ALFREDO CALDERON: It’s a subliminal message that we’re trying to deliver of the DNS abuse. It’s a global issue and it has to deal with all the networks and so forth. So, that gives me sort of a clear idea where we’re going.

HADIA ELMINIAWI: Yeah. I like that one, too. Let’s see what others think. So, how do vote on this? So, if someone agrees to that on, just raise a hand? Or how do we do it?

ALFREDO CALDERON: John says, “Number one.”

CHERYL LANGDON-ORR: Can I write “virtually”?

HADIA ELMINIAWI: Yes, please do.

CHERYL LANGDON-ORR: Okay, then happy to go with the majority.

HADIA ELMINIAWI: Okay. So it’s me, Alfredo, and Cherie. They are saying “four.” John, one.
ALFREDO CALDERON: I can’t hear anybody. Are we going with this one, the one we have on the screen, which is number four, or with number ... Abdulkarim says number two.

HADIA ELMINIAWI: We have one vote for one, one vote for two, and we have two votes for four. Cheryl said she will vote with the majority. Now we have three for four. We have four for four. We have the majority for number four.

ALFREDO CALDERON: So, let’s go with number four.

HADIA ELMINIAWI: Let’s go for number four for this time. Heidi says, “Could use different ones for the various webinars.” Yes. So, for our next webinar let’s go with that one, the one on the screen. Number four. So, we have agreed on survey questions. We have agreed on the slides. We have agreed on having a regular webinar Zoom.

If we could go back to the agenda? We are 11 minutes past our time so, unless there is something really urgent for the webinar on Monday I suggest we adjourn this ending with choosing the slides. Alfredo, do you think we are missing something for Monday?

ALFREDO CALDERON: We still have the issue of the second slide, what information is going to be displayed on that one, but I think staff will take care of that offline.
HADIA ELMINIAWI: Yes. I think I saw Gisella saying something in the chat about that.

ALFREDO CALDERON: Sure. So, let’s end the call and next week we can cover the rest of the items.

ABDULKARIM OLOYEDE: [inaudible] which I think it’s not really directly related to the webinar on Monday.

HADIA ELMINIAWI: Abdulkarim, can you please say that again?

ABDULKARIM OLOYEDE: So, I said I wanted to [inaudible] which I think is not really related to the webinar on Monday and might be something which I’ve missed out, probably, one of the past calls. It has to do with the diversity of speakers. When we look at the speaker that are on the scheduled webinars, I think we also need to start thinking about diversity in terms of this, and I probably think this is important and I just feel I need to raise.

HADIA ELMINIAWI: Yes, I totally agree with you, Abdulkarim. The diversity of speakers is a must and it should be discussed. So, could we put this on our agenda for next time?
CHERYL LANGDON-ORR: Could I suggest we also need to note the expertise of the speakers, as well? I mean, diversity is important but only diversity of equitably qualified people.

ABDULKARIM OLOYEDE: Yes, any approved of our [inaudible] qualified people.

HADIA ELMINIAWI: Let’s focus on the agenda for next time. Definitely for our next webinars I think are having and we are going to have diverse [speakers]. Let’s put that on the agenda for next time if everyone agrees. Okay. So, thank you so much. If there is no other business we can end this call now.

ALFREDO CALDERON: Hadia, let’s thank the interpreters for staying on 14 minutes over time, and staff as well. Thank you for that.

HADIA ELMINIAWI: Thank you so much.

CHERYL LANGDON-ORR: Thank you, everyone. I’m assuming it’s the same time next week?

HADIA ELMINIAWI: Next week. The same time, right?
ALFREDO CALDERON: Yes.


HADIA ELMINIAWI: Thank you so much and this call is now adjourned. Bye.

UNIDENTIFIED FEMALE: Have a nice weekend. Bye-bye.

CLAUDIA RUIZ: Thank you, everyone. This meeting is now adjourned. Please enjoy the rest of your days. Goodbye.

[END OF TRANSCRIPTION]