

ICANN Learn Course: ccNSO Onboarding

List of suggestions for improvements, as submitted by the ICANN Learn Team:

I. Correction typos and overall language improvements

ICANN Learn team has provided a script with track changes. Suggested changes are typos or language improvements. No substantial changes. All suggestions can be accepted, but content needs to be reviewed first. See other suggestions for improvement below.

II. Feedback from users

- Length of course: good. For some too short, for some too long. No drastic changes needed
- Overall review is positive
- Users requested further input on how to become a ccNSO member and on the ccNSO policy development

III. Avoid links to external resources

Every time you add a link, there is the risk the learner leaves the course and does not return. Suggested is to add a Resource document in a separate section instead.

IV. Videos need to be captioned

Agreement with the suggestion. Currently there are no videos in the ccNSO icann learn course.

V. Update staffing info

Agreement with the suggestion. (Ria, Claudia)

VI. Course navigation: see GNSO Onboarding (see annex A)

Agreement with the suggestion. Breaking the course into smaller sub-sections, highlight also where the quizzes are located. Makes it easier to see what is being covered at a first glance.

VII. For consideration, add info regarding:

a. Policy development process

Caution: Policy development is a small segment of what the ccNSO does. Potentially to add the policy development infographic developed by icann org, mention something regarding the limited scope and applicability of ccNSO policy and elaborate a bit

more on the working groups. Formation, importance of the charter, reference to guidelines, who can join, how chairs are selected.

b. Further details on how to join

Instructions on how to apply for ccNSO membership and who is eligible. Is addressed to a certain extent, but perhaps not intuitive enough.

c. Highlight significant historic decisions

What could potential historic decisions be? Caution: the course should be ever green.

Additional suggestions by Secretariat

- 1) *Virtual nature of meetings is not yet reflected.*

Adjustments needed.

- 2) *ccNSO mailing lists: remove "send mail now"-buttons.*


The overview of the available ccNSO mailing lists is there for informational purposes. Non-subscribers cannot post to these mailing lists anyhow. CcNSO secretariat email address on the other hand could be a "send mail"-button

- 3) *Add Resource section (see also 3.a.III)*
- 4) *Review the section on learning outcomes*
- 5) *Pictures: preference for pictures with people from the ccTLD community*
- 6) *Verify the quizzes. Potential for improvement, both in terms of questions and suggested answers.*
- 7) *Make sure the global nature and diversity is reflected sufficiently (regions, pictures of people, reference to ccTLDs or concepts)*


ANNEX A

GNSO Course Navigation

- ☰ Course Navigation
- ☰ Get to Know the GNSO
- ☰ Introduction to the GNSO
- 🔍 Knowledge Check
- ☰ The GNSO Stakeholder Groups and Constituencies
- 🔍 Knowledge Check
- ☰ The GNSO Council
- 🔍 Knowledge Check
- ☰ The GNSO's Policy Development Process
- 🔍 Knowledge Check
- ☰ How to Keep Up to Date With the GNSO
- ☰ Conclusion



ccNSO Course Navigation



100% COMPLETE

▼ HOW TO NAVIGATE THIS COURSE

- ☰ Course Navigation ✓
- ☰ Introduction ✓

▼ ONBOARDING: CCNSO

- ☰ About the ccNSO ✓
- ☰ ccNSO Structure ✓
- ☰ Participate in the ccNSO ✓