ccNSO Members Meeting:
tracking satisfaction (ICANN58 to ICANN66)

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1. Introduction

Since a number of years, the ccNSO Meetings Programme Committee (MPC) has been distributing online satisfaction surveys after conclusion of each ccNSO Members Meeting. The survey results inform the MPC how satisfied those attending the ccNSO members meeting are and give valuable feedback on which areas the MPC should improve.
This report aims to provide an overview of the satisfaction tracking via the online surveys over time, starting with ICANN58 in March 2017 and ending with ICANN66 in November 2019.

2. Role of the MPC

The objective of the ccNSO Meetings Programme Committee (MPC) is to coordinate and manage the high-level schedule of the ccNSO-related sessions, including the ccNSO Members Meeting agenda at ICANN public meetings, and related matters. According to its Charter, in pursuing its objective, the Committee will undertake the following activities:

*   Coordinate the high-level schedule of ccNSO related meetings at ICANN public meetings;
*   Implement best practices on the organization of the ccNSO Members Meeting agenda, taking into account the ccNSO Guideline: ccNSO Meetings1;
*   Liaise with the ccNSO Council and broader ccTLD community on topics to be covered during the ccNSO Members Meeting;
*   Draft the ccNSO Members Meeting agenda, in accordance with the Guideline: ccNSO Meetings, so that the Secretariat can publish the agenda in a timely manner;
*   Develop necessary additional information related to the ccNSO Members Meeting to be distributed to the ccTLDs;
*   Ensure smooth running of the ccNSO Members Meetings;
*   Collect feedback and measure the satisfaction on the ccNSO Members Meetings from participants via for instance an evaluation survey, and
*   Any other activities that might support the achievement of the MPC's objective.

3. Satisfaction measurement

About the satisfaction surveys

ccNSO Members Meetings take place 3 times a year, at the occasion of ICANN public meetings. Feedback from the community on the ccNSO Members Meeting is collected via an online satisfaction survey with questions similar - or identical where possible - to previous satisfaction surveys. The MPC used the same set of questions over time, which allows for progress tracking. Moreover, where possible, satisfaction interviews are held as well.

The invitation to participate in the surveys is shared with the ccNSO Members and ccTLD community via email, social media and via an announcement in the ccNSO meeting room and on the ccNSO website, on day 2 of the ccNSO Members Meeting. Regular reminders to participate in the survey are typically shared with the community as well. Surveys remain open for 2 weeks. The MPC evaluates the survey results and the input received and prepares feedback in response.

Consult all survey results and the MPC feedback-on-feedback in Annex A of this document.

Questions included in the satisfaction surveys

In 2016, the ccNSO Secretariat completed an online course on questionnaire design. The course covered the basic elements of designing and evaluating questionnaires, including the process of responding to questions, challenges and options for asking questions about behavioral frequencies, practical techniques for evaluating questions, mode specific questionnaire characteristics, and review methods of standardized and conversational interviewing.

Based on the lessons learned during this course and subsequent discussions with the MPC, the MPC agreed upon a final design, including a limited set of questions and answer-options to be used during the satisfaction surveys. The MPC used the same survey design throughout all 9 surveys, starting with the satisfaction survey for ICANN58 in March 2017 until the one used for ICANN66 in November 2019. Here is an overview of the recurring questions included in the surveys:

1. Overall, how satisfied or dissatisfied are you with the (insert ICANN meeting number) ccNSO Members Meeting?
   - Rating options to choose from: very satisfied, somewhat satisfied, neither satisfied, nor dissatisfied, somewhat dissatisfied, very dissatisfied.

2. How would you rate the following items?
   - Rating options to choose from: excellent, very good, good, fair, poor, not applicable.
   - Items to rate: relevance of the presentations, relevance of the sessions, opportunity for exchange of information with other participants, quality of the presentations, information available online prior to the meeting, organizational arrangements during the ccNSO Members Meeting, remote participation arrangements.

3. What aspects of the ccNSO Members Meeting went particularly well?
   - Open response.

4. What aspects of the ccNSO Members Meeting need improvement?
   - Open response.

5. Which agenda topics would you like to see addressed at the next ccNSO Members Meeting?
   - Open response.

6. Any other comments?
   - Open response.

## 4. Tracking satisfaction over time: ICANN58 to ICANN66

Methodology

In the charts below, you will be able to find a consolidated overview of the feedback received between ICANN58 in March 2017 and ICANN66 in November 2019, on a per question basis. Question 2 was split up in several sub-questions, for the ease of displaying the information. Questions 3, 4, 5 and 6 are open questions: The author of this document reviewed the responses and grouped the answers provided throughout the 9 surveys into categories.

Response rate

| ICANN MEETING	YEAR	NUMBER OF RESPONSES
ICANN58, Copenhagen	2017	26
ICANN59, Johannesburg		12
ICANN60, Abu Dhabi		24
ICANN61, San Juan	2018	22
ICANN62, Panama City		21
ICANN63, Barcelona		23
ICANN64, Kobe	2019	33
ICANN65, Marrakech		19
ICANN66, Montreal		25

Response tracking

Q1. Overall, how satisfied or dissatisfied are you with the ccNSO Members Meeting?
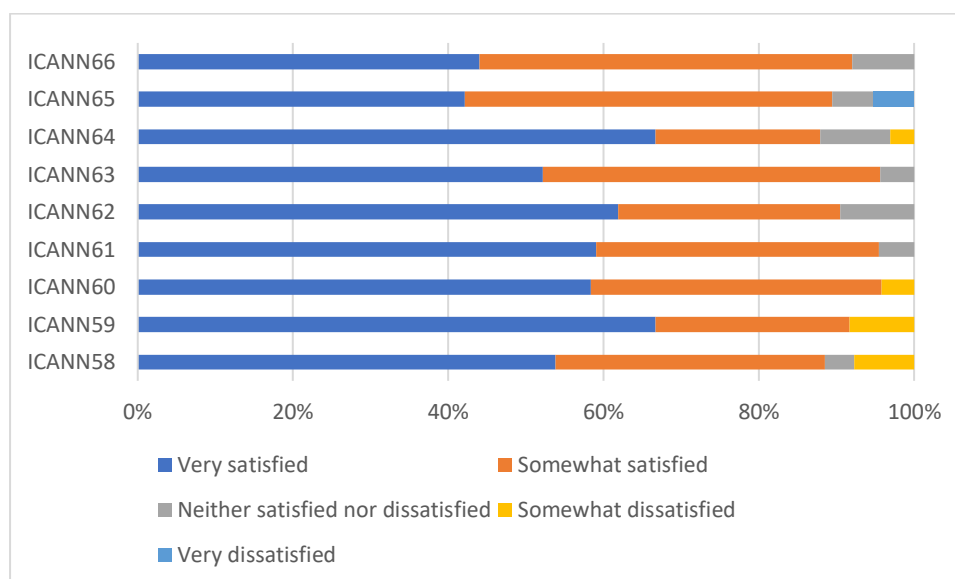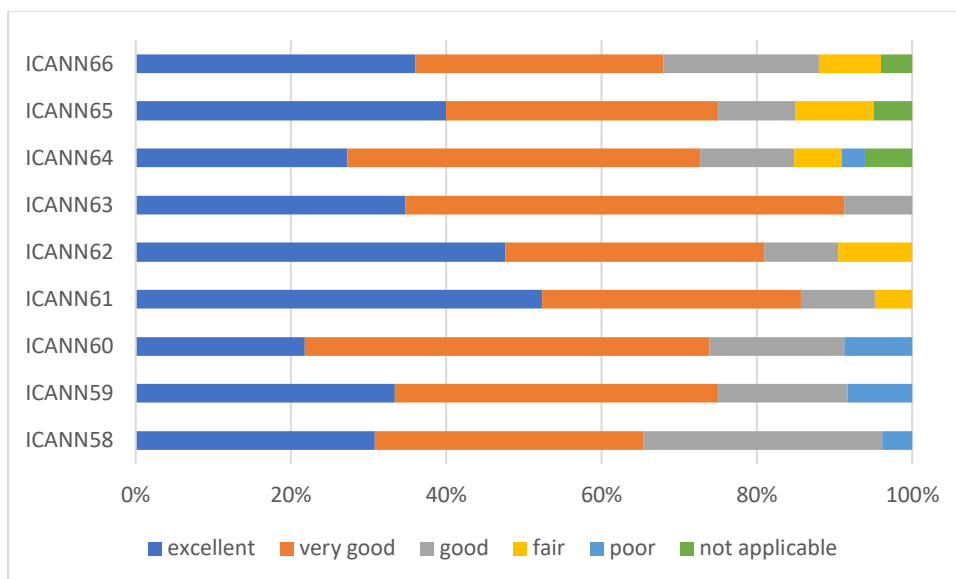
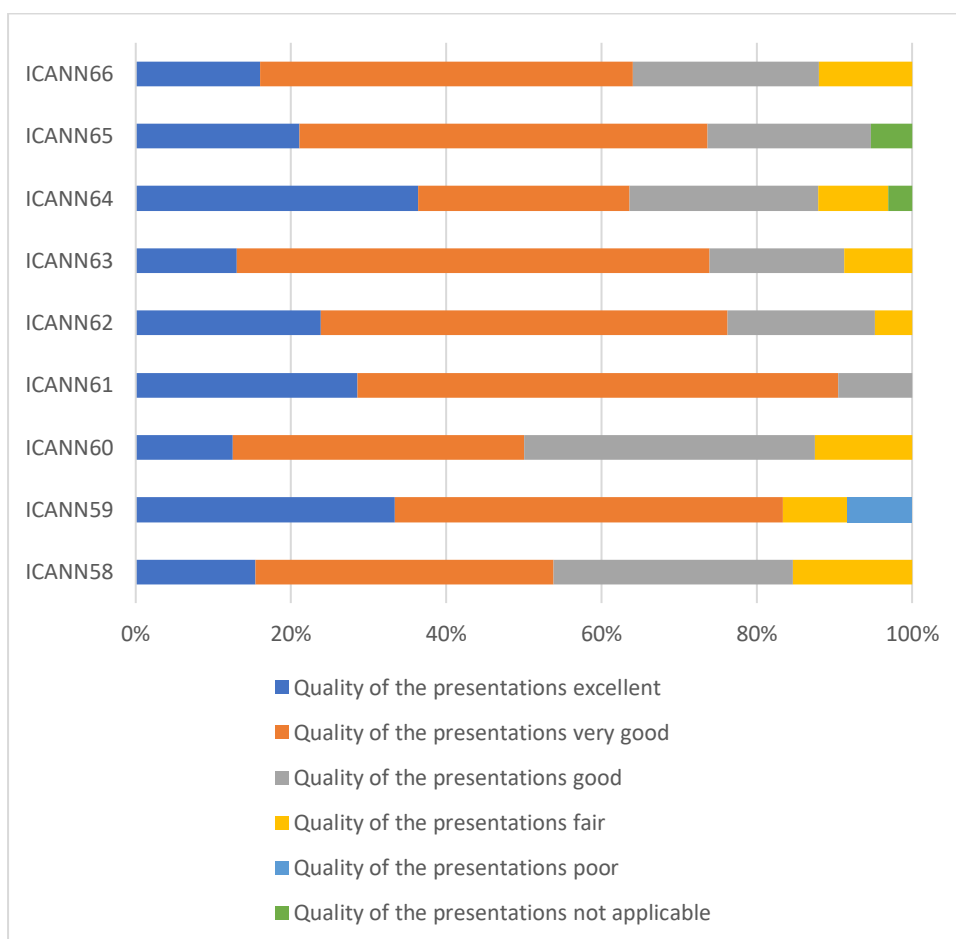Q2. A. How would you rate the relevance of the presentations?
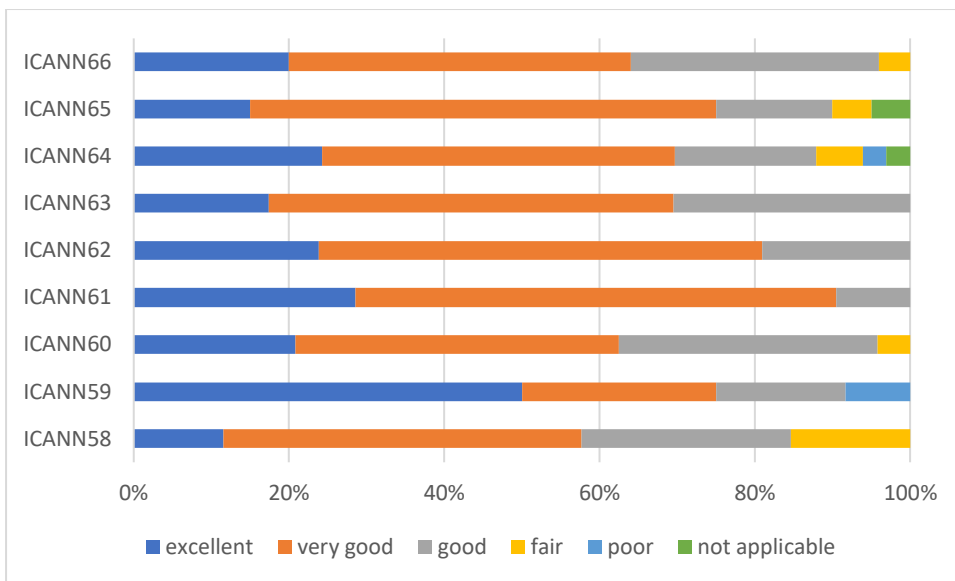
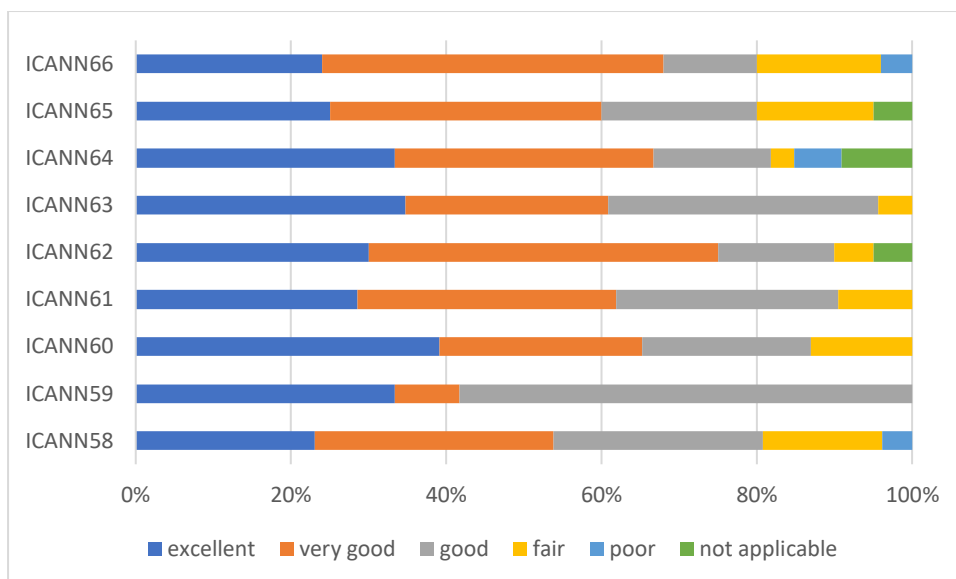Q2. B. How would you rate the relevance of the sessions?
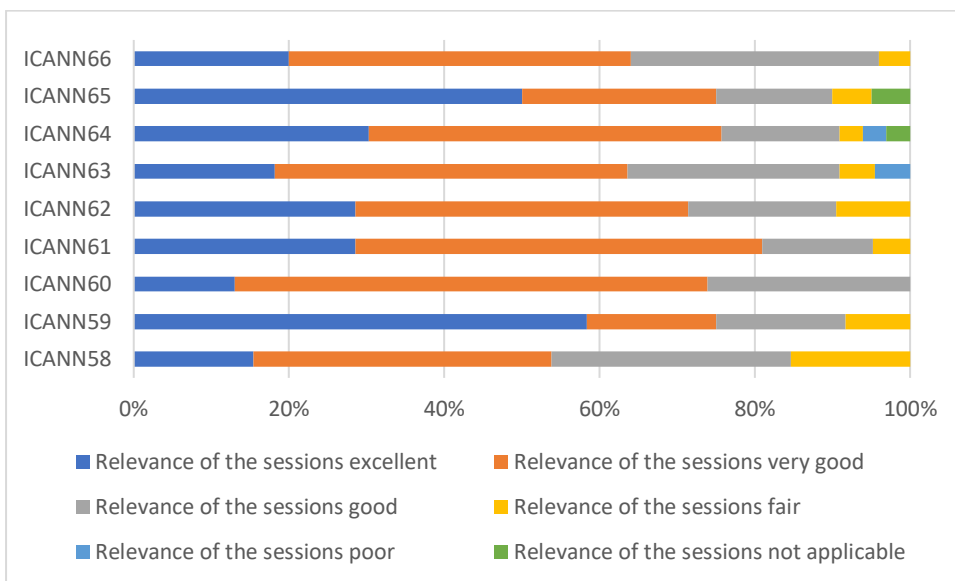
Q2. C. How would you rate the opportunity for exchange of information with other participants?
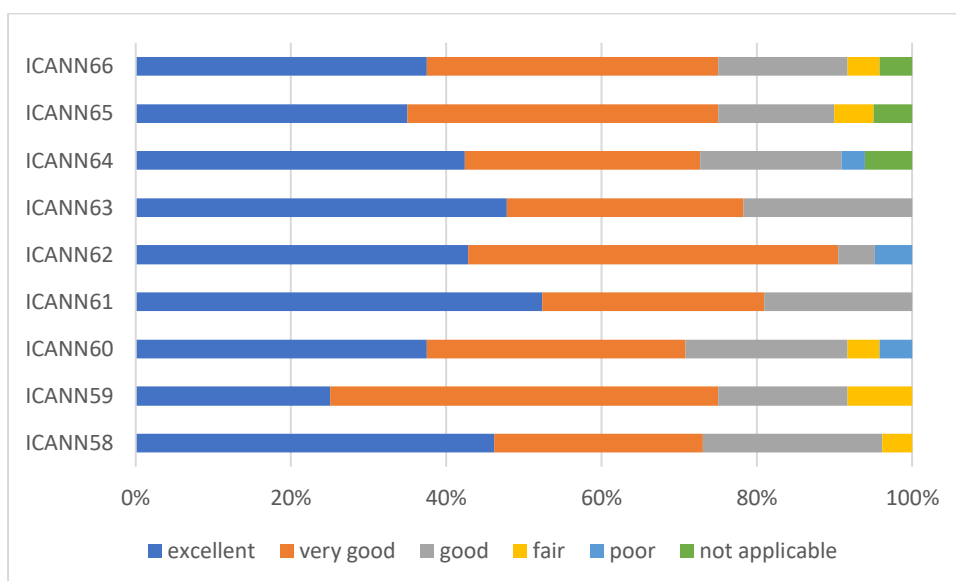

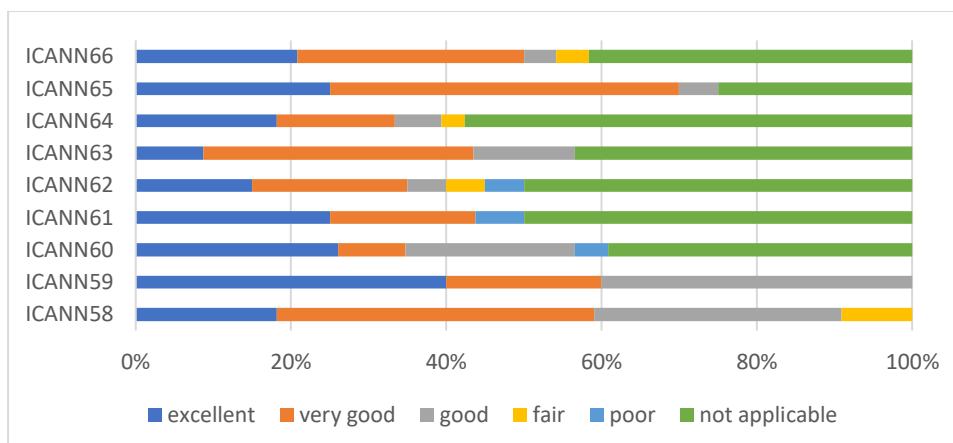Q2. D. How would you rate the quality of the presentations?

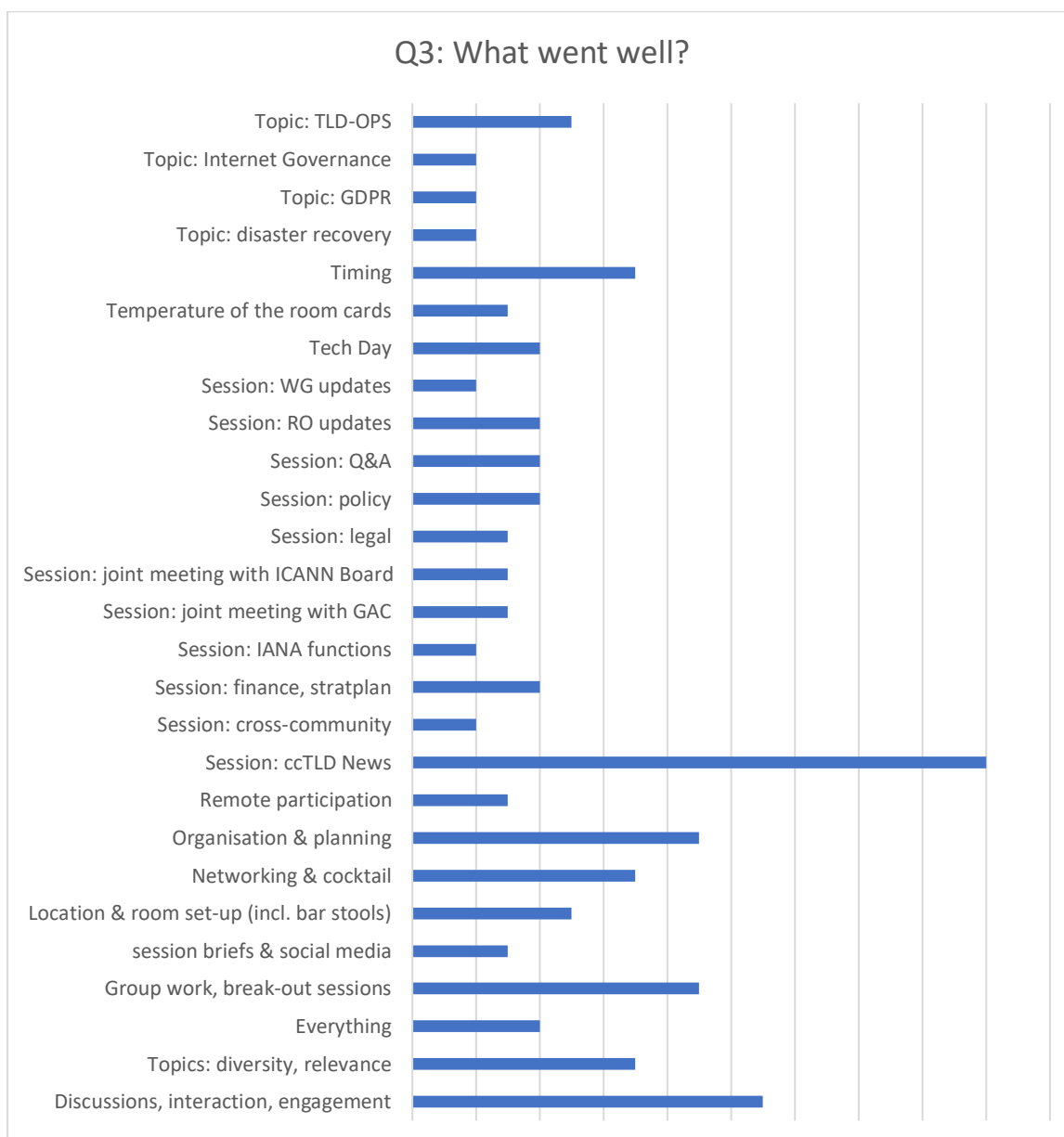Q2. E. How would you rate the information available on line prior to the meeting?

Q2. F. How would you rate the organizational arrangements during the ccNSO Members Meeting?
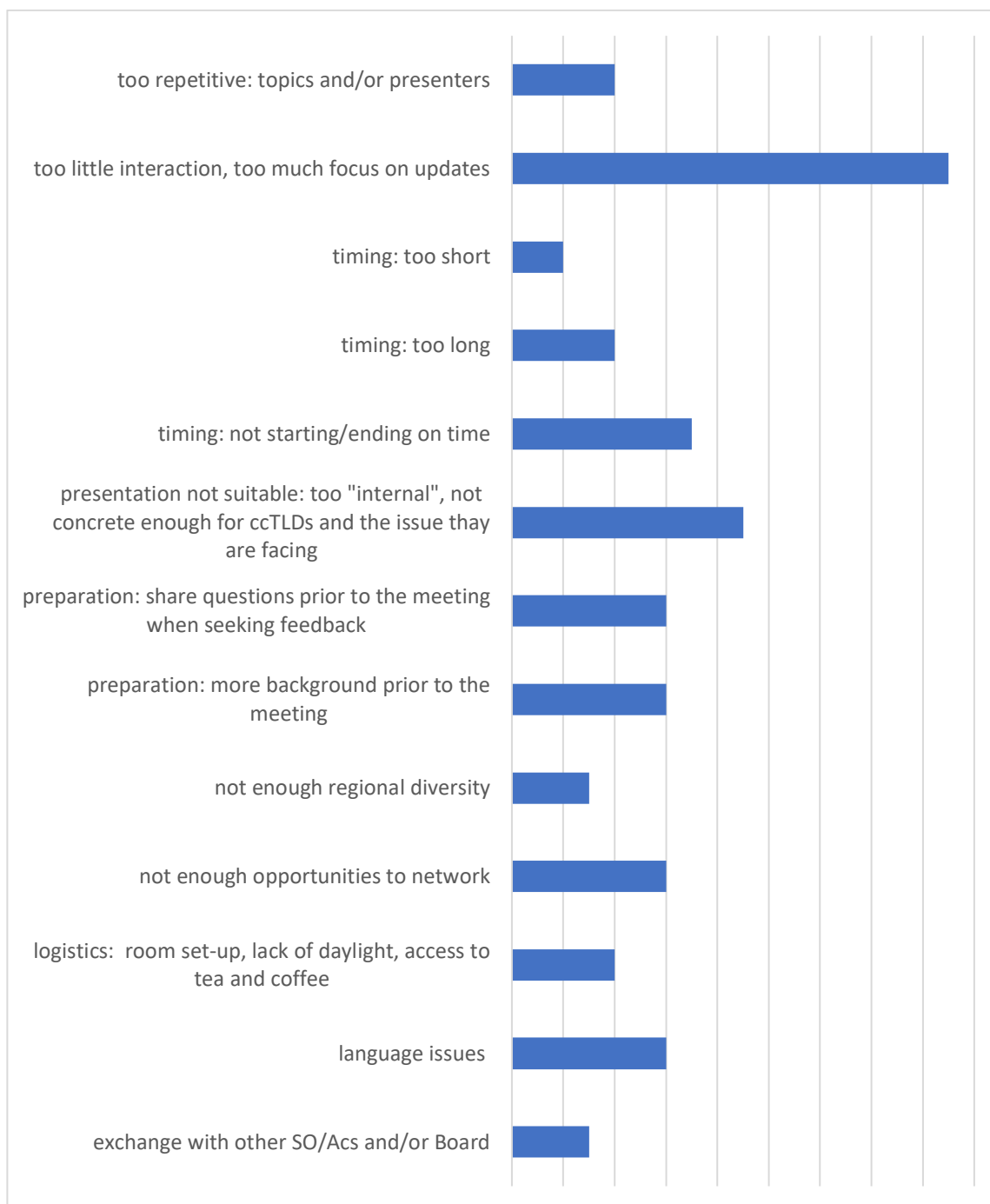
Q2. G. How would you rate the remote participation arrangements?
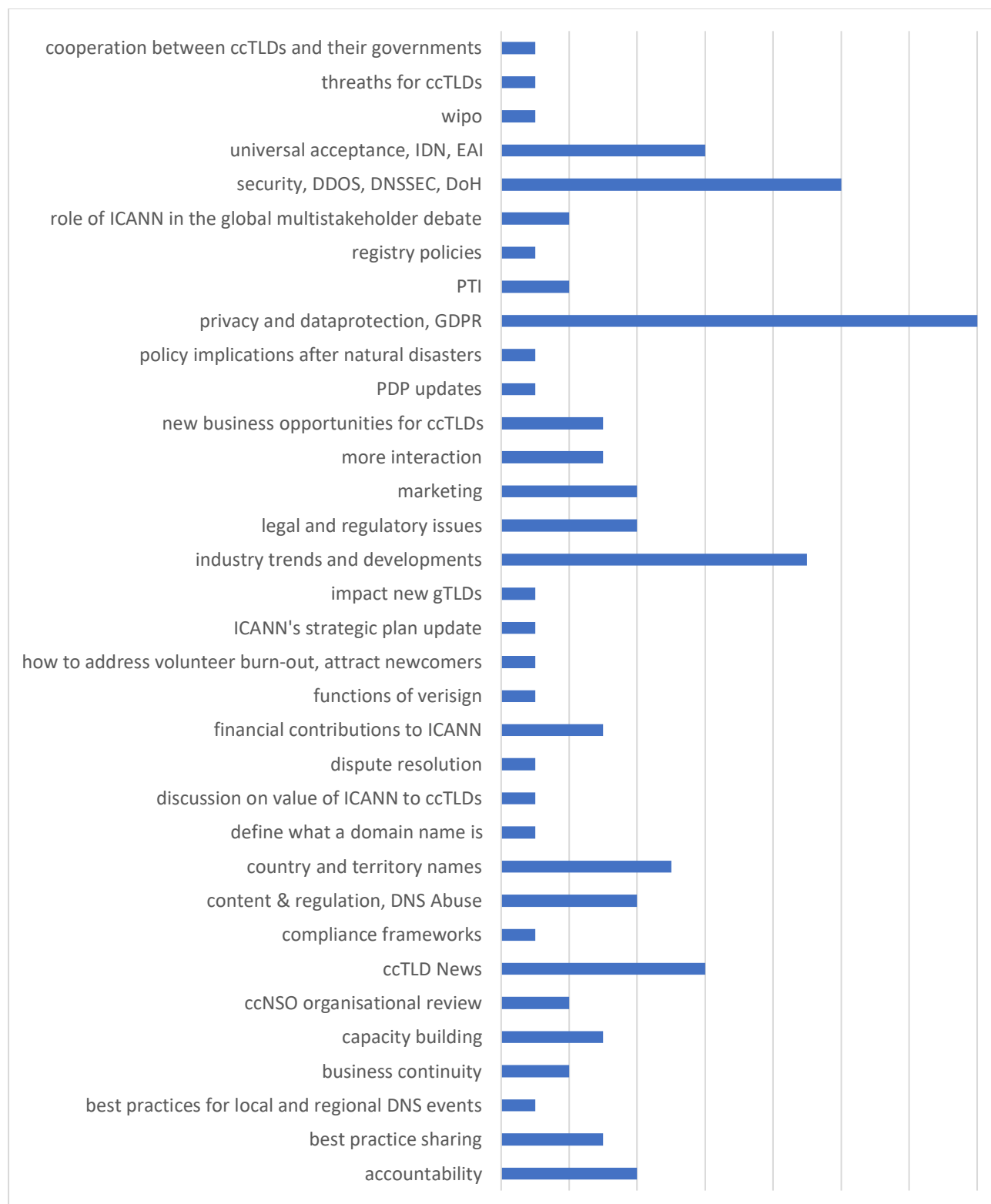

Q3. What aspects of the ccNSO Members Meeting went particularly well?

Q4. What aspects of the ccNSO Members Meeting need improvement?

Q5. Which agenda topics would you like to see addressed at the next meeting?

5. Analysis, conclusion and next steps

Q1.

When looking at the results of Q.1 over time (ICANN58 until ICANN66), 80% of the respondents is either very satisfied (blue) or somewhat satisfied (orange bar). Between 40% and 60% of the respondents is very satisfied. The results are consistent, and consistently positive. That being said, the MPC realizes that is always room for improvement.

Q2.

When comparing the satisfaction results over time in terms of the relevance of the sessions and the relevance of the presentations, the relevance of the sessions is rated more favorably than the relevance of the presentations.

Approach:
The MPC provides tips and tricks and briefing sessions for both session chairs and presenters, in an effort to improve the satisfaction in these areas further.

Q3. & Q4.

These questions are open response-type questions, and thereof not easy to convert into objective statistics. However, when looking at the consolidated feedback between ICANN56 and ICANN66, there seems to be consensus that the ccTLD News Session is everyone's favourite session. Moreover, participants to the ccNSO Members Meeting appreciate the opportunity for interaction and welcome increased engagement. In order to allow relevant discussions, advance preparation and information-sharing is key. Mere updates are to be avoided during face-to-face meetings.

Approach:
- Session chairs are encouraged to prepare their sessions in close cooperation with their presenters, and to take into considerations the tips prepared by the MPC on how to increase the involvement in the ccNSO Members Meetings. Consult the document [here](#).
- Updates are reduced to a strict minimum on the ccNSO Members Meeting agenda. Preference is given to sessions with increased interaction, whereas updates are provided in a written manner instead.
- Presenters during the ccTLD News session are given slots of min. 15 minutes, to allow for sufficient time for interaction with the audience. Typically, 90 minutes are allocated to the ccTLD News Session

Q5.

What is considered to be a "hot topic" to be addressed during the next ccNSO Members Meeting might be less relevant later on in time. In general, participants prefer sessions that focus on industry trends and developments, and news from ccTLDs.

Approach:

ANNEX A

ICANN MEETING	YEAR	SURVEY RESULTS & FEEDBACK IN RESPONSE BY THE MPC
ICANN58, Copenhagen	2017	https://ccnso.icann.org/en/meetings/copenhagen58/evaluation.htm
ICANN59, Johannesburg		https://ccnso.icann.org/en/announcements/announcement-28jun17-en.htm
ICANN60, Abu Dhabi		https://ccnso.icann.org/en/announcements/announcement-01nov17-en.htm
ICANN61, San Juan	2018	https://ccnso.icann.org/en/meetings/sanjuan61/evaluation.htm
ICANN62, Panama City		https://ccnso.icann.org/en/meetings/panamacity62/evaluation.htm
ICANN63, Barcelona		https://ccnso.icann.org/en/meetings/barcelona63/evaluation.htm
ICANN64, Kobe	2019	https://ccnso.icann.org/en/meetings/kobe64/evaluation.htm
ICANN65, Marrakech		https://ccnso.icann.org/en/meetings/marrakech65/evaluation.htm
ICANN66, Montreal		https://ccnso.icann.org/en/meetings/montreal66/evaluation.htm