



At Large Survey Team Report of ALS Survey 2010

ALS Survey Responses

Analysis :

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
# of ALSes in Survey	72	13	10	19	20	10
Total # of ALSes	122	22	19	27	32	22

While the primary contacts of 122 At Large Structures (ALSes) were emailed to complete the survey, only 72 ALSes responded or roughly 50% of ALSes in a RALO.

The Survey Team does not consider all of the the non-responsive ALSes are inactive ones ; many ALSes appear to have not understood the survey or had no incentive to complete the survey (a previous ALS survey before the 2009 At-Large Summit had higher participation)

Recommendations :

To improve the response to future At-Large surveys :

- Ensure contact information gathered in this survey is used to better communicate with ALSes
- Ensure sufficient time to develop and structure questions for the next survey. This will also allow for the survey to be properly translated.
- Precede the launch of the survey to inform RALOs via their monthly teleconferences to explain the survey and its questions.
- Do not conduct more than one survey within a calendar year. A suggested timeline discussed at the ALS Survey Team call was for questions to be developed and shown to RALOs in the 4Q of a calendar year and then conduct the survey in the 1Q of the following year.

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Q1 : Name and Contacts of ALS Representatives

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
# of ALSes in Survey	72	13	10	19	20	10
Total # of ALSes	122	22	19	27	32	22
Primary contact	98.61%	92.31%	100.00%	100.00%	100.00%	100.00%
Secondary contact	66.67%	61.54%	60.00%	63.16%	85.00%	50.00%
Tertiary contact	25.00%	61.54%	20.00%	0.00%	40.00%	0.00%

Analysis :

Regarding the issue of 1/3 of ALSes that responded who did not have a secondary contact and 75% of ALSes not having a tertiary contact, some RALOs (EURALO and NARALO) were of the opinion that these are due to the ALS' size and capacity for persons within an ALS to be able to dedicate the time and effort to follow and contribute to the ICANN At-Large and be able to represent the ALS in the ICANN At-Large.

This seems to be supported by the responses to Q9b - "Contact information for another person in your ALS to be notified about ICANN public comments" and Q10 - "Contact info of Members of ALS who would be able to represent ICANN At-Large at local/regional functions".

Nearly all the ALSes who answered these questions specified the primary contact and secondary contact.

Recommendation :

- Given the wide scope of ICANN At-Large activities, ALSes should be encouraged to involve more persons within their ALS to participate in their RALO and in At-Large even if only to allow the primary ALS contact to share the workload of their ALS being in At-Large.

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Q2 : ALSes with websites

Analysis :

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
# of ALSes in Survey	72	13	10	19	20	10
Total # of ALSes	122	22	19	27	32	22
% of ALSes with websites	79.17%	53.85%	60.00%	89.47%	90.00%	90.00%

While the majority of ALSes have websites , 20% of ALSes who responded did not have a website.

While a website is no guarantee that an ALS is able to participate and keep its members informed, it raises concerns that persons in a country with ALSes interested in policy issues from an At-Large perspective will not find that ALS if that ALS is not visible online.

Recommendation :

- ALSes should be encouraged to have their own website. Those ALSes unable to have websites due to capability/capacity issues can/should be encouraged to use a page on the RALO wiki.
- RALOs should have on their wiki, details about the ALSes in their RALO so persons searching for such groups can find them and discover ICANN At-Large and for ALSes in the region to learn from each other.

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Q3 : Level of Representation of ALS

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
# of ALSes in Survey	72	13	10	19	20	10
Total # of ALSes	122	22	19	27	32	22
National	69.44%	76.92%	40.00%	89.47%	80.00%	30.00%
Regional	13.89%	7.69%	10.00%	5.26%	15.00%	40.00%
State	2.78%	0.00%	10.00%	0.00%	0.00%	10.00%
Local	4.17%	7.69%	0.00%	5.26%	0.00%	10.00%

Analysis :

While the majority of ALSes identified themselves as national ALSes, errors were detected in APRALO where many ALSes did not answer the question. A review of some of the details provided by ALSes in the survey shows that some ALSes perhaps did not understand what was meant by the different levels of representation.

Many RALOs have countries and regions where ALSes are not present, but a nearby country or region has national or regional ALSes.

Recommendation :

- Future surveys should attempt some form of validation so that unanswered questions will be highlighted when the survey is submitted.
- Definitions of the terms should be included so that ALSes responding can answer more accurately
- RALOs should investigate the possibility of ALSes in nearby countries or regions being able to do outreach in countries and regions without any ALSes



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Q4 : Number of individual and organizational members in ALS

Analysis :

The answers to this survey question was a free form answer which made it difficult to analyse any trends and also many ALSes (especially non English ones) appear to have misinterpreted this question.

Recommendation :

- The next survey asking a similar question should break down the question in several parts, asking how many individual members in your ALS and how many organisational members in your ALS.

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Q5 : Communication Tools used by ALSes

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Mailing lists	77.78%	84.62%	50.00%	89.47%	75.00%	80.00%
Skype	51.39%	69.23%	40.00%	36.84%	65.00%	40.00%
Facebook	36.11%	38.46%	20.00%	26.32%	55.00%	30.00%
RSS feeds	18.06%	7.69%	0.00%	21.05%	25.00%	30.00%
Twitter	23.61%	30.77%	10.00%	15.79%	25.00%	40.00%
Blogs	40.28%	30.77%	10.00%	52.63%	45.00%	50.00%
Other	38.89%	53.85%	30.00%	42.11%	30.00%	40.00%

Analysis :

Email is the most popular communication tool, followed by use of Skype and blogs, Facebook and Twitter.

The use of RSS feeds by ALSes was the lowest in usage. Given that RSS remains one of the key ways to track updates to the At-Large wiki, it is not clear whether this translates to a inability of ALSes to be aware of the many content changes on the At-Large wiki that are not emailed.

Also unfortunate, although stating the use of a particular tool, many ALSes did not include such information about their Skype names or Facebook/Twitter identities for example. Given the survey form made this a free form answer, it is difficult to easily sort and extract a list of ALSes Skype IDs for a particular RALO.

Recommendation :

- There should be information describing how ALSes can keep track of changes to the At-Large wiki.
- RALOs and At-Large should review the communication tools and seek ways to use these tools effectively for engaging ALSes.
- An important step is to collect and verify the ALSes' Skype Names, Facebook/Twitter identities, etc for use by the RALOs and At-Large.
- The next survey should break down the communication tool question into several parts so that extraction of usernames/contacts for a particular tool can be more easily done



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Q6 : Does your ALS hold regular meetings with its members?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Yes	76.39%	84.62%	50.00%	78.95%	90.00%	60.00%
No	15.28%	7.69%	20.00%	21.05%	5.00%	30.00%

Analysis :

A majority of ALSes do have regular meetings which in theory should provide opportunity for discussion/dissemination of information about ICANN and At-Large within the ALS.

Recommendation :

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Q6a : How often does your ALS meet?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Weekly	1.39%	0.00%	0.00%	0.00%	5.00%	0.00%
Once or Twice a month	11.11%	15.38%	10.00%	0.00%	20.00%	10.00%
Every 2-3 months	34.72%	46.15%	20.00%	26.32%	40.00%	40.00%
Other	30.56%	23.08%	20.00%	57.89%	25.00%	10.00%

Analysis :

Most ALSes meet every 2-3 months with some ALSes meeting on a monthly basis.

Those ALSes which meet once a year may find it difficult to have a discussion/dissemination of ICANN and At-Large related policy issues at such a special meeting where the ALS conducts its own activities. Similarly, an ALS that meets every 2-3 months will have difficulty in getting feedback from its members about ICANN policy issues which typically have a 30 day time period for comments

Recommendation :

- The RALOs and At-Large should promote to ALSes the availability of online material about ICANN, At-Large policy issues that can be used by ALSes to inform its members and based on ALS feedback, look at what material is needed by ALSes.
- RALOs and At-Large should encourage ALSes to allow its members to directly subscribe to ICANN and At-Large/RALO updates distributed via online communication tools in order for possible interest and participation from the users. This can give rise to possible informal deliberations of ICANN and At-Large policy issues within the ALS and can lead to input on ICANN policy work.

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Q6b : Type of meetings your ALS has with its members?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Face to Face	73.61%	84.62%	50.00%	78.95%	90.00%	40.00%
Teleconference	37.50%	30.77%	30.00%	15.79%	60.00%	50.00%
Web Conferences	18.06%	38.46%	10.00%	5.26%	30.00%	0.00%
Other	19.44%	38.46%	10.00%	21.05%	15.00%	10.00%

Analysis :

F2F meetings were the most popular type of meetings, followed by teleconferences.

Recommendation :

- The next ALS survey should look at whether ICANN material (be it material from the RALO, At-Large or ICANN) is in a form that allows ICANN At-Large related policies to be discussed/presented at ALS meetings and/or allow ALS members to learn on their own time about ICANN related policy issues.

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Q7 : Working Languages of your ALS

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Arabic	5.56%	30.77%	0.00%	0.00%	0.00%	0.00%
Bengali	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Chinese	2.78%	0.00%	20.00%	0.00%	0.00%	0.00%
English	33.33%	30.77%	30.00%	36.84%	25.00%	50.00%
French	26.39%	61.54%	0.00%	42.11%	5.00%	20.00%
German	12.50%	0.00%	0.00%	47.37%	0.00%	0.00%
Hindi/Urdu	1.39%	0.00%	10.00%	0.00%	0.00%	0.00%
Portuguese	4.17%	0.00%	0.00%	0.00%	15.00%	0.00%
Russian	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Spanish	20.83%	0.00%	0.00%	0.00%	65.00%	20.00%
Swahili	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Other	11.11%	0.00%	10.00%	31.58%	0.00%	10.00%

Analysis :

English, French, Spanish are the three top working languages of ALSes, with typically 3 or more languages used by ALSes within a RALO.

Recommendation :

- In order for Spanish and French ALSes to better participate in ICANN, we recommend that more content from ICANN, especially those relating to policies out for comment, be available in Spanish and French.

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Q8a : What issues are your ALS members interested in?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
new gTLDs	56.94%	76.92%	50.00%	63.16%	60.00%	20.00%
IDNs	43.06%	53.85%	70.00%	31.58%	45.00%	20.00%
Security Stability & Resiliency	55.56%	53.85%	40.00%	47.37%	60.00%	80.00%
Whois	38.89%	23.08%	30.00%	52.63%	35.00%	50.00%
IPv4/IPv6	45.83%	69.23%	50.00%	42.11%	35.00%	40.00%
Internet related Engagement & Outreach	62.50%	53.85%	30.00%	73.68%	80.00%	50.00%
Any other matters	37.50%	30.77%	30.00%	57.89%	25.00%	40.00%

Analysis :

The key issues for ALSes vary from region to region, yet all issues in all regions have significant interest.

Recommendations :

- ALS representatives with particular interests should be encouraged by RALOs / At-Large to better participate in At-Large via the various Working Groups and associated email lists and wiki pages about that issue.
- RALOs/At Large/ICANN should ensure that material (in accessible form) about these issues are available to ALSes and its members.

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Q9 : What type of Working Group activity do you prefer?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Standing WG focusing on larger Issue areas and meeting regularly	6.94%	15.38%	0.00%	0.00%	10.00%	10.00%
Ad Hoc Working Groups focusing on specific issue when they arise	15.28%	0.00%	20.00%	31.58%	10.00%	10.00%
Either depending on topic and required commitment	69.44%	76.92%	50.00%	68.42%	75.00%	70.00%

Analysis :

Many ALSes express a clear preference for either type of Working Group activity, depending on the topic and required commitment.

Recommendation :

- RALOs should incorporate the activities of the standing Working Groups in its inreach to ALSes and to inform ALSes when ad-hoc working groups are created.

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Q11 : Scale of 1 to 5, how well is At-Large integrated in overall ICANN policy structure?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
1 – At Large is an isolated & self serving constituency	8.33%	15.38%	0.00%	10.53%	5.00%	10.00%
2	11.11%	7.69%	10.00%	15.79%	5.00%	20.00%
3	41.67%	7.69%	50.00%	42.11%	60.00%	40.00%
4	23.61%	46.15%	0.00%	26.32%	20.00%	20.00%
5 – At Large is well integrated & vital part of ICANN	5.56%	15.38%	10.00%	0.00%	5.00%	0.00%

Analysis :

Nearly 42% of ALSes are “in between” ; they view At-Large as not being an isolated constituency but is not well integrated.

Recommendations :

- A future ALS survey should ask ALSes for reasons and examples of why they view At-Large integration in overall ICANN policy structure.
- Material on how At-Large is integrated in overall ICANN policy structure should be available online for use by RALOs and ALSes

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Q12 : Scale of 1 to 5, how well is your ALS integrated in the overall ALAC/RALO/ALS policy structure?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
1 – your ALS is rather isolated & apart from ICANN, At-Large & ALAC	4.17%	0.00%	10.00%	5.26%	5.00%	0.00%
2	18.06%	23.08%	20.00%	36.84%	5.00%	0.00%
3	31.94%	15.38%	30.00%	15.79%	50.00%	50.00%
4	22.22%	23.08%	0.00%	36.84%	20.00%	20.00%
5 – your ALS is well integrated & vital part of ICANN	13.89%	30.77%	10.00%	0.00%	15.00%	20.00%

Analysis :

While 36% of ALSes that responded feel their ALSes are integrated and a vital part of ICANN, 22% of ALSes feel isolated and apart from ICANN, At-Large and ALAC and a further 32% are “in between” - not completely isolated but not well integrated.

Recommendations :

- To increase awareness of the many activities of ALAC and RALOs, the activities of At-Large needs to be organised and documented for ALSes not directly involved in the activities to be able to find and review. This will increase the possibility for such ALSes to participate.
- ICANN Global Partnerships typically participates in ICT and IG events in all the regions, but many ALSes may not be aware that ICANN representatives are in their country. RALOs and ICANN should better coordinate these activities so that an ALS can attempt to meet informally with ICANN representatives when present in that country.

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Q13 : What are the most important limitations to ALS participation?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
There are no important limitations to ALS participation	6.94%	0.00%	0.00%	5.26%	20.00%	0.00%
Other time commitments	52.78%	53.85%	30.00%	73.68%	35.00%	70.00%
Connectivity problems such as low bandwidth	15.28%	53.85%	20.00%	0.00%	10.00%	0.00%
Policy documents are too technical and require too much time to read	51.39%	69.23%	20.00%	36.84%	70.00%	50.00%
Issues are not relevant to ALSes	22.22%	15.38%	50.00%	10.53%	25.00%	20.00%
There are not enough knowledgeable members in the ALSes	44.44%	38.46%	20.00%	31.58%	65.00%	60.00%
Other	33.33%	15.38%	30.00%	63.16%	20.00%	30.00%

Analysis :

Only a small number of ALSes felt there were no important limitations to participation. The three key limitations were :

- Other time commitments by the ALS
- Policy documents are too technical and require too much time to read
- There are not enough knowledgeable members in the ALS

Recommendation :

- ICANN, ALAC and At-Large should coordinate efforts to make available online more accessible material explaining the background behind ICANN, ALAC, DNS and related policy work so ALSes can educate themselves at their own pace.

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Q14a : Which recommendation(s) does your ALS consider the most important to increasing its own participation in ICANN?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Recommendation 1: ICANN bylaws to reflect ALAC's continuing purpose	11.11%	23.08%	0.00%	15.79%	5.00%	10.00%
Recommendation 2: At-Large-selected ICANN Board member	12.50%	30.77%	0.00%	10.53%	10.00%	10.00%
Recommendation 3: ALS-RALO-ALAC structure to remain	11.11%	23.08%	0.00%	10.53%	15.00%	0.00%
Recommendation 4: ALS education and engagement	36.11%	61.54%	10.00%	42.11%	30.00%	30.00%
Recommendation 5: Strategic and operational plans	13.89%	23.08%	0.00%	15.79%	15.00%	10.00%
Recommendation 6: Accurate cost models	11.11%	23.08%	0.00%	15.79%	5.00%	10.00%
Recommendation 7: Choice of communication and collaborative tools	23.61%	30.77%	0.00%	21.05%	30.00%	30.00%
Recommendation 8: Public comment period	6.94%	23.08%	0.00%	0.00%	10.00%	0.00%
Recommendation 9: Translation and interpretation processes	23.61%	53.85%	0.00%	10.53%	40.00%	0.00%
Recommendation 10: ALAC/At-Large is home of individual Internet users	15.28%	15.38%	0.00%	21.05%	20.00%	10.00%
Recommendation 11: Board statement recognizing Rec. 10	6.94%	15.38%	0.00%	5.26%	0.00%	20.00%
Recommendation 12: Input from consumer representatives	26.39%	30.77%	0.00%	21.05%	40.00%	30.00%
Recommendation 13: Policy advice mechanisms to be strengthened	25.00%	23.08%	0.00%	26.32%	25.00%	50.00%
Other	31.94%	7.69%	40.00%	42.11%	40.00%	20.00%

Analysis :

ALSes overall considered Recommendations 4, 12, 13, 7, 9 as important

Recommendations :

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Q14b : Which, if any, recommendation(s) would your ALS like to help the ALAC implement?

	All-ALSes	AFRALO	APRALO	EURALO	LACRALO	NARALO
Recommendation 1: ICANN bylaws to reflect ALAC's continuing purpose	6.94%	7.69%	20.00%	5.26%	5.00%	0.00%
Recommendation 2: At-Large-selected ICANN Board member	2.78%	0.00%	10.00%	5.26%	0.00%	0.00%
Recommendation 3: ALS-RALO-ALAC structure to remain	5.56%	7.69%	10.00%	5.26%	5.00%	0.00%
Recommendation 4: ALS education and engagement	19.44%	46.15%	20.00%	15.79%	10.00%	10.00%
Recommendation 5: Strategic and operational plans	5.56%	7.69%	10.00%	5.26%	5.00%	0.00%
Recommendation 6: Accurate cost models	4.17%	7.69%	10.00%	5.26%	0.00%	0.00%
Recommendation 7: Choice of communication and collaborative tools	6.94%	0.00%	20.00%	5.26%	5.00%	10.00%
Recommendation 8: Public comment period	4.17%	7.69%	10.00%	5.26%	0.00%	0.00%
Recommendation 9: Translation and interpretation processes	4.17%	0.00%	10.00%	10.53%	0.00%	0.00%
Recommendation 10: ALAC/At-Large is home of individual Internet users	5.56%	0.00%	10.00%	15.79%	0.00%	0.00%
Recommendation 11: Board statement recognizing Rec. 10	5.56%	0.00%	20.00%	10.53%	0.00%	0.00%
Recommendation 12: Input from consumer representatives	15.28%	15.38%	10.00%	10.53%	20.00%	20.00%
Recommendation 13: Policy advice mechanisms to be strengthened	5.56%	7.69%	10.00%	5.26%	0.00%	10.00%

Analysis :

Many ALSes left this blank.

Recommendations :