

Agenda | MPC, 4 April 2024 at 13:00 UTC

1. Welcome
2. Administrative matters
 - a) SOI updates, if any
2. ccNSO Members Meeting satisfaction surveys: tracking progress over time
 - a) Introduction and why we compare results
 - b) Results: ICANN66 to ICANN97
 - c) Evaluation
 - i. Identify key metrics and changes (if any)
 - ii. Next steps
3. ICANN80 outlook
 - a) Update regarding ICANN org kick-off planning
 - b) Potential topics for discussion
 - c) ccTLD News: reminder planning timeline
 - i. call for presenters: 18 April – 8 May
 - ii. MPC confirms list of presenters: 16 May
 - iii. ccTLD News Prep: 21-23 May
 - iv. ccTLD News Dry-run: 28-30 May
5. AOB
6. Closure and next meetings



ccNSO Members Meetings: satisfaction surveys



Conducted 3 times per year, after every ccNSO Members Meeting, held during ICANN Public Meetings



Surveys are consistent in format and questions, to allow for accurate comparison over time



Online satisfaction survey, distributed via ccNSO mailing lists, MPC network, ccNSO website, session contributors

Questions ccNSO Members Meeting satisfaction survey

1. Overall, how satisfied or dissatisfied are you with the ccNSO Members Meeting?
2. How would you rate the following items?
 - a) Relevance of the presentations
 - b) Relevance of the sessions
 - c) Opportunity for exchange of information with other participants
 - d) Quality of the presentations
 - e) Information available online prior to the meeting
 - f) Organisational arrangements during the ccNSO Members Meeting (e.g. timing)
 - g) Remote participation arrangements
 - h) Other (please specify)
3. How would you rate the following sessions?
 - a) List of sessions
4. What aspect(s) of the ccNSO Members Meeting went particularly well?
5. What aspect(s) of the ccNSO Members Meeting need(s) improvement?
6. What topics do you like to see addressed at the next ccNSO Members Meeting?
7. Do you have any other comments, questions, or concerns?

Heads up: Question time at the end!

1. What are the key metrics?
2. Are changes needed, and if so, which ones?

===

MPC Charter

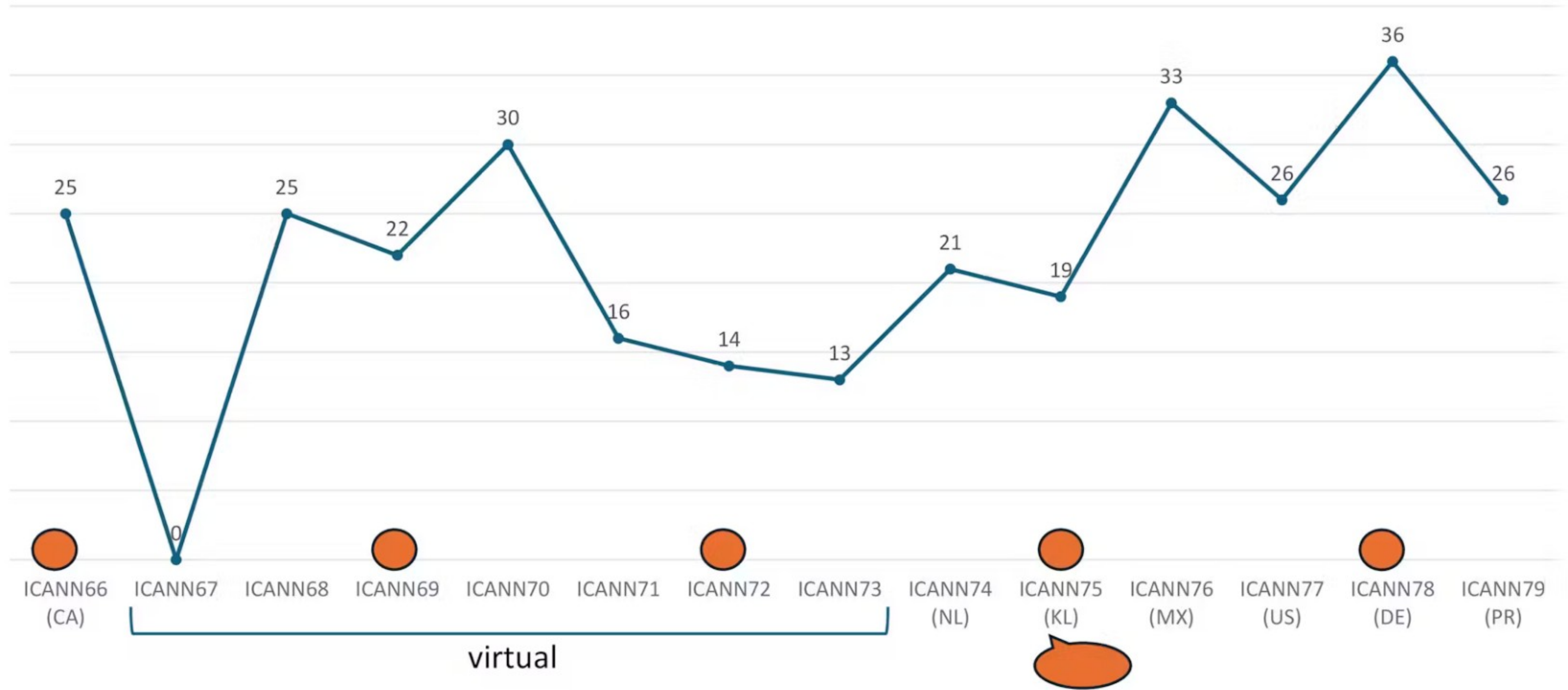
The objective of the MPC is aligned with the platform function of the ccNSO: The MPC aims to enable information sharing for and by ccTLDs, focusing on topics relevant to ccTLD Managers.

The MPC coordinates and manages the high-level schedule of the ccNSO-related sessions, including the ccNSO Members Meeting agenda at ICANN public meetings, and related matters.

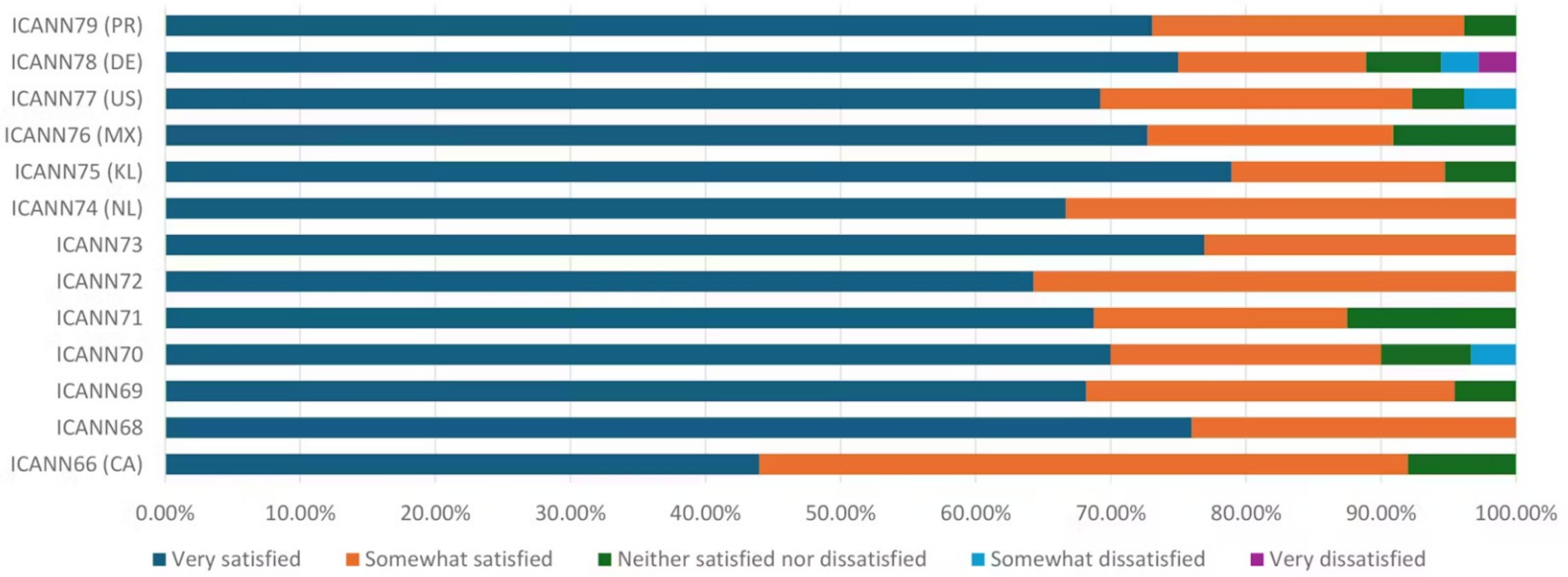
Comparison results

- Track progress over time
- Identify:
 - any significant increases or decreases in satisfaction ratings
 - any patterns or recurring themes in the feedback
 - areas where improvements can be made to enhance satisfaction with the members meeting

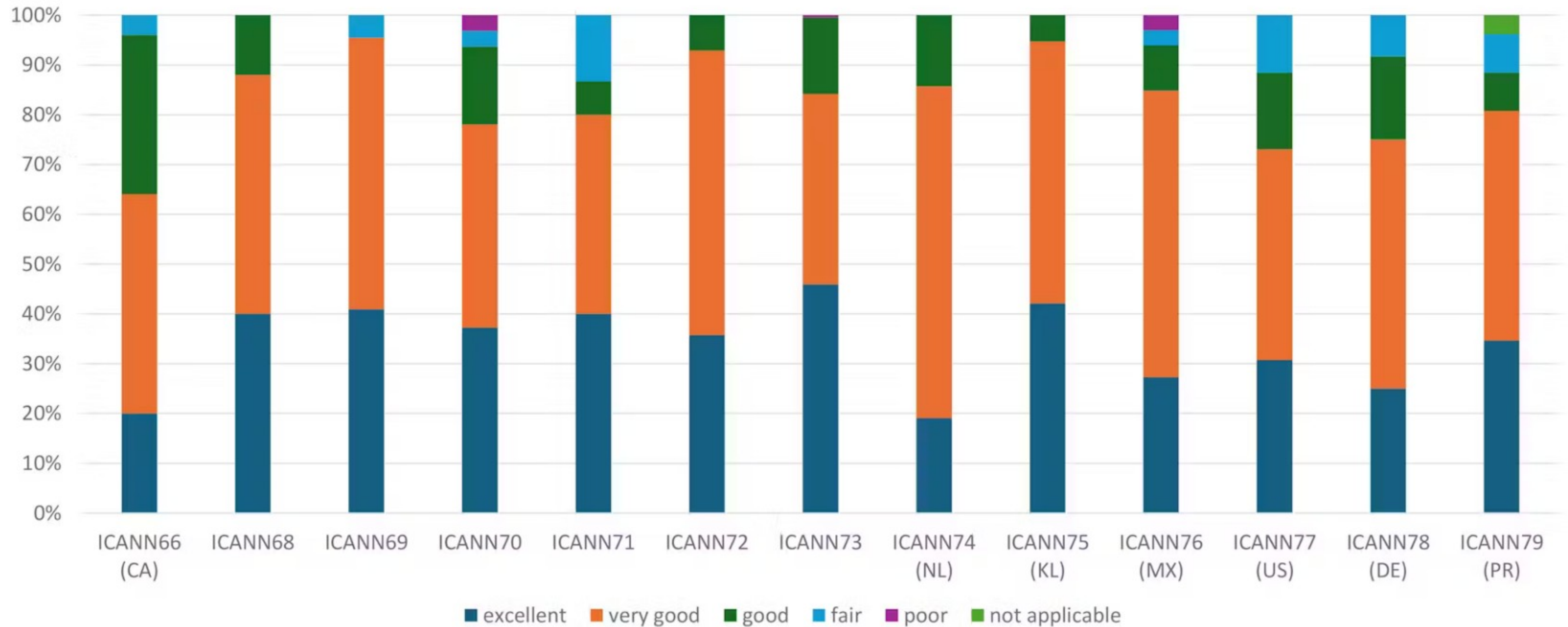
Number of responses



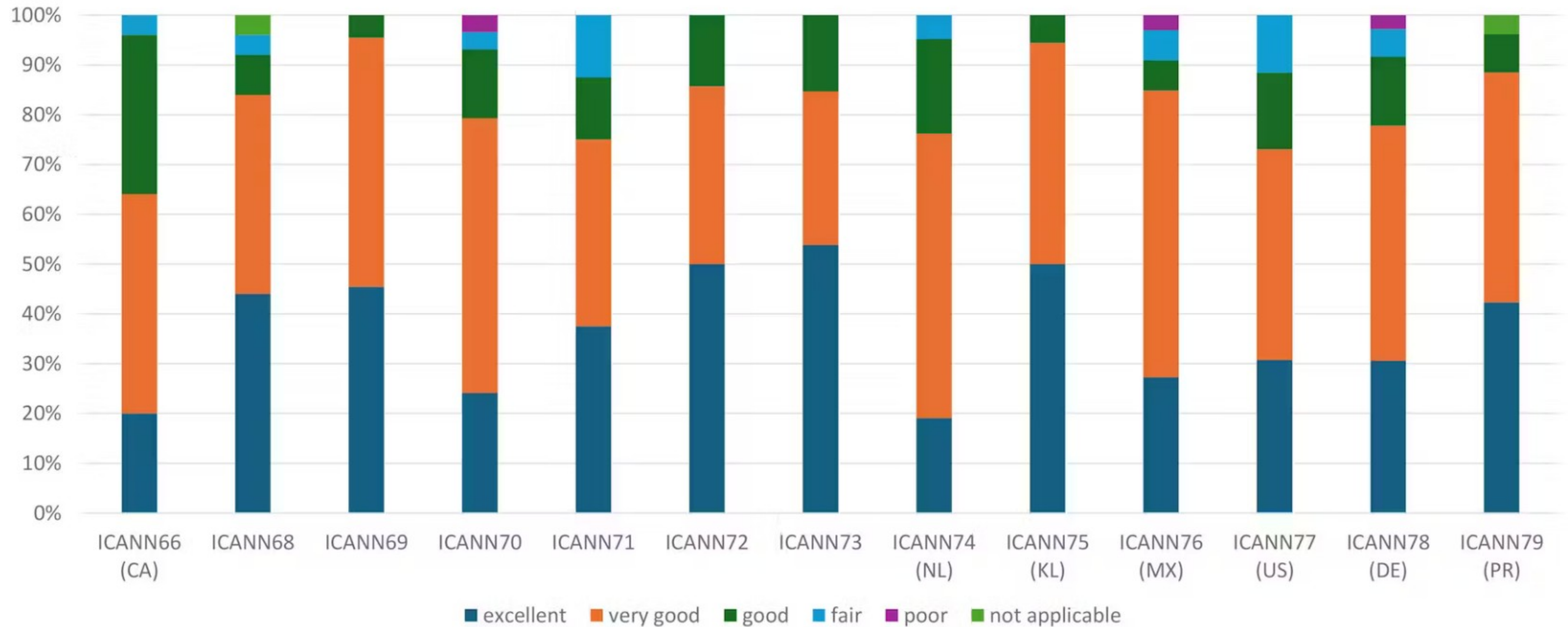
Overall, how satisfied or dissatisfied are you with the ccNSO Members Meeting?



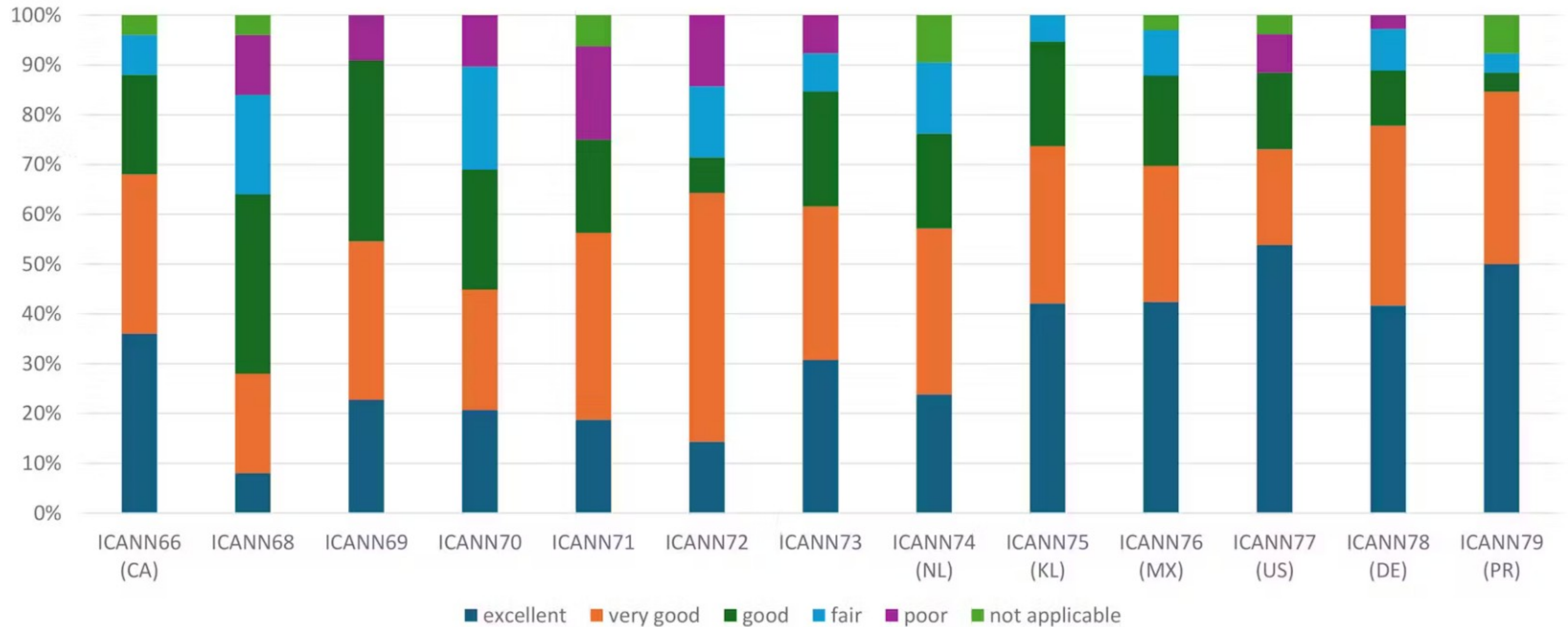
1. Relevance of the presentations



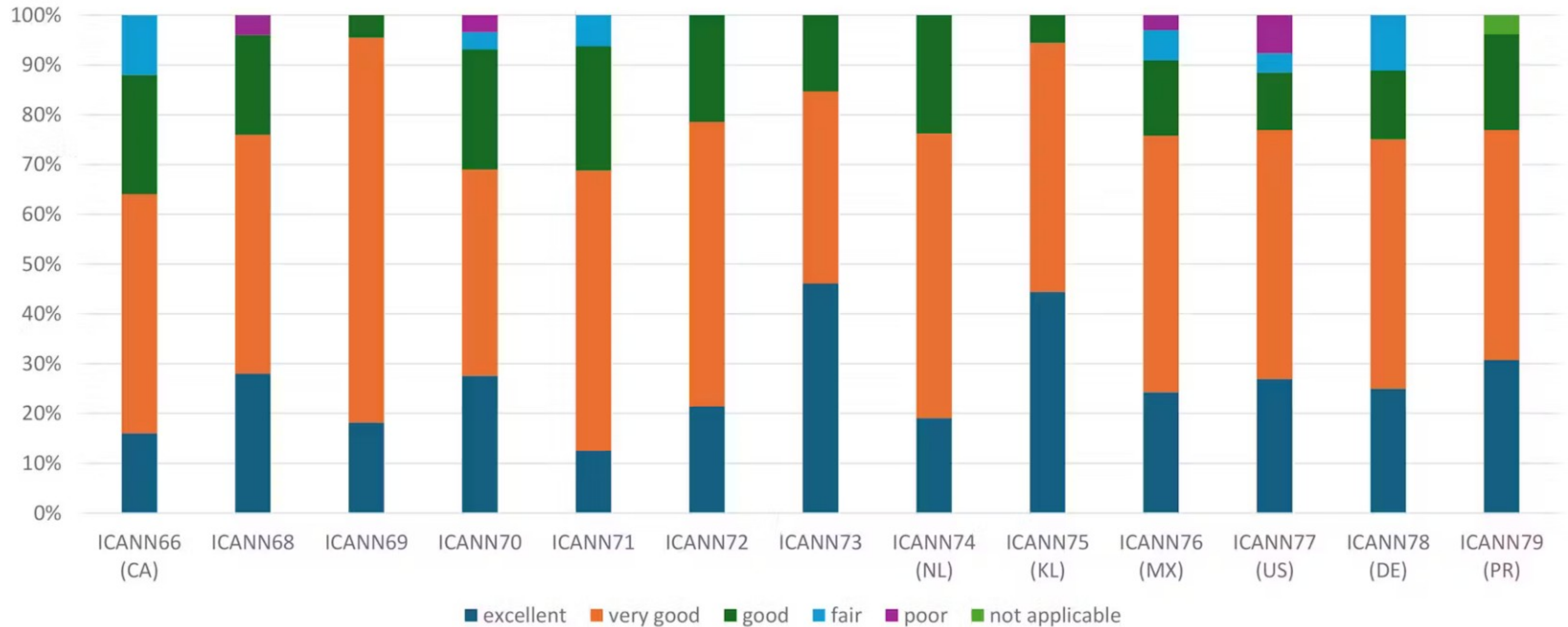
2. Relevance of the sessions



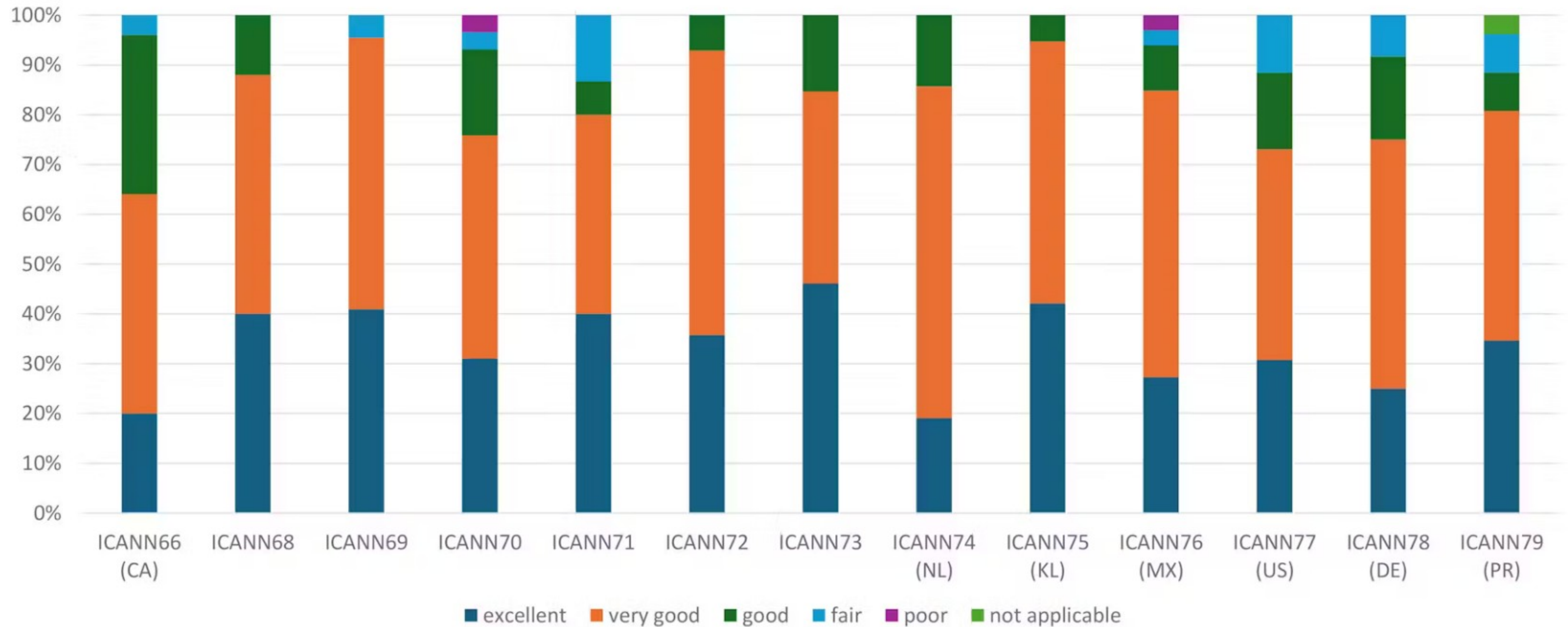
3. Opportunity for exchange of information



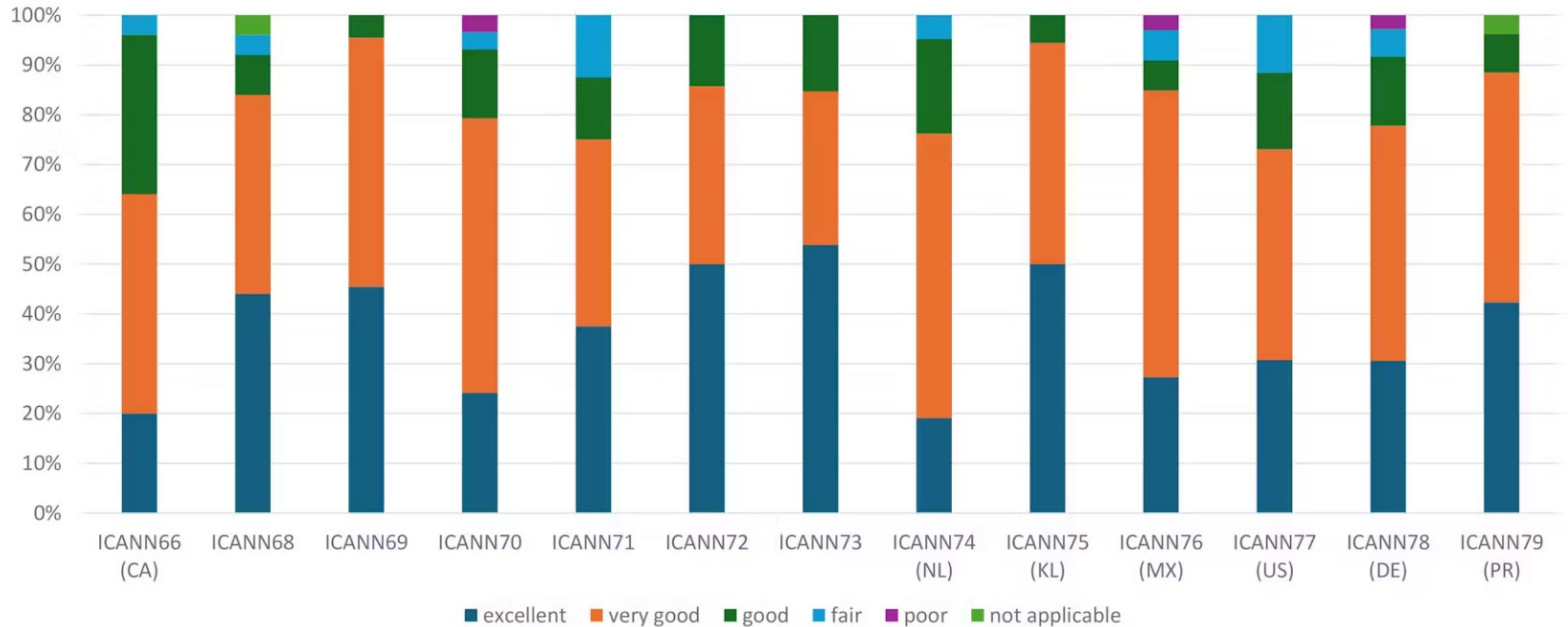
4. Quality of the presentations



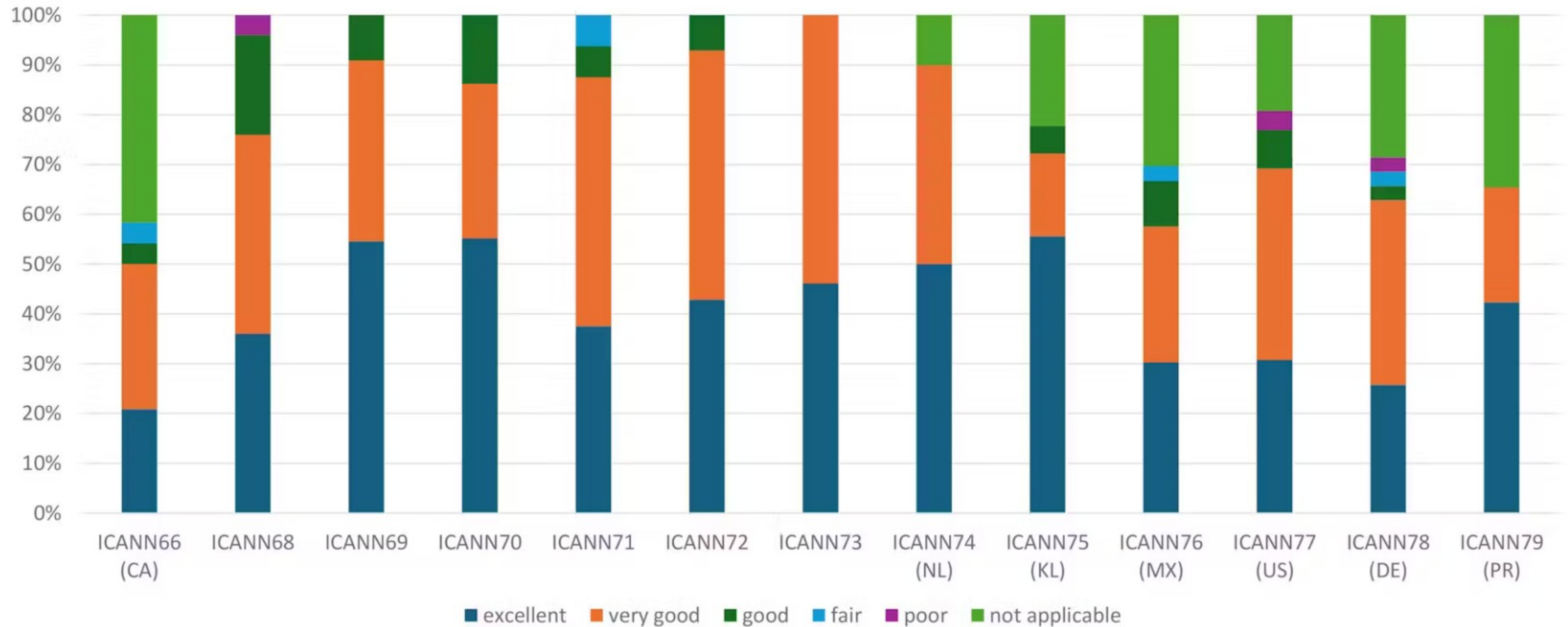
5. Relevance of the presentations



6. Relevance of the sessions



7. Remote participation arrangements



Instructions

Go to

www.menti.com

Enter the code

1499 6318



Or use QR code

Questions ccNSO Members Meeting satisfaction survey

1. Overall, how satisfied or dissatisfied are you with the ccNSO Members Meeting?
2. How would you rate the following items?
 - a) Relevance of the presentations
 - b) Relevance of the sessions
 - c) Opportunity for exchange of information with other participants
 - d) Quality of the presentations
 - e) Information available online prior to the meeting
 - f) Organisational arrangements during the ccNSO Members Meeting (e.g. timing)
 - g) Remote participation arrangements
 - h) Other (please specify)
3. How would you rate the following sessions?
 - a) List of sessions
4. What aspect(s) of the ccNSO Members Meeting went particularly well?
5. What aspect(s) of the ccNSO Members Meeting need(s) improvement?
6. What topics do you like to see addressed at the next ccNSO Members Meeting?
7. Do you have any other comments, questions, or concerns?

Rating Q1

- Very satisfied
- Somewhat satisfied
- Neither satisfied, nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Rating Q2 and Q3

- Excellent
- Very good
- Good
- Fair
- Poor
- Not applicable

Q4 to Q7

- Free text

What improvements, if any, would you suggest?

Make it shorter if possible

I think the satisfaction survey is good

Shorter is better

1. Panel discussions centered on one and the same topics at the end of the session
2) better mentorship of presenters
3) formalizing good practices as the session output

Give a prize for filling it out

I think everything has been good

Trends show we are on the right track. The exercise of looking into results is very helpful.

Agree on the prize suggestion

What improvements, if any, would you suggest?

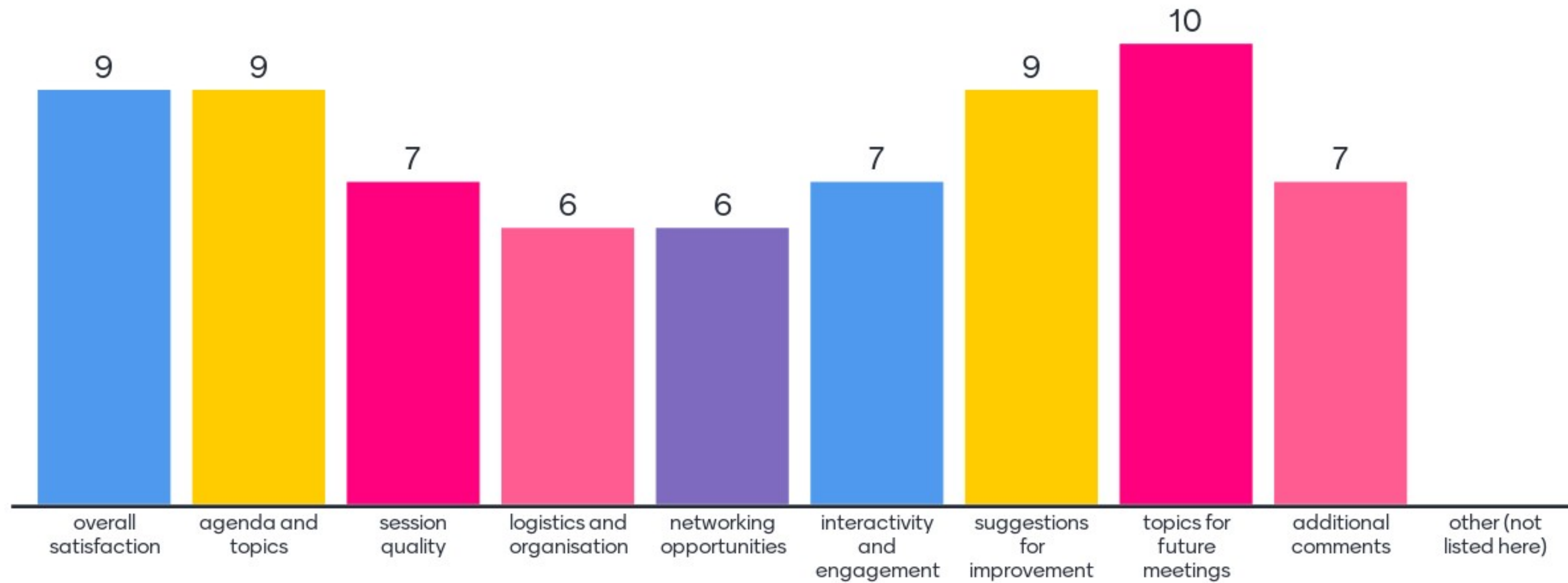
free-form responses are just as important as choices in answers.

I suggest a new answer. In stead of Not applicable - it should be I didn't participate or I was not there

Allocating time to review the Survey in the session as proposed by Leonid

more time for tech day

What should be measured? Select all that apply.



Getting ready for ICANN80



ICANN80 Policy Forum

ccNSO

- Tech Day
- ccNSO Members Meeting
 - Welcome Session (+ ccNSO 2-year workplan)
 - ccTLD News Session (by MPC)
 - Impact RRA amendments on ccTLDs (by DASC)
 - Policy Gap session (by ad hoc Council team)
 - Capacity building, WSIS+20 - TBC (by IGLC)
 - Strategic Planning (by SOPC)
 - Universal Acceptance for and by ccTLDs (by UAC)
 - World Café on ccNSO continuous improvement: voting (by GRC)
 - ccTLD Registrant Capacity (follow-up)
- ccNSO Council

Policy Forum

- 10 to 13 June in Kigali, Rwanda
- No ccNSO working group or committee meetings
- ICANNorg sessions:
 - WSIS+20
 - Board/Org

Reminder planning ccTLD News Session

Launch call for presenters

- 18 April – 8 May

MPC confirms agenda

- 16 May

ccTLD News Prep session

- 21-23 May

ccTLD News Dry-run session

- 28-30 May

2 deferred proposals (.bh and .ge)
– Secretariat to contact

.ge Domain Name Suggestion System | Sophie Khidasheli (.ge)
.bh recent projects, .bh hackaton, IDN promotions, university curriculum | Sami Mohamed Ali (.bh)

90 min session: 5 presenters?

AOB and next MPC meetings

