

Agenda

- **Continued: Phase 3 (5 June - 21 July): Community feedback on the draft CIP Framework in progress, sharing of best practices for input from groups — CIP-CCG Representatives (40 minutes)**
- **ICANN org Survey Developer — ICANN org (15 minutes)**
- **AOB and next steps — ICANN org (5 minutes)**

[ATRT3 Final Report, p. 72](#) detailing “**Annual satisfaction survey of members/participants**”:

- Each SO/AC/NC shall perform a comprehensive annual satisfaction survey, or equivalent mechanism, of its members and participants. The focus of the survey should be on member and constituent’s satisfaction (and issue identification) vs their respective SO/AC/NC but can also include satisfaction with ICANN org services such as staff support, travel services, translation services, etc.
- For SOs and ACs that are composed of substructures, this should apply to their individual substructures and the results of all sub-structures shall be aggregated to generate a result for the given SO or AC.
- The results of these would be public and used to support the continuous improvement program as well as input for the Holistic Review. If the survey results note a significant issue this shall be the trigger to initiate appropriate measures to deal with any such issues.

ICANN org Survey Developer

- This work is progressing and as part of developing the survey, **ICANN org needs your input** on who (or how) each SO, AC and your substructures would envision distributing the survey.
- This would include identifying **who** your members are, and having an email address.
- You should consider how to define **active vs. inactive members** and whether different types of surveys for each would be useful.