

Table 1. Why is only a little over a half of the membership involved in ccNSO voting?

Round 1

- Has there been an effort to get input from those who do not vote, why they did not vote?
- Those who do not vote, is that made public?
- Sharing list of non-voters with RO is probably most effective

Q1. What makes members vote, in your view?

- Responsibility as a member. Sense of belonging. Personal values
- Engagement and participation: e.g. North American ccTLDs are present at meetings
- Interest in the topic or the issue at hand
- Accountability: feeling obliged to vote
- Being explicitly reminded
- Benefits. Related to interests.
- Encouragement

Consistent involvement

The people who don't vote, do they show up?

How big is the intersection between those who vote and those who are engaged?

Q2. Reason not to vote

- Information missing, not familiar with the topic
- Other priorities
- Lack of involvement
- ccNSO is not part of their lives
- Members who never attend the ICANN meeting
- Lack of interest, lack of engagement.
- Voter apathy
- Conscious decision not to participate in a voting
- Perceived technical issues: not finding a ballot, issues with the voting tool
- Online voting
- Issues regarding internal decision-making: approval needed regarding vote participation and choice

Round 2

- Lack of awareness about the subject

- Eligibility. Egypt example: If the ASCII manager does not vote, ask the IDN ccTLD manager to step in
- Has the email been delivered to an active mailbox? Is that the mailbox of the right person? AFRINIC writes to all members, and asks for active confirmation regarding who is the contact. ccNSO should do the same
- No individual addresses, rather have a role account
- Ask for acknowledgement that the ballot has been read.
- Lack of knowledge of the topic that is being voted on
- Lack of interest
- Stakeholders locally could have an interest in the topic. But perhaps the cctld manager does not understand the interest by the local community, and thus does not vote

Q. duration of voting: is that an issue? 3 weeks time

- Awareness raising prior to vote start is necessary

Quorum should be increased, to increase the number of votes

Round 3

Q1. What makes members vote?

- Responsibility.
- To better the community
- Engagement
- Interest (is a reason to vote, or not to vote). We do not offer IDNs, thus the ccPDP4 vote is not relevant to us
- Encouragement
- As a newcomer, you do not know what is going on
- Staff turnover at ccTLD manager

Q2. Why do members not vote?

- They decide to join as member, but are not actively engaged. Simply observe, or maybe not even

Q3. How many members should vote?

- Lower the threshold (30% in the bylaws). Comparing the ccnsO voting with voting globally, the ccnsO does well.
- Keep the 40%

What is legitimacy? Best effort. Engagement, encouragement, you educate your voters so they can take an informed decision. More you cannot do.

Ballots should be more visually appealing

People do not vote until the last minute, or need to consult internally.

Quorum should be specified in the bylaws.

Q4. Are there barriers to vote?

- Do the non-voters get the ballots?
- Language

Work with the RO's, and with the councillors from the region to remove those barriers

- Transparency needed. You do not need to see who they voted, but who voted
- Modernise the voting: better tracking.

Transparency of voting: Should there be limits?

Alejandra / Susie

Round 1

Should data be published on who voted?

They didn't receive a letter. Contact should be updated. Campaign/Regular or twice a year to update their contact information.

Should we publicly announce who voted/not voted?

Maybe members weren't aware.

If we don't have their contact address, how do they get a ballot; maybe publicized that so-and-so didn't vote?

Campaign: If you vote, you have goodwill; good reputation. Would we be comfortable to see our names? How do we know who didn't vote? how would we know who to reach?

It's important to explain the reason for voting. ***The way we write emails are complicated. Too lengthy, very formal, too formal information about the process, before giving the information about the reason of the voting.***

Short to the point and relevant information about the reason we are voting.

Get people more involved, and this will help people to get involved; if they are involved, they will vote.

Should abstain be an option? (Yes/No/Abstain)

Shaming – if they don't vote

Do make the votes public, but not how they voted.

Should we publicize what they voted? – Not a good idea.

All ccNSO members are allowed to vote.

AFTLD – they don't publish what their members voted for.

Should the list of emissaries be uploaded?

The list of ccNSO members is public

How do we know the ccNSO secretariat has the correct list of members? Because it's never published? Should the list be published?

Round 2

All votes have been anonymous – it's in the guidelines.

It should be publicly available and should show who voted. Shows transparency.

If the voting is linked to a specific person (such as the chair of the ccnsso), the vote must not be published.

I'm not abstaining but I'm being neutral.

Possibly add images to emails to not make them more inviting.

Two weeks should be the length of time for people to vote. ccNSO's current guideline is 2 weeks.

Should the emissaries list be published? Important to publish - to be transparent.
Names of the voters should be published, but not emails to avoid spam (publish name at domain)

The voting manager updates the list

The voting manager – does a campaign emails about updating emails

Email + spam

What other activities should be done to actually get more participation?

Do you think the council should reach out to people? (you haven't voted)

Shows that the LACTld can reach out to their regional organization.

Regional Orgs can see who has not voted and they reach out

Stephen / Bart

Standard frame: ccNSO provides ICANN its international legitimacy

Round 1

What does Bylaw: 50 %,

Rules-

As long as we meet quorum, it is legitimate: 50% lowering threshold 35? AS long as requirement,

Ethical/Morally as long as it is not breaking the rule. Moral: Predefined, transparent, communicated, by-in

Strict interpretation.

Scenario:

Threshold not met: does it affect the legitimacy of the ccNSO? Failing

How is leadership to reach out

Try to know why.

They filter from

Round 2:

Lower threshold: as long they know know:

Lower Threshold: factors participation and voting two different

Legitimacy:

Legal view

Political view, depends on the turn out

Legitimacy can be weaponized.

50 % of voters, a majority Threshold legitimacy.

Safeguard at least half

Lowering threshold, down

Political

Non-members ,

Functional platform.

Governance for full ICANN: on behalf of the members. Claims to power/

Those not

Representative:

Lower will not happen

As part of ICANN needs to vote, 50%

Within ICANN context

Being the voice of the c c TLD

Perception is not worth the effort

Check Bylaws on representation.

Round 3

Claim is to implement

ccNSO has to comply with non-ccNSO members who are affected.

Different mechanism policy set

Few steps criteria Rethink process, to give more

Why are people not voting:

Distinction between manager and the operator

Need to go the grass roots, the make the claim valid, actual

The process determines the legitimacy, well informed , had opportunity to learn and vote.

Round 1

Discussion Notes:

- Are members aware of their role in the ccNSO?
- There are situations where there is no difference between members and non-members, e.g. they can be part of committees, but there are some differences
 - Members vote on policies
 - Members nominate and select leaders
 - Members vote in council elections and on council decisions
- **To vote, is it a right? a duty? a responsibility?**
 - **It is a privilege; you can vote or not vote. It is also a right.**
 - **It is also a responsibility. We talk issues through and are engaged, we take it very seriously**
- At the final stage, policy should be approved and there should be a quorum. If there is no quorum there is no decision and it does not move forward.
 - Has that ever happened? No, but it has come close, with last minute voting.
- Do you think all ccTLD managers are aware?
 - At least the ccTLD managers that come to ICANN meetings are aware. Those who don't come may not be.
 - When we try to get people interested, we have a webinar at the end of every ICANN Meeting. It takes time to gather interest, but we have found it effective. We know they can't come to ICANN Meetings, so to make this forum open to you, we hold the webinar
 - If they don't know work is being done, they won't gather interest and won't participate.
 - It is focussed on local country community, but maybe it's a good idea to extend webinar to other countries/ccTLDs
 - But those who don't care, would they really come?
- Maslow's Hierarchy of Needs
 - Pyramid: essentials at the foundation, ICANN ccNSO at the top
 - If you have issues with electricity, internet, that is the higher priority.
 - But if there is a small window provided to what is happening at ccNSO, some could come in and start getting interested
- Voting is easy, is it not?
 - Maybe people are not comfortable with voting if they are not clear about the policy/process or if it is not particularly relevant to their needs
- If something happens with one of us, it collectively impacts us all
 - Some members need to be pushed
- Do we do anything for ccNSO members to keep them engaged?
 - There is a welcome letter, but maybe it should contain more information and resources.
- As an organization, how do you keep your members engaged?
 - We try to provide short, clear information

- We hold webinars and send emails for our policy change processes
- What information would you appreciate to have about ccNSO to get involved?
 - More information about policy groups and the issues they are talking about
 - More introduction to ICANN staff that support ccNSO
- We can do more webinars and provide high level information
- Why not reach out to those existing members?
 - I am worried about reaching out to members as our volunteers are already stretched
- What is the most practical and sustainable way?
 - You have to explain who we are and build trust, not just say here: vote.
 - Maybe leverage those staff/members who have strong connections and communication channels (e.g. Save Vocea, Rodrigo de Parra, Chris Mondini)

Round 2

Discussion Notes:

- Leader recap of Round 1
- One way of getting members aware of their roles: presentation to members, to learn about the role of the ccNSO and the community
 - Rotation, members present their registry, others offer
- ccTLD topics may be far from member's daily operations
 - How to emphasize the importance to each member? Focus on the policy and make a decision
 - Lot of effort to reach out, but regional managers should have a role to play as they have access
- Not all ccTLDs come to meetings, there are a lot of TLDs. Use regional channels/members to inform members.
- There is so much information, I cannot find a quick easy way to understand the issue or what ccNSO does, or how to contribute as a member.
- Some don't actively participate because don't have resources to come, then they fall further behind
- ICANN should give regional organizations more power, motivation in terms of PDP development and legal obligations
 - There is no barrier currently preventing them
 - Messages/voting requests are sent through regional organizations as well
- Leadership and mentorship
 - Senior members can mentor new members to help them understand their responsibilities and issues the ccNSO discusses
- In the ideal case, voting is an informed decision. But it is challenging, e.g ccPDP4 was a long document and takes time and effort to really understand.
 - Before the voting, there is usually a webinar and discussion
 - Should be a webinar to inform about voting
 - They are done, also recorded and in different time zones, maybe not enough?
- We should create a brief summary of the policy, so they can prepare and

understand

- We have it, but people don't read it.
 - Make it shorter
 - Make it easier to understand
 - Make a short video / audio-recorded reading: listening is faster and sometimes better than reading
- Need to inform new members about the role of the ccNSO

Round 3

Discussion Notes:

- Leader recap of Round 1 and 2
- We are an experienced ccTLD so we always vote. ccNSO is a platform for ccTLDs to exchange views and ideas.
- When you vote in your life, country, job, what makes you vote and how do you make a decision?
 - Council elections. I vote, because it will influence my life.
- Does anyone influence your vote?
 - Sometimes if friends ask me to vote, I will vote. Still depends on the candidate.
- Let's assume we are not an informed Registry. If you don't have time to read, is it appropriate to push them to vote?
 - Some can't spare resources to keep, they could listen to other ccTLDs.
- Is lack of voting more due to choosing not to vote or because unaware of the vote?
 - Mix: Not reading the email, or the topic is not relevant, or can't understand the topic
 - ICANN discussion is often very difficult
- What is a practical way to make ccTLD managers understand it is important to be good participating members?
 - We are the group who shapes policy. We should make members more aware of that
- It is important to send the right message through the right channel
 - Like most TLDs, we have social media.
 - In the mailing list there is one discussion, on Facebook there is another discussion, it is good in some aspects but hard to keep track of.
- The ones who come to ICANN meetings probably are the ones that vote
 - Would be easier if the non-voting members came to ICANN Meetings and we could talk with them

Round 1

- How many members should be voting? No problem for votes on Board seats but there is a problem with voting for PDPs.
- Should quorum change? Should the threshold be lowered from 50%? What is the appropriate number?
- People vote when they believe it is an important topic.
- Talking to neighboring countries helps. Encourage colleagues to vote.
- a 50% quorum is an ideal way to have a base of consensus. In reality, do we need to have a quorum or would a simple majority without quorum be better? We can lower threshold or remove quorum as a way to have more contributing
- How legitimate is ccNSO vote?
- It's hard to answer these questions without knowing why ccNSO members don't vote. Understanding these reasons would help and getting in contact with members face to face to have discussions may be helpful. Explaining the policy at a high level would be
- 30% of total emmasarries are voting, which is very low. How many ccTLDs have a rep with the ccNSO.
- Participation is also a problem amongst other policy processes, which leads to a lack of awareness for voting
- If there is no quorum, the voting rate may be even lower. When ccTLD managers aren't involved with PDP or know about the policy in force, there's no summary of what is being voted on. Prior knowledge is usually assumed, Secretariat assumes you know what PDP4 is, for instance.
- How does the UN conduct a vote? Do they have a quorum? It may be worth looking at how other international organizations vote on policies.
- IANA database is not updated. Invites to vote need to go to the right person. Clearly email doesn't work in all cases
- More data should be collected about responses. We want to operationalize this process and could easily get bungled by studies.
- ICANN/IANA can only enforce policies given to org, they are unable to create policy

Round 2

- Currently quorum is 50%. Votes are sent to the whole ccTLD communities. 50% is for ccNSO members
- How did 50% become the standard? At the time they were looking for the majority, but this amount is not always reached
- There is a concern that people are voting towards the end and there is a risk that a policy is not approved. Hope is to have a high number of respondents as it will help with legitimacy
- May not vote since policy doesn't interest or impact ccTLD operator
- Barriers to reaching those voters? Regional orgs can do outreach. RALO leads could help reach out to those TLD operators within the region. Knowing who's not

voting would be helpful

- Some organizations lack resources to meaningfully participate
- IANA database is not updated, chances are those emails are going to the wrong people.
- Some policies do not interest ccTLD Operators.
- Engagement and providing information as to why policy is important could be helpful
- Some recommend lowering from 60% to 51%. Could also be beneficial to mirror other SO/AC voting practices.
- Lowering the number of those voting to pass could be a risk
- Regional associations need to engage in providing and being voice for region represented
- Language accessibility could also be a problem

Round 3

- 60% of 50% need to vote in favor
 - Could lower quorum to 33% from 50%
 - Could lower to 51% from 60%
- Lowering the threshold could also send the wrong message.
- Second round of voting may also be applied. Pablo's condo voting method
 - Second round process will still require votes to meet threshold
- Lower than 50% becomes a legitimacy problem. 50% at least indicates that half have participated
 - All members have an equal vote
- How many ccNSO members attend ICANN meetings? If ccTLD manager doesn't come to an ICANN meeting, they won't know about the policies being worked on
- It would be interesting to keep track of who comes to the meeting.
 - ICANN meeting attendance isn't needed to vote.
- Is there a barrier to entry for voting?
 - We know IANA database is not to date
 - There could be turnover issues that lead to lack of right information
 - Outreach and link to ccTLD RO would be helpful to know who is the right representative
 - IANA has recently updated contact collection method
 - IANA can't force TLD managers to update contact information
- ccTLD operators should help each other mediate and support each other
 - In some places, governments are involved and appoint ccTLD representatives. Manager should be respected.
- Capacity of ccNSO can change. ccNSO can develop policy that could theoretically apply to the ccTLD community

Jenifer / Alp

Round 1

Round 2

Round 3

Round 1

- Legitimacy - is legitimacy countable? There are other indicators for the legitimacy. Can we link the legitimacy directly to the votes?
- What do we have to do to encourage people to vote? What is the value of voting?
- Is language a barrier here, people need to feel belonging to the place. Online tools might be useful but not enough. Before the votes, translating exec summaries might make sense.
- Policy summary should be showing the importance of the policy. What would be the effect of it directly?
- The stakeholders/participants behind the policymaking should be more in numbers.
- As members of the ccNSO, people value the experience of getting to know each other, and share experiences.
- CCs should think about how to contribute to ccNSO and ICANN.

Round 2

- What is the source of legitimacy? Membership and the legal framework. We have both. We are abiding by the rules, that's why we are legitimate.
- Legality, participation are different. How do we ensure more volunteer participation, and how to keep them attending?
- We are above the minimum standards as the organization, but we need to make sure that people are voting voluntarily.
- We need to educate the ccNSO members, so that they need to understand, be part of the process, be part of the WGs.

Round 3

- Legitimacy is towards the members, because membership is voluntary,

membership and keeping them in the circle.

- Legitimacy here is in 2 categories, legal and political. Legal is easier, political one is mostly perception.
- Actually, CCs are part of the reason why ICANN is legitimate. What is the bare minimum, where is that blurred line?
- There are metrics that can be used for legitimacy for CCs, number of domains under management.

PDP / BOARD SEAT ?

↓
50% vote Quorum
↓
60% in favour

→ LANGUAGE BARRIER ?

1. Update IANA DB

10/1/19

Welcome new commers

in a new way

→ maybe have a mentor?



50% → 33%? Threshold
60% → 51% votes?
2nd Round voting?

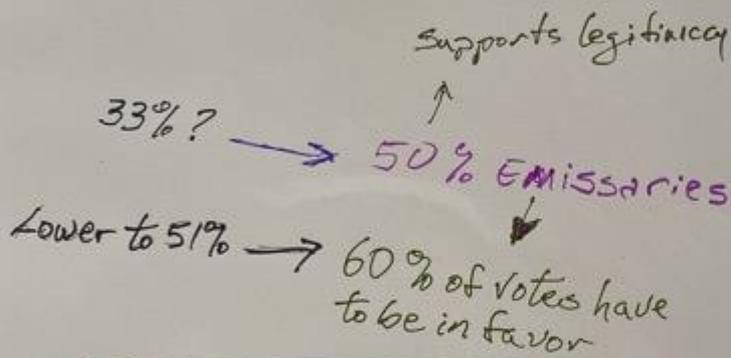
World cafe rocks

1. 50% First found.
2. 33% Second found

1. Board seat
2. data for not participating
3. sufficient info.
4. work with regional.
org..

- Are there barriers? How do we take these barriers av.
- What makes ccNSO members vote in your view?
- Why would members not vote in your view?

How do we achieve this number?
* Update the IANA Database



Second round process

- 1- First call (Quorum 50%) if quorum is not met
- 2- Second call (No Quorum)

Alphab !!

How many members should vote ?



How important to me !!

No. of workshops !!

Title to your workshops ①

Increase of cETDRs ②

IDM Managers should be ③

IANA DB is it updated
"Right person"

Wrap-up

- Gudrun (not on mic): i want to help with a next world cafe.

- Jim Holland, zimbabwe: Gained better understanding of the ccNSO
- Yuri Takamatsu: good opportunity to get to know each other's viewpoints
- Bonnie Mtengwa, .zw:
- Benedict, Ghana: working on the redelegation. We want to become a registry
- Bernand, .bf: understand why people do not vote
- Ian, tw: Issue that we did not see before, and good opportunity to improve
- Abdalmonem, IDN Egypt: first time at the world cafe. Would like to have attended more rounds
- Stacy: awareness raising regarding ccNSO matters in general. Mentorship needed by senior members.
- Peter: hope we continue with world cafes at the next meeting. Interesting discussions. Broad participation, people that we did not hear from before.
- Ghana ccTLD transfer pending, not yet member of the ccNSO. Spoke with Kim Davies. Policy development. If you want to make change, you need to join. For the benefit of all. Learn from others. Have a better internet society for the better globe
- Fernando: appreciate the initiative
- Everton: congratulations for this format. It is different. Useful resource. Regarding the questions: main point is that we as part of the ccnsso can talk and improve our decision-making processes.
- Gudrun: appreciates world cafe.
- Ankzhaya, mongolia: work on stats. How many members are engaged and attend the members meeting? I do not understand how things worked, before i came to Hamburg. Now i understand. Decision-making process. Appreciate the format.
- Molehe, .za: my second World Cafe. likes the engagement. Stole the idea for own organisation, interesting topics. Self-introspection.
- Demi, .br: split from DNSO. ccNSO brings legitimacy to ICANN. Preserve this spirit. Strengthen the ccNSO as an organisation.
- Tatiana: community that reflects on its own legitimacy. On good track. What would i do?
 - Increase awareness.
 - Make the space even more attractive. Coffee and smiles here. Regarding the voting: make them simple and digestible.
- Biyi, .ng: think how we reinvent ourselves. How do we ensure that we are aware? Have a conversation about voting. Deep and instructive.
- Busola, i was observing

Table 5 | transparency of voting. (Alejandra)

- Email lists to be updated frequently. Should be published
- Emails should be simpler and more attractive
- List of members that voted should be published. Also publish how they voted? Yes for ccTLDs. Perhaps only the ballot number
- There should always be a neutral option.
- 2 Columns with who voted and who did not vote

Table 3 | Are members aware of their role in the ccNSO? (Irina)

- Privilege of responsibility to vote
- How can members take their role seriously?
- ICANN and ccNSO on top of daily matters. Might not be relevant to my ccTLD. Finding the right words and the right channel to deliver the message. Be a responsible member of the ccNSO. Take care of yourself and the entire group.
- Have video or audio fragments to explain the policy
- Reach out to RO's
- Have the right message delivered through the right channel. If we fail, it is our fault as communicators

Table ? | ccNSO represents ccTLDs globally? (Stephen)

- As long as the procedure is in the bylaws, it is legitimate
- Moral issue: what if the quorum is not met.
- Discussion regarding participation percentage and voting percentage
- Legitimacy of the organisation
- We represent everybody, also non-members
- We develop policy for IANA, will most likely be used by IANA for non ccTLDs
- Enhance participation on voting for PDPs.

Table ? | Legitimacy of the ccNSO (Jenifer)

- As long as there are members and we follow the rules.
- Making people feel like they belong here.
- Newcomer session
- Translating or summarising the policies to allow people to vote
- Ccnso makes icann legitimate

Table ? | how many members should vote?

- 50% quorum and 60% in favour . what happens if we would lower the 50% quorum, and what would that mean for the ccnso legitimacy. Sending the wrong message?
- 50% was ok. But, lower the 60% threshold could be explored

- Second round without quorum as a possible approach
- Speak to your fellow ccTLDs.
- Explore issues in a safe environment, such as here

Table 1 | why is that only half of the members vote

- Engagement
- Correspondence: is the email read?
- familiarity with the issue
- 2 cctld managers from same country
- Language barriers
- Strategy to manage africa and engage african ccTLDs
- Those who did not vote

Sean: Virtual World Cafe in September.