Introduction to the GNSO Review 360 Assessment

Welcome to the Generic Names Supporting Organization (GNSO) Review 360 Assessment! This questionnaire is a new part of ICANN organizational reviews.

The purpose of the review is to evaluate organizational effectiveness of the GNSO, acknowledge areas that are working well, identify areas that need improvement and recommend needed changes. This is a regular five-yearly review of each ICANN structure required by the Bylaws to maintain public confidence in its viability, reliability and accountability.

The quality, validity and acceptance of the GNSO Review and the resulting improvements depend on relevant and useful feedback from a diverse and representative group of people. This is a cornerstone of ICANN's bottom-up multi-stakeholder model.

This questionnaire is designed to gather data from the GNSO community, other ICANN structures and community members, the Board and staff. It will be supplemented by other methods of data collection including a review of documents and one-on-one interviews.

The 360 Assessment has been formulated and implemented by the Independent Examiner, Westlake Governance. The data collected via this survey will be summarized and analyzed by Westlake, and used as an input into the review work.

1. Westlake will maintain your confidentiality. We will not identify you in material we quote or share with the GNSO and staff unless you grant us specific permission by ticking the box below.

Yes or No - I consent to being identified by name as the author of my feedback

How to use this survey

Completing this Questionnaire

This 360 Assessment questionnaire starts with questions about your perceptions of GNSO's effectiveness, representation and resources. The questionnaire then has a series of sections with detail questions about the GNSO structural components: the GNSO Council; GNSO Stakeholder Groups; and the Constituencies. Each section begins with a question asking whether or not you are involved with or are a close of observer of the GNSO component concerned, please answer "yes" only if you are able to answer detailed questions about its operation. If you answer "no" you will skip to the next component.

You must have cookies enabled in your browser to use this questionnaire. **You may return to this questionnaire as often as you wish until you complete it, provided you use the same browser and computer. The questionnaire will record and save your answers when you press the "Next" button at the bottom of each page.** If you close your browser window or leave the questionnaire before you have finished it, and return to it later, it will open at the first question after your last saved page. You will be able to scroll back through the questionnaire and review or edit your responses at any time until you have finished it. If you have any further questions on how to return to the questionnaire, please email Westlake Governance at gnsoreview@westlakegovernance.com.

Some questions are mandatory and some are optional. Mandatory questions are marked with an asterisk (*).

any questions provide a text field for your comments. Most of these fields are limited to 600 characters. If you have more to say than will fit in the field, please put it in the final comment section on the last page of the questionnaire, or email Westlake Governance at gnsoreview@westlakegovernance.com.

About you

Please provide your name and affiliation when submitting your response, as required by ICANN's Expected Standards of Behavior and Public Comment Rules and Procedures.

*2. Your name and contact address:

Name:
Email Address:

*3. How many ICANN meetings have you attended?

None
1
2-5
6-10
11-20
more than 20

4. If you are responding on behalf of a group such as a part of ICANN or a company, please give its name below.

*5. Please select the option below that best indicates which group or part of ICANN you participate in (or, if you are no longer active, have participated in) the most:

ALAC
ASO
Board
ccNSO
Fellowship
GAC
GNSO
RSSAC
SSAC
Staff
None

Other (please specify)

*6. Have you participated personally in the work of the GNSO?

Yes
No

If "yes", please summarize your involvement

GNSO effectiveness

*7. The GNSO has been effective in achieving its purpose, as defined in Article X of ICANN's Bylaws: *There shall be a policy-development body known as the Generic Names Supporting Organization (GNSO), which shall be responsible for developing and recommending to the ICANN Board substantive policies relating to generic top-level domains.*

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

Please expand if you wish:

*8. The Working Group model is effective in dealing with specific policy issues.

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

Please expand if you wish:

*9. GNSO's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
GNSO's outputs have produced desired outcomes						
GNSO's outputs are complete and thorough						
GNSO's policy recommendations are timely						

Please expand or give examples if you wish:

*10. GNSO communications and community responsiveness

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

GNSO provides me with sufficient and appropriate communications to keep me apprised of its work.						
GNSO communicates in plain language						
GNSO seeks and incorporates community feedback on proposals						
GNSO is effective in coordinating its work with other SOs and ACs						

Please expand if you wish

GNSO representation

*11. The following stakeholder communities are adequately represented in GNSO:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Commercial						
Non-Commercial						
Registrars						
Registries						
Country codes (through Country Code Name Supporting Organization Liaison)						
At-Large (through At-Large Advisory Committee Liaison)						

Are there any stakeholders who are not adequately represented in GNSO? How might they be represented?

*12. NomCom Appointees: The NomCom appointees to Council are required under the Bylaws to be guided by ICANN Core Value 4: *Seeking and supporting broad, informed participation reflecting the functional, geographic and cultural diversity of the Internet at all levels of policy development and decision-making.*

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The role of the NomCom appointees is widely understood						
The NomCom appointees to the GNSO Council are effective in upholding						

Core Value 4						
The NomCom appointees represent the best interests of the overall community						

Please expand if you wish:

*13. The two-house structure divides the GNSO Council between the parties with ICANN contracts and those without contracts. It is in addition to GNSO's structure of constituencies and working groups.

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The two-house structure is effective						
The balance of votes between the Houses is correct						

What changes would you make to the two house structure, if any?

GNSO and its components

We are now going to ask detailed questions about the component parts of the GNSO. These are:

- **GNSO Council**
- **Commercial Stakeholder Group**
- **Commercial Business Users' Constituency**
- **Intellectual Property Constituency**
- **Internet Service Providers Constituency**
- **Non-Commercial Stakeholder Group**
- **Non-Commercial Users' Constituency**
- **Not-for-profit Operational Concerns Constituency**
- **Registrars Stakeholder Group**
- **Registries Stakeholder Group**

For each of the above, please answer the questions only if you are directly involved or a close observer of the group concerned.

GNSO Council

*14. Are you involved with the GNSO Council? [Answering *No* skips the detailed questions about it]

Yes, I am a member or close observer of the GNSO Council
No, I'm not involved with this group

Questions about GNSO Council

*15. GNSO Council participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the GNSO Council						
GNSO Council contains sufficient technical expertise						
GNSO Council contains sufficient technical expertise						
GNSO Council is effective in encouraging new participants to become involved to avoid volunteer burnout						
GNSO Council encourages participation from all geographic regions						

Please expand if you wish:

*16. GNSO Council resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
GNSO Council has sufficient human resources from ICANN staff						
GNSO Council has sufficient travel support						

Please expand if you wish:

*17. GNSO Council meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
GNSO Council is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
GNSO Council uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*18. GNSO Council planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
GNSO Council plans for the future and uses objectives to guide its activities						
GNSO Council's planned objectives align with the planned objectives of ICANN as a whole						
GNSO Council applies appropriate metrics to						

determine the impact of its outputs						
GNSO Council manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the GNSO Council:

Commercial Stakeholder Group

***19. Are you involved with, or a close observer of, the Commercial Stakeholder Group? [Answering *No* skips the detailed questions about it] Do not answer *yes* if you are involved in a constituency but not the group; we will ask about the constituencies separately.**

Yes
No

Questions about the Commercial Stakeholder Group

*20. Commercial Stakeholder Group's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group's outputs have produced desired outcomes						
The Group's outputs are complete and thorough						
The Group's policy recommendations are timely						

Please expand or give examples if you wish:

*21. The Executive Committee of the Commercial Stakeholder Group is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*22. Commercial Stakeholder Group participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Group						
The Group contains sufficient technical expertise						
The Group is effective in encouraging new						

participants to become involved in the Group to avoid volunteer burnout						
The Group encourages participation from all geographic regions						

Please expand if you wish:

*23. Commercial Stakeholder Group resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group has sufficient human resources support from ICANN staff						
The Group has sufficient travel support						

Please expand if you wish:

*24. Commercial Stakeholder Group communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group communicates in plain language						
The Group uses community feedback to improve its effectiveness						
The Group is effective in coordinating its work with other parts of GNSO and ICANN						

Please expand if you wish:

*25. Commercial Stakeholder Group meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Group uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*26. Commercial Stakeholder Group planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group plans for the future and uses objectives to guide its activities						
The Group's planned objectives align with the planned objectives of ICANN as a whole						
The Group applies appropriate metrics to determine the impact of						

its outputs						
The Group manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Commercial Stakeholder Group:

Commercial Business Users Constituency

***27. Are you involved with, or a close observer of, the Commercial Business Users Constituency? [Answering *No* skips the detailed questions about it]**

Yes
No

Questions about the Commercial Business Users Constituency

*28. Commercial Business Users Constituency's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency's outputs have produced desired outcomes						
The Constituency's outputs are complete and thorough						
The Constituency's policy recommendations are timely						

Please expand or give examples if you wish:

*29. The Executive Committee of the Commercial Business Users Constituency is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*30. Commercial Business Users Constituency participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Constituency						
The Constituency contains sufficient technical expertise						

The Constituency is effective in encouraging new participants to become involved in the Group to avoid volunteer burnout						
The Constituency encourages participation from all geographic regions						

Please expand if you wish:

*31. Commercial Business Users Constituency resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency has sufficient human resources support from ICANN staff						
The Constituency has sufficient travel support						

Please expand if you wish:

*32. Commercial Business Users Constituency communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency uses community feedback to improve its effectiveness						
The Constituency communicates in plain language						
The Constituency is effective in coordinating its work with other parts						

of GNSO and ICANN						

Please expand if you wish:

*33. Commercial Business Users Constituency meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Constituency uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*34. Commercial Business Users Constituency planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency plans for the future and uses objectives to guide its activities						
The Constituency's planned objectives align with the planned objectives of ICANN as						

a whole						
The Constituency applies appropriate metrics to determine the impact of its outputs						
The Constituency manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Commercial Business Users Constituency:

Intellectual Property Constituency

***35. Are you involved with, or a close observer of, the Intellectual Property Constituency? [Answering *No* skips the detailed questions about it]**

Yes
No

Questions about the Intellectual Property Constituency

*36. Intellectual Property Constituency's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency's outputs have produced desired outcomes						
The Constituency's outputs are complete and thorough						
The Constituency's policy recommendations are timely						

Please expand or give examples if you wish:

*37. The Executive Committee of the Intellectual Property Constituency is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*38. Intellectual Property Constituency participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Constituency						
The Constituency contains sufficient technical expertise						

The Constituency is effective in encouraging new participants to become involved in the Group to avoid volunteer burnout						
The Constituency encourages participation from all geographic regions						

Please expand if you wish:

*39. Intellectual Property Constituency resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency has sufficient human resources support from ICANN staff						
The Constituency has sufficient travel support						

Please expand if you wish:

*40. Intellectual Property Constituency communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency uses community feedback to improve its effectiveness						
The Constituency communicates in plain language						
The Constituency is effective in coordinating its work with other parts of GNSO and ICANN						

Please expand if you wish

*41. Intellectual Property Constituency meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Constituency uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*42. Intellectual Property Constituency planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency plans for the future and uses objectives to guide its activities						
The Constituency's planned objectives align with the planned objectives of ICANN as a whole						

The Constituency applies appropriate metrics to determine the impact of its outputs						
The Constituency manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Intellectual Property Constituency:

Internet Service Providers Constituency

*43. Are you involved with, or a close observer of, the Internet Service Providers Constituency? [Answering *No* skips the detailed questions about it]

Yes
No

Questions about the Internet Service Providers Constituency

*44. Internet Service Providers Constituency's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency's outputs have produced desired outcomes						
The Constituency's outputs are complete and thorough						
The Constituency's policy recommendations are timely						

Please expand or give examples if you wish:

*45. The Executive Committee of the Internet Service Providers Constituency is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*46. Internet Service Providers Constituency participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Constituency						
The Constituency contains sufficient technical expertise						

The Constituency is effective in encouraging new participants to become involved in the Group to avoid volunteer burnout						
The Constituency encourages participation from all geographic regions						

Please expand if you wish:

*47. Internet Service Providers Constituency resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency has sufficient human resources support from ICANN staff						
The Constituency has sufficient travel support						

Please expand if you wish:

*48. Internet Service Providers Constituency communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency uses community feedback to improve its effectiveness						
The Constituency communicates in plain language						
The Constituency is effective in coordinating its work with other parts						

of GNSO and ICANN						

Please expand if you wish:

*49. Internet Service Providers Constituency meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Constituency uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*50. Internet Service Providers Constituency planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency plans for the future and uses objectives to guide its activities						
The Constituency's planned objectives align with the planned objectives of ICANN as						

a whole						
The Constituency applies appropriate metrics to determine the impact of its outputs						
The Constituency manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Internet Service Providers Constituency:

Non-Commercial Stakeholder Group

***51. Are you involved with, or a close observer of, the Non-Commercial Stakeholder Group? [Answering *No* skips the detailed questions about it] Do not answer *Yes* if you are involved in a constituency but not the group; we will ask about the constituencies separately.**

Yes
No

Questions about the Non-Commercial Stakeholder Group

*52. Non-Commercial Stakeholder Group's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group's outputs have produced desired outcomes						
The Group's outputs are complete and thorough						
The Group's policy recommendations are timely						

Please expand or give examples if you wish:

*53. The Executive Committee of the Non-Commercial Stakeholder Group is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*54. Non-Commercial Stakeholder Group participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Group						
The Group contains sufficient technical expertise						
The Group is effective in encouraging new						

participants to become involved in the Group to avoid volunteer burnout						
The Group encourages participation from all geographic regions						

Please expand if you wish:

*55. Non-Commercial Stakeholder Group resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group has sufficient human resources support from ICANN staff						
The Group has sufficient travel support						

Please expand if you wish:

*56. Non-Commercial Stakeholder Group communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group communicates in plain language						
The Group uses community feedback to improve its effectiveness						
The Group is effective in coordinating its work with other parts of GNSO and ICANN						

Please expand if you wish

*57. Non-Commercial Stakeholder Group meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Group uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*58. Non-Commercial Stakeholder Group planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group plans for the future and uses objectives to guide its activities						
The Group's planned objectives align with the planned objectives of ICANN as a whole						
The Group applies appropriate metrics to determine the impact of						

its outputs						
The Group manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Non-Commercial Stakeholder Group:

Non-Commercial Users Constituency

*59. Are you involved with, or a close observer of, the Non-Commercial Users Constituency? [Answering *No* skips the detailed questions about it]

Yes
No

Questions about the Non-Commercial Users Constituency

*60. Non-Commercial Users Constituency's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency's outputs have produced desired outcomes						
The Constituency's outputs are complete and thorough						
The Constituency's policy recommendations are timely						

Please expand or give examples if you wish:

*61. The Executive Committee of the Non-Commercial Users Constituency is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*62. Non-Commercial Users Constituency participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Constituency						
The Constituency contains sufficient technical expertise						

The Constituency is effective in encouraging new participants to become involved in the Group to avoid volunteer burnout						
The Constituency encourages participation from all geographic regions						

Please expand if you wish:

*63. Non-Commercial Users Constituency resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency has sufficient human resources support from ICANN staff						
The Constituency has sufficient travel support						

Please expand if you wish:

*64. Non-Commercial Users Constituency communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency uses community feedback to improve its effectiveness						
The Constituency communicates in plain language						
The Constituency is effective in coordinating its work with other parts of GNSO and ICANN						

Please expand if you wish:

*65. Non-Commercial Users Constituency meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Constituency uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*66. Non-Commercial Users Constituency planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency plans for the future and uses objectives to guide its activities						
The Constituency's planned objectives align with the planned objectives of ICANN as a whole						

The Constituency applies appropriate metrics to determine the impact of its outputs						
The Constituency manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Non-Commercial Users Constituency:

Not-for-profit Operational Concerns Constituency

*67. Are you involved with, or a close observer of, the Not-for-profit Operational Concerns Constituency? [Answering *No* skips the detailed questions about it]

Yes
No

Questions about the Not-for-profit Operational Concerns Constituency

*68. Not-for-profit Operational Concerns Constituency's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency's outputs have produced desired outcomes						
The Constituency's outputs are complete and thorough						
The Constituency's policy recommendations are timely						

Please expand or give examples if you wish:

*69. The Executive Committee of the Not-for-profit Operational Concerns Constituency is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*70. Not-for-profit Operational Concerns Constituency participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Constituency						

The Constituency contains sufficient technical expertise						
The Constituency is effective in encouraging new participants to become involved in the Group to avoid volunteer burnout						
The Constituency encourages participation from all geographic regions						

Please expand if you wish:

*71. Not-for-profit Operational Concerns Constituency resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency has sufficient human resources support from ICANN staff						
The Constituency has sufficient travel support						

Please expand if you wish:

*72. Not-for-profit Operational Concerns Constituency communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency uses community feedback to improve its effectiveness						
The Constituency communicates in plain						

language						
The Constituency is effective in coordinating its work with other parts of GNSO and ICANN						

Please expand if you wish:

*73. Not-for-profit Operational Concerns Constituency meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Constituency is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Constituency uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*74. Not-for-profit Operational Concerns Users Constituency planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

The Constituency plans for the future and uses objectives to guide its activities						
The Constituency's planned objectives align with the planned objectives of ICANN as a whole						
The Constituency applies appropriate metrics to determine the impact of its outputs						
The Constituency manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Not-for-profit Operational Concerns Constituency:

Registrars Stakeholder Group

***75. Are you involved with, or a close observer of, the Registrars Stakeholder Group? [Answering *No* skips the detailed questions about it]**

Yes
No

Questions about the Registrars Stakeholder Group

*76. Registrars Stakeholder Group's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group's outputs have produced desired outcomes						
The Group's outputs are complete and thorough						
The Group's policy recommendations are timely						

Please expand or give examples if you wish:

*77. The Executive Committee of the Registrars Stakeholder Group is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*78. Registrars Stakeholder Group participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Group						
The Group contains sufficient technical expertise						
The Group is effective in encouraging new						

participants to become involved in the Group to avoid volunteer burnout						
The Group encourages participation from all geographic regions						

Please expand if you wish:

*79. Registrars Stakeholder Group resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group has sufficient human resources support from ICANN staff						
The Group has sufficient travel support						

Please expand if you wish

*80. Registrars Stakeholder Group communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group communicates in plain language						
The Group uses community feedback to improve its effectiveness						
The Group is effective in coordinating its work with other parts of GNSO and ICANN						

Please expand if you wish:

*81. Registrars Stakeholder Group meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Group uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*82. Registrars Stakeholder Group planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group plans for the future and uses objectives to guide its activities						
The Group's planned objectives align with the planned objectives of ICANN as a whole						
The Group applies appropriate metrics to determine the impact of						

its outputs						
The Group manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Registrars Stakeholder Group:

Registries Stakeholder Group

*83. Are you involved with, or a close observer of, the Registries Stakeholder Group? [Answering *No* skips the detailed questions about it]

Yes
No

Questions about the Registries Stakeholder Group

*84. Registries Stakeholder Group's outputs:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group's outputs have produced desired outcomes						
The Group's outputs are complete and thorough						
The Group's policy recommendations are timely						

Please expand or give examples if you wish:

*85. The Executive Committee of the Registries Stakeholder Group is balanced and appropriately representative:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable

If you believe it should be improved, how?

*86. Registries Stakeholder Group participation:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
Participants are engaged in the work of the Group						
The Group contains sufficient technical expertise						
The Group is effective in encouraging new						

participants to become involved in the Group to avoid volunteer burnout						
The Group encourages participation from all geographic regions						

Please expand if you wish:

*87. Registries Stakeholder Group resources:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group has sufficient human resources support from ICANN staff						
The Group has sufficient travel support						

Please expand if you wish:

*88. Registries Stakeholder Group communications:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group communicates in plain language						
The Group uses community feedback to improve its effectiveness						
The Group is effective in coordinating its work with other parts of GNSO and ICANN						

Please expand if you wish:

*89. Registries Stakeholder Group meetings:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group is effective in planning and prioritizing its agenda items						
Meetings and conference calls are the appropriate length and frequency						
The Group uses technology effectively (e.g. email lists and wikis)						
Minutes or transcripts are published in a timely manner						
Action Items and follow up work are well-managed						

Please expand if you wish:

*90. Registries Stakeholder Group planning:

	Strongly agree	Agree	Disagree	Strongly disagree	No opinion	Not applicable
The Group plans for the future and uses objectives to guide its activities						
The Group's planned objectives align with the planned objectives of ICANN as a whole						
The Group applies appropriate metrics to determine the impact of						

its outputs						
The Group manages workload issues effectively						

Please expand if you wish, or provide any suggestions you might have to improve the Registries Stakeholder Group:

Final comments

91. What three things should the GNSO agree to improve or do more of to enhance its effectiveness?

92. What three things should the GNSO agree to do less or stop doing to enhance its effectiveness?

93. Are there any other comments you would like to make?

Thank you

The team at Westlake Governance thanks you for completing the questionnaire.

If you would like to expand on any of your answers, or send us supplementary information, please send email to gnsoreview@westlakegovernance.com.

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