

Introduction to the GNSO Review 360 Assessment

Welcome to the Generic Names Supporting Organization (GNSO) Review 360 Assessment! This survey is a new part of ICANN organisational reviews. It is designed to gather data from the GNSO community, other ICANN structures and community members, the Board and staff. Your feedback is an important part of this review, which is an essential mechanism to maintain and improve ICANN.

The purpose of the review is to evaluate organisational 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.

The GNSO comprises various structural components: GNSO Council, GNSO Stakeholder Groups and Constituencies, and GNSO Working Groups. The 360 assessment is designed to cover the GNSO's structural components and the GNSO organisation as a whole. We invite your feedback about the GNSO and any of its component parts.

The 360 assessment consists of several sections. You will note that not all sections are mandatory. Please respond to as many parts as you can. Mandatory questions are prefaced with an *

Your individual feedback will remain confidential to the independent reviewer, Westlake Governance Limited, who will collate, analyse and summarise all responses. The survey will be supplemented by other methods of data collection including a review of documents and one-on-one interviews.

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. The independent examiner will not share your identity or individual feedback. Individual survey responses will be destroyed when the review is complete.

*1. Your name and contact address:

Name:

Email Address:

*2. I am responding on behalf of:

- Myself (i.e. in my individual capacity)
- An organisation or company
- A part of the GNSO
- Another part of ICANN

If responding other than on behalf of yourself, which organisation, company or part of the GNSO or ICANN?

*3. How many ICANN meetings have you attended?

- None
- 1
- 2-5
- 6-10
- More than 10

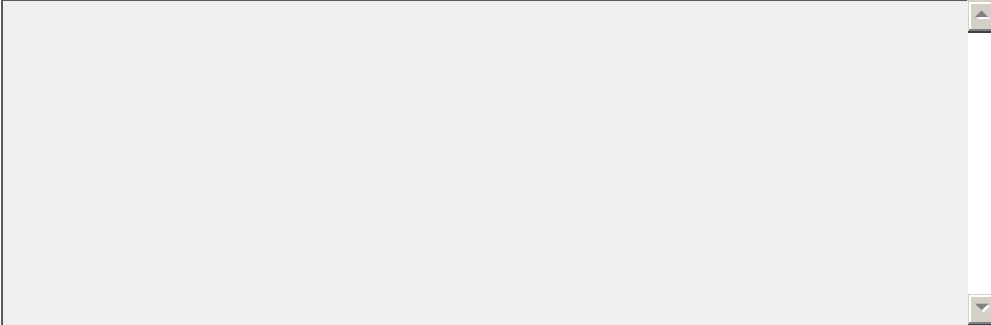
*4. Which statement best describes your knowledge of the GNSO?

- In-depth across the GNSO
- In-depth in one area
- Limited
- None

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

- Yes
- No

If "yes", please summarise your involvement



GNSO effectiveness

6. 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 I have no opinion

Please expand if you wish

Representation

*7. Stakeholder communities are well represented by the GNSO Council

- Strongly Agree Agree Disagree Strongly Disagree I have no opinion

Please expand if you wish

*8. The following stakeholder communities are well represented and appropriately involved in GNSO:

	Strongly Agree	Agree	Disagree	Strongly disagree	I have no opinion
Commercial Stakeholder Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Non-Commercial Stakeholder Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registrars Stakeholder Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registries Stakeholder Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Constituencies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Houses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***9. The following stakeholder communities are well represented by their liaisons:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The At Large community (ALAC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Country code managers (ccNSO)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***10. 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**

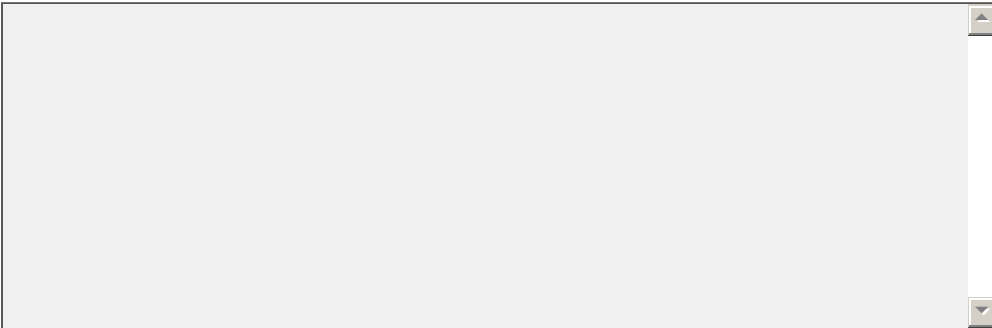
	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The role of the NomCom Appointees is widely understood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The NomCom appointees to the GNSO Council are effective in upholding Core Value 4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The NomCom appointees represent the best interests of the overall community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

11. Which stakeholders, if any, do you think are not well represented in the GNSO today?

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12. How can new groups of stakeholders be best represented in the GNSO?

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House structure

***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	I have no opinion
The two-house structure works well for policy development in working groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The two-house structure works well for Council management of the policy development process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The two-house structure works well for GNSO election of Board members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The two-house structure helps collaboration across silos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the reason for the current balance of votes between the Houses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The two-house structure remains relevant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The two-house structure isn't worth the complexity it adds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish. If you responded *Strongly agree/Agree* to the last statement, has the complexity detracted from the GNSO's effectiveness and if so, how?

GNSO Council

***14. Are you involved with the GNSO Council?**

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

GNSO Council Leadership and resources

The next series of questions is about the GNSO Council.

*** 15. The GNSO Council is balanced and appropriately representative**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish



***16. GNSO Council participation:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
GNSO Council is effective in encouraging new participants to become involved to avoid volunteer burnout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council encourages participation from all geographic regions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council encourages participation from relevant people within its remit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council makes participation easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training programs and materials are effective in easing new participants into GNSO Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals who participate in the activities of the GNSO provide appropriate technical expertise to complete the work of the GNSO Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals who participate in the activities of the GNSO Council engage sufficiently to complete the work of the Council	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***17. GNSO Council resources:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
GNSO Council has sufficient human resources support from ICANN staff to accomplish its work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council receives sufficient travel support to accomplish its work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council receives sufficient support for translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***18. Expert Advice:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
GNSO Council has access to external (to ICANN) advice e.g. legal or technical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council uses external advice effectively and incorporates it into the Group's work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***19. GNSO Council complies with established rules and processes**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish



GNSO Council External relationships

***20. Group co-ordination:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

GNSO Council is effective in coordinating its work with other SOs and ACs

GNSO Council is effective in coordinating its work with other GNSO constituencies and stakeholder groups

Please expand if you wish

***21. Requests to GNSO Council from outside the GNSO are relevant to the work of GNSO Council**

Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

GNSO Council Communications

***22. GNSO Council communicates in plain language**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***23. Information about organizations and individuals that comprise GNSO Council is publicly available and up to date**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***24. Community feedback:**

Strongly agree

Agree

Disagree

Strongly disagree

I have no opinion

The community has sufficiently clear information to offer feedback on GNSO Council's outputs.

The community has adequate time to offer feedback on GNSO Council's outputs

GNSO Council uses community feedback to improve its effectiveness

Please expand if you wish

GNSO Council planning and workload

***25. Planning:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

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

Please expand if you wish

***26. GNSO Council Workload Management:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

GNSO Council manages workload issues effectively

GNSO Council manages requests from outside the GNSO without undue stress

Please expand if you wish and/or describe additional mechanisms that should be explored (if applicable)

***27. GNSO Council uses technology (for example email lists, wiki's and other electronic communications) well in conducting its work**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***28. Meetings:**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

GNSO Council notifies the community of meetings and conference calls well in advance

-

GNSO Council is effective in planning and prioritizing its agenda items

-

GNSO Council encourages full participation and discussion during meetings and conference calls

-

Meetings and conference calls are the appropriate length and frequency

-

Action items and follow up work are well-managed

-

Minutes or transcripts are published in a timely manner

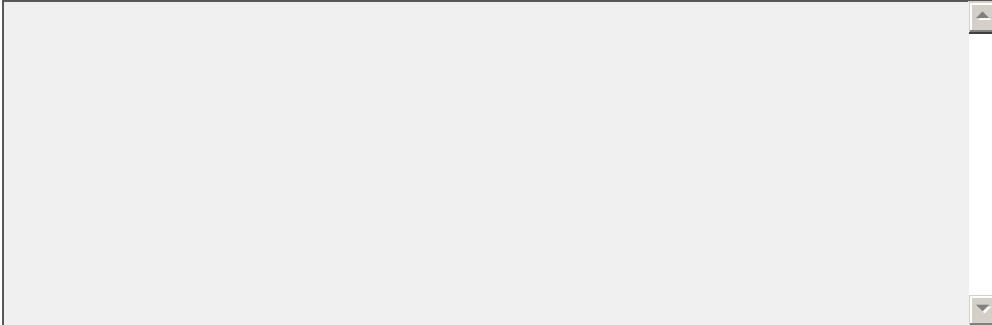
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Please expand if you wish

***29. GNSO Council efficiency and/or effectiveness could be materially improved if it implemented additional processes, practices, or procedures.**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

If you responded *Strongly agree/Agree*, please identify the processes, practices or procedures that should be added



GNSO Council outputs

*** 30. GNSO Council outputs:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
GNSO Council's outputs meet my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council's outputs accomplish vital needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council's outputs are complete and thorough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council's outputs are implementable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council's outputs have produced desired outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GNSO Council's applies appropriate metrics to determine the impact of its outputs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

*** 31. GNSO Council develops policy recommendations or input to policy recommendations in a timely manner (considering the demands of a bottom-up multi-stakeholder model)**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

Groups within the GNSO

*** 32. Are you involved with, or a close observer of, a Group within GNSO? By Group, we mean a stakeholder group, constituency or working group. If you are involved in more than one Group, choose the one you know best. You will have the opportunity to answer about other Groups later.**

- No, I'm not involved with a Group within GNSO
- Yes, I'm involved with a Group within GNSO and can comment in detail on it

The Group I am going to comment on is:

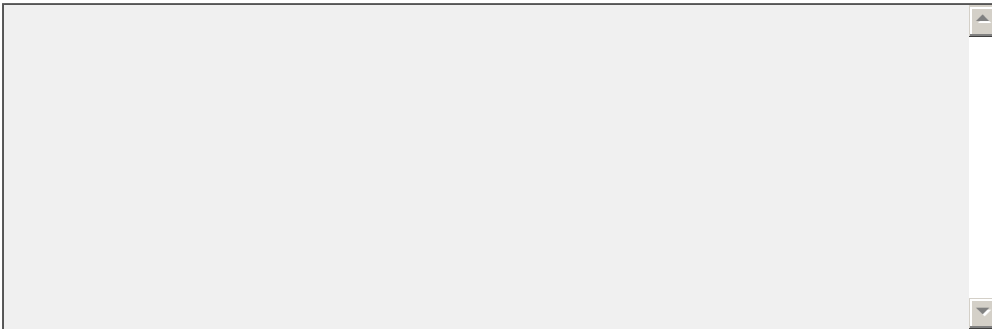
First group: leadership and resources

The next statements are about the Group you are involved in or are a close observer of.

*** 33. The governing or leadership body of the Group is balanced and appropriately representative**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish



***34. Group participation:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group is effective in encouraging new participants to become involved in the Group to avoid volunteer burnout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group encourages participation from all geographic regions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group encourages participation from relevant people within its remit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group makes participation easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training programs and materials are effective in easing new participants into the GNSO organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals who participate in the activities of the GNSO provide appropriate technical expertise to complete the work of the Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals who participate in the activities of the GNSO engage sufficiently to complete the work of the Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

*** 35. Group resources:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group has sufficient human resources support from ICANN staff to accomplish its work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group receives sufficient travel support to accomplish its work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group receives sufficient support for translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

*** 36. Expert Advice:**

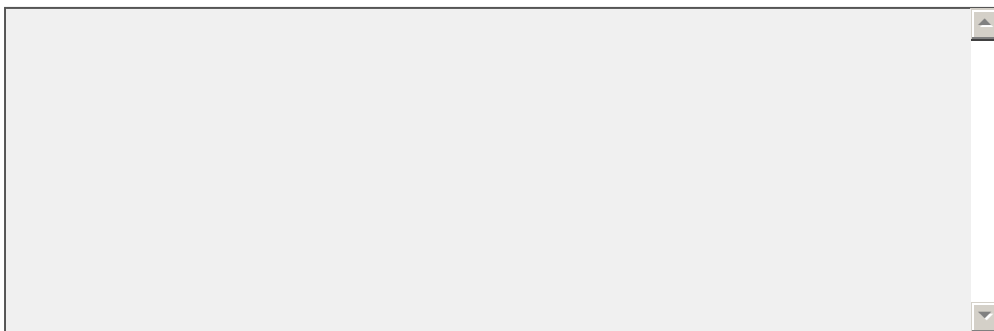
	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group has access to external (to ICANN) advice e.g. legal or technical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group uses external advice effectively and incorporates it into the Group's work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***37. The Group complies with established rules and processes**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish



First group: relationships with parties external to the GNSO

*** 38. Group co-ordination:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group is effective in coordinating its work with other SOs and ACs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group is effective in coordinating its work with other GNSO constituencies and stakeholder groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

*** 39. Requests to the Group from outside the GNSO are relevant to the work of the Group**

Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

First group: Communications

***40. The Group communicates in plain language**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***41. Information about organizations and individuals that comprise the Group is publicly available and up to date**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***42. Community feedback:**

Strongly agree

Agree

Disagree

Strongly disagree

I have no opinion

The community has sufficiently clear information to offer feedback on the Group's outputs.

The community has adequate time to offer feedback on the Group's outputs

The Group uses community feedback to improve its effectiveness

Please expand if you wish

First group: planning and workload

***43. Group Planning:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

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

Please expand if you wish

***44. Group Workload Management:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

The Group manages workload issues effectively

The Group manages requests from outside the GNSO without undue stress

Please expand if you wish and/or describe additional mechanisms that should be explored (if applicable)

***45. The Group uses technology (for example email lists, wiki's and other electronic communications) well in conducting its work**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***46. Group meetings:**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

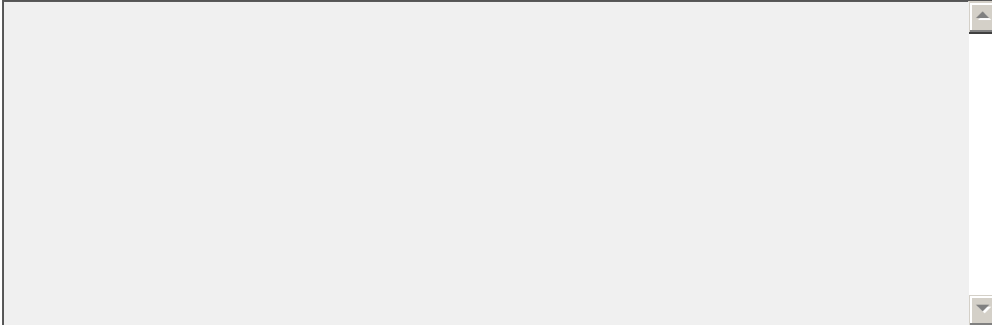
The Group notifies the community of meetings and conference calls well in advance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group is effective in planning and prioritizing its agenda items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group encourages full participation and discussion during meetings and conference calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings and conference calls are the appropriate length and frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Action items and follow up work are well-managed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minutes or transcripts are published in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***47. The Group's efficiency and/or effectiveness could be materially improved if it implemented additional processes, practices, or procedures.**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

If you responded *Strongly agree/Agree*, please identify the processes, practices or procedures that should be added



First group: outputs

***48. Group outputs:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group's outputs meet my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs accomplish vital needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs are complete and thorough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs are implementable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs have produced desired outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group applies appropriate metrics to determine the impact of its outputs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***49. The Group develops policy recommendations or input to policy recommendations in a timely manner (considering the demands of a bottom-up multi-stakeholder model)**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

Second Group

*** 50. Are you involved with, or a close observer of, another Group within GNSO, in addition to the one you have just commented on?**

- No, I'm not involved with another Group
- Yes, I am involved with another Group

Which group is that?


Second group: leadership and resources

The next statements are about the Group you are involved in or are a close observer of.

***51. The governing or leadership body of the Group is balanced and appropriately representative**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish



***52. First group: group participation:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group is effective in encouraging new participants to become involved in the Group to avoid volunteer burnout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group encourages participation from all geographic regions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group encourages participation from relevant people within its remit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group makes participation easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training programs and materials are effective in easing new participants into the GNSO organisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals who participate in the activities of the GNSO provide appropriate technical expertise to complete the work of the Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Individuals who participate in the activities of the GNSO engage sufficiently to complete the work of the Group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***53. Group resources:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group has sufficient human resources support from ICANN staff to accomplish its work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group receives sufficient travel support to accomplish its work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group receives sufficient support for translation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***54. Expert Advice:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group has access to external (to ICANN) advice e.g. legal or technical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group uses external advice effectively and incorporates it into the Group's work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

***55. The Group complies with established rules and processes**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish



Second group: relationships with parties external to the GNSO

***56. Group co-ordination:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

The Group is effective in coordinating its work with other SOs and ACs

The Group is effective in coordinating its work with other GNSO constituencies and stakeholder groups

Please expand if you wish

***57. Requests to the Group from outside the GNSO are relevant to the work of the Group**

Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

Second group: Communications

*** 58. The Group communicates in plain language**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

*** 59. Information about organizations and individuals that comprise the Group is publicly available and up to date**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***60. Community feedback:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

The community has sufficiently clear information to offer feedback on the Group's outputs.

The community has adequate time to offer feedback on the Group's outputs

The Group uses community feedback to improve its effectiveness

Please expand if you wish

Second group: planning and workload

***61. Group Planning:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

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

Please expand if you wish

***62. Group Workload Management:**

Strongly agree Agree Disagree Strongly disagree I have no opinion

The Group manages workload issues effectively

The Group manages requests from outside the GNSO without undue stress

Please expand if you wish and/or describe additional mechanisms that should be explored (if applicable)

***63. The Group uses technology (for example email lists, wiki's and other electronic communications) well in conducting its work**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

***64. Group meetings:**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

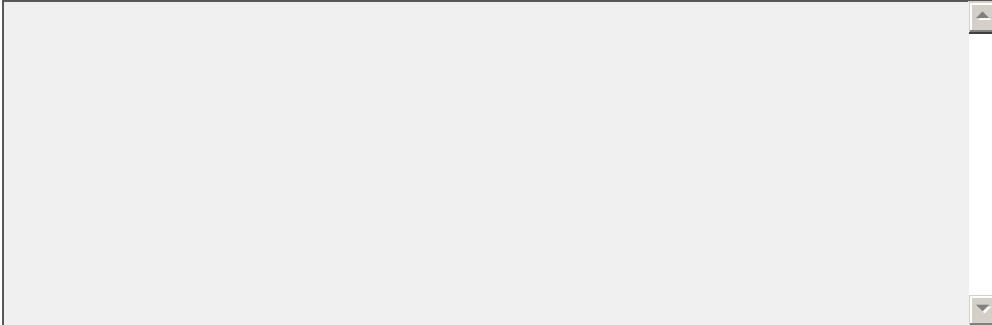
	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group notifies the community of meetings and conference calls well in advance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group is effective in planning and prioritizing its agenda items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group encourages full participation and discussion during meetings and conference calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meetings and conference calls are the appropriate length and frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Action items and follow up work are well-managed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minutes or transcripts are published in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

*** 65. The Group's efficiency and/or effectiveness could be materially improved if it implemented additional processes, practices, or procedures.**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

If you responded *Strongly agree/Agree*, please identify the processes, practices or procedures that should be added



Second group: outputs

*** 66. Group outputs:**

	Strongly agree	Agree	Disagree	Strongly disagree	I have no opinion
The Group's outputs meet my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs accomplish vital needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs are complete and thorough	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs are implementable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group's outputs have produced desired outcomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Group applies appropriate metrics to determine the impact of its outputs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please expand if you wish

*** 67. The Group develops policy recommendations or input to policy recommendations in a timely manner (considering the demands of a bottom-up multi-stakeholder model)**

- Strongly agree Agree Disagree Strongly disagree I have no opinion

Please expand if you wish

How to improve the effectiveness of GNSO

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

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

70. What single change would do most to enhance the GNSO's effectiveness?

Final comment

71. What other input and comments would you like to provide?

A large, empty text input field with a vertical scrollbar on the right side. The field is rectangular and occupies most of the width and height of the page below the question. The scrollbar is positioned on the right edge of the text area.

Thank you for completing the survey.

Your responses have been received as you completed the survey.

When you leave this page, your browser will be redirected to the GNSO Review home page.