

April 8, 2015

Purpose

To address aspects of the upcoming At-Large Review that may have significant impact on timing and scope of independent examiner's work.

The questions proposed below are intended to be addressed to the At-Large Review Working Party and any other appropriate At-Large members that can offer useful feedback based on their knowledge of the At-Large structure and the last ALAC review.

Survey

An online survey is intended to gather feedback from a broad and diverse group of people. While the basic sections of the survey are designed to be consistent across all Organizational Reviews, several aspects of the survey should be tailored to each organization.

- [Sample Survey](#) – GNSO Review
- Translations of the GNSO Review Survey are available on the [wiki](#)

Survey Variables: – please consider how these variables would apply to the At-Large Review

- # of languages (i.e., EN/FR/ES or 6 UN +PT)
- # of components of the At-Large organization – i.e. ALAC, RALOs, ALSes
- Survey tool (i.e., SurveyMonkey, etc.)
- Function/purpose of At-Large components – does function/purpose require a different set of questions for each component?
- Interaction with other relevant organizations – which ICANN structures or groups are most relevant to the work of At-Large and would be targeted by the survey?

Questions pertaining to survey structure:

1. To evaluate and assess the operation of At-Large, which of the following categories of responders should be considered as being most relevant? (Indicate all that apply)
 - a. People with experience/participation in operations of At-Large
 - b. Newcomers
 - c. ICANN Community At-Large
 - d. Other ICANN structures or groups (please specify)
2. Should the questions for these categories of responders vary significantly? If so, how?
3. Sufficient number of responses to the survey is a key component for an effective review as it is becoming an increasingly important tool for gathering information.
 - a. What strategies could be implemented to improve participation overall?
 - b. What actions could At-Large (ALAC, RALOs, ALSes) take to improve participation, in addition to actions planned by Staff and Working Party¹?
 - c. Should all individuals in leadership be “required” to submit surveys?
 - d. Should all individuals who participate in one-on-one interviews be “required” to submit surveys?
 - e. What would be an appropriate target for completed surveys, based on relevant populations²?
4. Are there other important considerations to make the data collection through surveys effective?

¹ Examples from GNSO Review – [Community Engagement Meetings](#) and other [Engagement activities](#)

² GNSO surveys achieved 178 completed responses.

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Questions pertaining to survey timeline

5. Typically, the survey remains open for 4 weeks. Is that a sufficient amount of time?
6. Typically, the survey is promoted through multiple channels (icann.org announcements, blogs, email blasts and announcements at ICANN meetings, if feasible). Reminders via social media are sent on a weekly basis. Once an individual starts the survey and provides an email address, reminders to complete the survey are sent twice. What other means of communication would you suggest?
7. What months would NOT be ideal to field the survey?

Interviews

There are constraints on the number of one-on-one interviews that the independent examiner will be able to conduct. Interviews are intended to supplement the data collected through surveys. Interviews are typically conducted in person during an ICANN meeting and over the phone/skype. Bearing this in mind, consider the following:

8. Who are the key individuals in leadership positions that need to be interviewed for the review to be complete and accurate? These should be people that have unique knowledge, experience, and/or perspectives that would not be captured in other documentation including survey responses.
9. Should leadership from other organizations with whom the organization interacts be interviewed? Should other individuals be interviewed? If so, who and why?
10. Outside of these individuals in leadership positions, should any other individuals be offered interviews? For example, other community members with extensive experience, disgruntled community members, or individuals with dissenting opinions? If so, what would be a fair process to request an interview?
11. Typically, independent examiner makes 2-3 attempts to establish contact with an interview candidate, starting with an email. Is that sufficient?
12. What type of support would be needed from Language Services to accommodate non-English speaking participants?
13. What months/periods would NOT be ideal to schedule interviews?

Assessment of prior review recommendations

An important component of the At-Large review will be an assessment of whether recommendations made by the prior review have been implemented and how effective the improvements have been.

14. Has At-Large/ALAC performed its own assessment relative to implementation of prior review recommendations (ALAC Improvements)? If so, how is it documented? If not, would it be feasible to conduct such "self-assessment" prior to the independent examiner beginning its review?
Did this assessment consider how effective the implementation of prior review recommendations has been?

Significant developments since the last review

15. What developments have taken place since the last review, with significant impact on the At-Large organization? How was At-Large impacted?
16. What developments are expected to have significant impact on the At-Large organization in the future? How would At-Large be impacted?