



Translation & Transliteration of Content Information PDP

Working Group Self-Assessment

July 2015





TTOCI Self-Assessment-2015

Administrator's Report

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1. Report Overview

This report, including its appendices and exhibits, was prepared by the ICANN Survey Administrator¹ and is intended to be an exhaustive presentation of the Self-Assessment conducted for the **Translation & Transliteration of Content Information (TTOCI)** PDP Working Group. As a result, it is necessarily long and, in certain sections, contains statistical information that may be of more or less interest to some readers. The following table is intended to provide additional explanation about each Chapter, Appendix, and Exhibit so that readers may find information quickly that interests them:

Chapter	Description of Contents
2	Background information covering the Self-Assessment origin, objectives, and structural design elements.
3	WG results including population, response rate, questionnaire length, and logistics (e.g., invitations, survey period, methodology).
4	Introduces the raw data tables/charts (Exhibit 1), explains how the results are presented, and provides an effectiveness ranking of the 15 survey questions.
5	Explains how a series of data extrapolations were obtained from the raw data including effectiveness ratings for the overall WG and each of the four major sections (Exhibit 2).
6	Provides summary data concerning the demographics variables utilized in the survey and briefly discusses correlations to the 15 questions and to each other.
7	Administrator's observations about the survey experience.
Appendix 1	Screenshots of the entire Self-Assessment (7 pages) for those who may not be familiar with the instructions, design, mechanics, and specific questions asked.
Appendix 2	E-mail invitation and reminders sent to WG members.
Exhibit 1	Primary raw data (14 pages) showing each a tabulation of effectiveness ratings, charts, and individual comments submitted for each Section.
Exhibit 2	Extrapolations of the raw data (2 pages) that summarize ratings for the Working Group and each of the 4 major Sections.

***Disclaimer:** This report does not purport to interpret the meaning of the survey results, which is left to the ICANN Chartering Organization based upon the raw data presented herein.*

¹ External Consultant under contract to the ICANN Policy Department.



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2. Self-Assessment Background

This chapter briefly discusses the origins of the Working Group (WG) Self-Assessment as well as its structural design. Readers familiar with this material are invited to proceed directly to Chapter 3.

In the spring of 2013, the Standing Committee on Improvements Implementation (SCI) began to consider a survey to explore the effectiveness of the Working Group Guidelines. Staff suggested an alternative approach that would combine the idea of the survey with the concept of a “WG Self-Assessment” which had been identified within the original framework, but was never instantiated. The SCI accepted this recommendation and, circa June-July, development began on a new instrument structured into three core components of a dynamic system containing: **Inputs → Processes → Outputs**. The major sections of the questionnaire appear below:

- Participant Identification ...includes name, email address, organization, and WG role.
- Section 1-Inputs ...evaluates effectiveness of the charter/mission, team members, tools, and resources.
- Section 2-Processes ...evaluates effectiveness of WG norms, operations, logistics, and decision-making.
- Section 3-Products and Outputs ...evaluates effectiveness in achieving the mission as well as quality of the deliverables.
- Section 4-Personal Dimensions ...assesses the member's personal Engagement, Fulfillment, and Willingness-to-Serve in the future.
- Demographics ...inquires how the member learned about the WG, years of involvement with ICANN, and average hours/week spent on ICANN activities.

For Sections 1-4, detailed questions were developed to more narrowly evaluate each one (15 in total excluding free-form comment fields). To view the survey, including the introduction, instructions, and individual questions by section, please see Appendix 1 in which screenshots are presented in the original sequence.

After its initial development, the questionnaire was tested using the “Thick Whois” Working Group. Those results were published and are available at this link: <https://community.icann.org/x/ZMQAw>. In late 2014, a Self-Assessment was conducted for the IRTP Part “D” Working Group; the final report was published in January 2015 and is available at this link: <https://community.icann.org/x/eak0Aw>.

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3. Self-Assessment Results: TTOCI

This chapter addresses the member population, response rates, questionnaire length, identification data, and certain logistics including email invitations, methodology, and survey period.

A) Survey Population, Response Rate, and Questionnaire Length

The TTOCI Working Group's roster contained 30 members according to the [Membership](#) Wiki page which was confirmed with ICANN Staff.

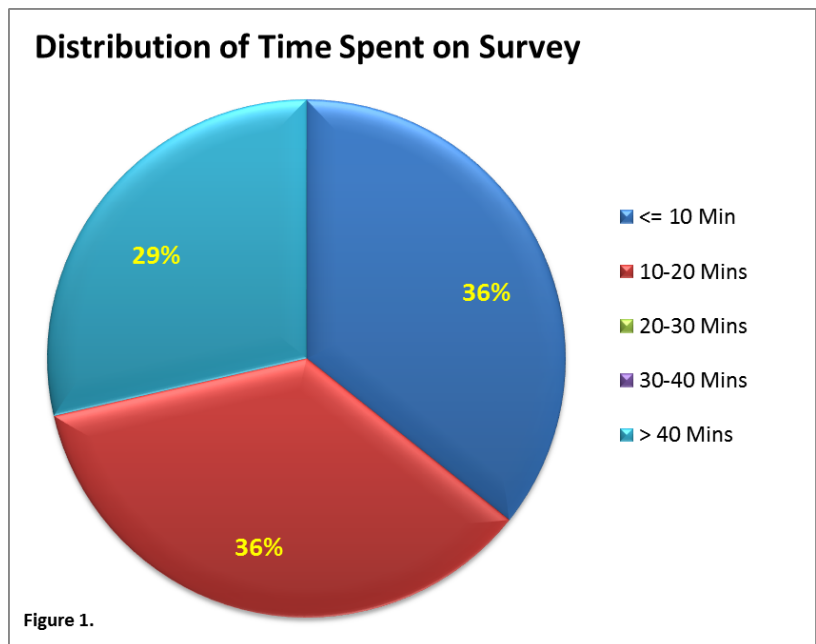
There were a total of eleven (14) completed responses registered in QuestionPro for an overall response rate of **47%**.

Survey Length: Based upon prior experiences, the average length of time to complete the survey was estimated to be 10-20 minutes and that information was communicated on the welcome message.

The median length of time to complete the entire questionnaire, as computed by QuestionPro from the 14 actual respondents, was **12.6** minutes.

Four individuals spent less than 5 minutes answering the questionnaire, four participants devoted at least 50 minutes, and the highest recorded time exceeded 57 minutes or just under an hour.

Figure 1 shows the percent distribution of time spent by the 14 respondents within 10 minute increments. Five individuals (36%) completed the survey in less than or equal to 10 minutes. The same quantity (5 or 36%) took between 10-20 minutes and four participants devoted more than 40 minutes to the questionnaire. Interestingly, there were no participants who spent between 20-40 minutes on the questionnaire. Although the median amount of time was within the estimate provided to participants, there was considerable variability in the length of time actually spent answering the survey.



In prior WG Self-Assessments, there was a rather significant and positive relationship noted between the time (in minutes) consumed for the survey and the number of

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explanatory comments submitted; however, in this instance, there is a very weak and non-significant relationship (see Figure 2)².

Of the 5 respondents who spent 10 minutes or less on the Self-Assessment, no written comments were entered and their average time was actually under 5 minutes. Those who provided additional written input recorded slightly longer periods of time working with the survey instrument. Of the four individuals who consumed more than 20 minutes, written comments were offered in 9 out of 20 (45%) possible sections, which may have contributed, at least in part, to the additional time devoted.

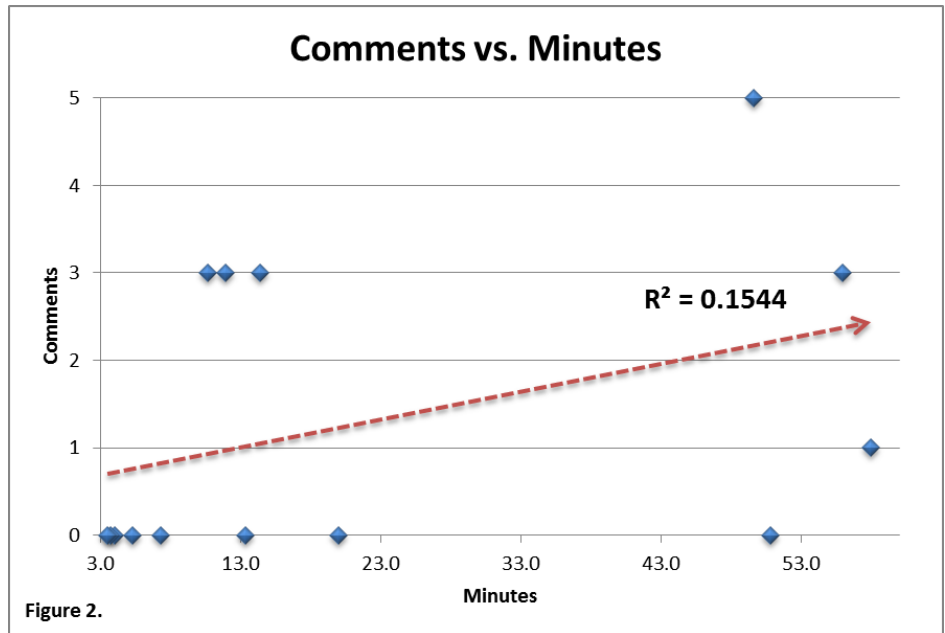


Figure 2.

There were five places within the questionnaire where individuals could enter written comments; therefore, with 14 participants, there were 70 total comment opportunities. Only 18 actual comments (25%) were submitted and, as the frequency distribution shows to the right (Figure 3), 8 or 57% of the participants elected not to offer any written feedback preferring to use only the numeric rating scale for each variable.

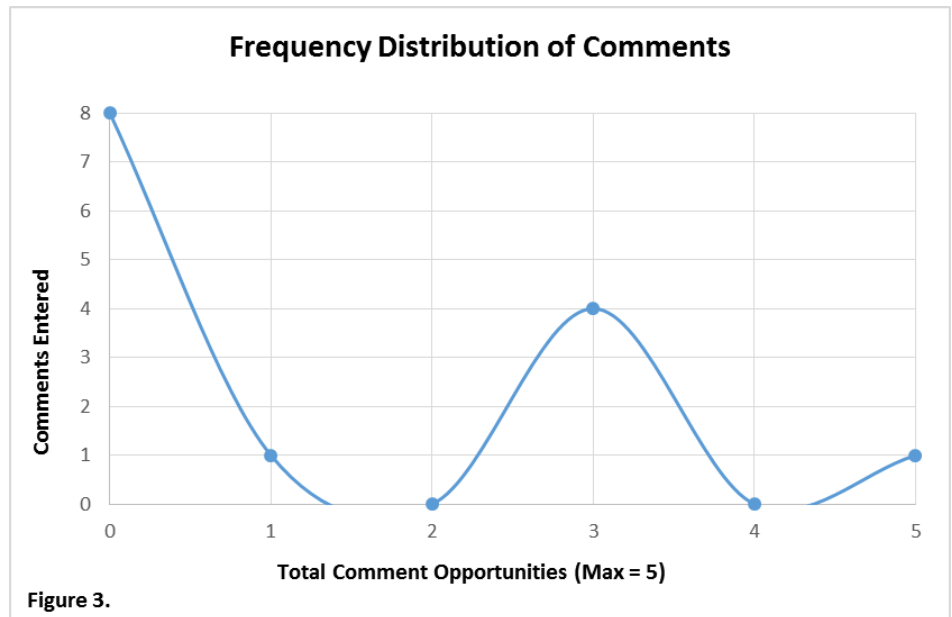


Figure 3.

² It is not possible to know the extent to which any individual respondent may have been interrupted, even for brief periods, while the survey instrument was open. Even among those who provided no comments, if they were multi-tasking (e.g., taking phone call, texting, etc.), that could explain why a substantially higher amount of time was expended.



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B) Personal Identification

In order to ensure that each response provided is legitimate and arises from a person who actually participated in the Working Group, the following minimal personal information is requested by each participant:

- Name and Email Address
- Organization (Drop-Down List)
- Working Group Role

Recognizing that some prospective respondents may be concerned about divulging their names and contact information, the following statement concerning privacy is placed prominently in the survey introduction (see Appendix 1):

Confidentiality: We will be asking you for identifying information to ensure that each response is valid. Your individual responses will not be accessible by anyone other than the ICANN Survey Administrator (external contractor) and they will not be disclosed or published in a way that could be matched to your identity.

TTOCI Organizational Affiliations

One of the three personal identification questions asked respondents to select the Primary Organizational Affiliation from a drop-down list. Table 1a below shows the actual distribution of the 14 respondents by organization (sorted high to low, then alphabetically):

Table 1a

Identification Data: Organizational Affiliation		
Primary Organizational Affiliation:	Count	Pct
Registrar Stakeholder Group (GNSO)	5	35.7%
Non-Commercial Users Constituency (GNSO)	2	14.3%
Representing Self	2	14.3%
Business Constituency (GNSO)	1	7.1%
Intellectual Property Constituency (GNSO)	1	7.1%
Internet Services Provider Constituency (GNSO)	1	7.1%
Not-for-Profit Operational Concerns Constituency (GNSO)	1	7.1%
Registry Stakeholder Group (GNSO)	1	7.1%
At-Large Advisory Committee (ALAC)	0	0.0%
Non-Commercial Stakeholder Group (NCSG)	0	0.0%
Other (Please Specify)	0	0.0%
Other ICANN SO/AC	0	0.0%
Total	14	100.0%



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Each respondent was also asked to identify his/her role within the Working Group. Table 1b shows that 9 out of 14 participants (64%) identified themselves as “Contributing Members” with two functioning in a leadership position and three observers.

Table 1b

Identification Data: Working Group Role		
Working Group Role	Count	Pct
Contributing Member	9	64.3%
Observer	3	21.4%
Leader (Chair, Co-Chair, Vice-Chair, Other Officer)	2	14.3%
Background Contributor	0	0.0%
Liaison	0	0.0%
Advisor/Consultant	0	0.0%
Support (e.g., secretary, technical, administrative)	0	0.0%
Other (Please describe)	0	0.0%
Total	14	100.0%

C) Survey Logistics

Invitations: An initial email invitation was forwarded to the TTOCI WG Members by Staff (on behalf of the co-chairs) on 2 July 2015 and one follow-up reminder was sent on 8 July 2015 (see Appendix 2 for email contents). The original close date for this survey was set at 17 July 2015 (approximately two weeks) and, given that the actual response rate (14) exceeded the target (10), there was no need to extend it multiple times as has been done in previous Self-Assessments.

Survey Period: The Self-Assessment was announced on 2 July 2015 and responses were completed as shown in the following table:

Week	Dates	Respondents	Percent
1	2 Jul – 9 Jul (*)	8	57%
2	10 Jul – 17 Jul	6	43%
Totals.....		14	100%

(*) *Reminder sent on 8 July 2015 at the end of week one.*

As is frequently mentioned in the survey literature, a disproportionate percentage of responses usually occurs in the first week or two of the period and that pattern certainly held up in this instance. This particular WG is commended for its attention and responsiveness. In the most recent prior Self-Assessment, a total period of 8 weeks was ultimately required to reach the target response rate with two close date extensions and three reminders.



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Methodology: An online survey was developed using QuestionPro (<http://www.questionpro.com>). Most of the substantive questions were framed as shown in Figure 5 below:

Figure 5.

Section 1-Inputs ...includes the charter/mission, team members, tools, and resources

Thinking about the overall EFFECTIVENESS of the Working Group's **Inputs**, how would you rate each of the following six elements on a scale where 1=Highly Ineffective and 7=Highly Effective:

	1	2	3	4	5	6	7	N/A
	Highly Ineffective						Highly Effective	
A) The <u>Charter/Mission</u> of the WG where 1=Highly Ineffective means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unachievable; and 7=Highly Effective means understandable, clear, well-structured, bounded, realistic (e.g., time, constraints), achievable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Expertise</u> of WG members where 1=Highly Ineffective means that, collectively, team members did not possess an appropriate level of knowledge/skill to fulfill the mission; and 7=Highly Effective means that team members, collectively, were appropriately knowledgeable and skilled to accomplish the mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Respondents were asked to rate their assessments of the Working Group's effectiveness (Scale 1-Highly Ineffective to 7-Highly Effective) for each element within three sections: **Inputs, Processes, and Products/Outputs**. These components were defined briefly so that participants would know what specific characteristics were to be evaluated. A scale was presented to the right of each service element with radio buttons which could be turned on/off with a mouse click. Other than a few required identification and demographic questions, respondents were able to SKIP (N/A) any question.

A free-form Comment section followed each major section in which respondents were encouraged to provide "...supplementary explanations or other supporting information that will help the Chartering Organization understand and interpret your input."



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4. Effectiveness Evaluations by Section

As explained in Chapter 2, the Self-Assessment comprised 15 individual questions organized into 4 major sections. This chapter discusses the results of those 15 questions; whereas, Chapter 5 contains analytical extensions and extrapolations for each major section as well as overall. Chapter 6 discusses the outcomes of the segmentation/demographics information.

A) How the Results Are Presented

Exhibit 1 contains the raw data results for each of the 15 individual questions organized by Section (1-Inputs, 2-Processes, 3-Products/Outputs, 4-Personal Dimensions). To understand how the data is reported, see the following example below (Table 2) extracted from Section 1-Inputs. The third question in that section dealt with “C) Representativeness.”

Table 2.

C) Representativeness		
<i>...where 1=Highly Ineffective means narrow, skewed, selective, unbalanced; and 7=Highly Effective means broad, diverse, balanced</i>		
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	3	21%
5	2	14%
6	8	57%
7-Highly Effective	1	7%
SKIP	0	0%
Total	14	100%
Mean	5.50	
Median	6.00	
Mode	6.00	
Std Deviation	0.94	
	Low	High
95% Confidence Interval (Mean)	4.6	6.4

C) Representativeness

Rating	Percentage
1-Highly Ineffective	0%
2	0%
3	0%
4	21%
5	14%
6	57%
7-Highly Effective	7%
SKIP	0%

In the data table, each of the ratings (1-Highly Ineffective to 7-Highly Effective) is shown in the leftmost column and the raw counts and relative percentages are contained in columns 2 and 3, respectively.

Under each distribution of ratings, the Mean (statistical average), Median (middle observation), and Mode³ (most popular) are presented along with Low and High values constituting a 95% statistical

³ *Administrator's Note:* In the event that a mode was shared between two equal values, the lower one was selected because it will always be closer to the mean and median.



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confidence interval within which the true population mean can be inferred to occur (assuming a normal distribution).

For the **Mean** row, if the value is greater than 4.00 (scale mid-point), the cell is highlighted green; if it is exactly equal to 4.00, it is colored yellow; and if it is lower than 4.00, it is highlighted pink⁴. This display convention was followed throughout the reporting to make it easier to spot areas of potential strength or weakness.

To the right of the data table, there is a chart showing the ratings distribution by percentage. For this particular question, it can be seen visually that, although there was some dispersion in the ratings, most respondents (57%) were favorable concerning the Representativeness of the WG, thus contributing to a Mean of 5.50 and Median/Mode of 6.00. No one reported that the group was significantly narrow, skewed, overly narrow, or unbalanced.

Immediately following each section's data tables and charts, the individual comments are presented verbatim (i.e., unedited) in the following format (Table 3). It should be noted that comments were only solicited for each major section - not each individual question. The arrangement of the comments is essentially random; that is, there is no inherent logic to the order of the comments in any section. This was done to fulfill the promise of protecting individual identities from being matched to particular answers. The comments are numbered simply to facilitate reference.

Table 3.

Section 1-Inputs	
No.	Comments:
1	Although we were not 100% agree, it was a very nice group to work with, with very active members.
2	A) The wording 'who should decide who should decide' in the Charter was confusing. B) No single individual had expertise over the whole subject area, but the group worked well as a team. C) There was not much representation from Registrars but their opinions were taken into account through informal consultation and discussion at GNSO Council meetings etc. D) External human resources were usually represented through the study of their reports. E) The wiki was a major asset to the group. F) ICANN staff support was excellent throughout.
3	Participation and contribution limited to a handful of WG members only, despite large membership.
4	To explain the low ratings I've provided for question E and F, I find that the wiki page consolidating all the documentation for this PDP is very difficult to navigate through. It may be a good idea to reorganise it for easy future access. Referencing the work of this PDP will likely be necessary in upcoming WHOIS related efforts.

⁴ *Administrator's Note: It turned out that, in this Self-Assessment, no mean value scored below 4.00; therefore, all means are highlighted green.*



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At the end of the survey, one final question was asked whether the respondent wished to provide any additional comments. Those submissions are presented on the last page of Exhibit 1, labeled "Section 6-Overall Feedback."

B) Key Results Summary by Question/Component

It is beyond the scope of this paper to interpret the meaning of the survey results, for example, what Mean Effectiveness score should be considered acceptable to the Chartering Organization? Should there be one overall answer or should it vary depending upon the category (e.g., Inputs, Processes, Outputs)? For some particular sections/questions, there may be extenuating circumstances that will influence how the actual results are understood.

With the above disclaimer in mind, this section briefly summarizes the actual data collected. The Chartering Organization, together with Staff, will have opportunities to analyze the raw data, determine significance, and develop action plans as deemed appropriate.

The following Table 4 shows all 15 individual questions (components) ranked by **Mean Rating**. The question with the highest recorded average rating (6.43 out of 7.00) was in Section 2-Behavior Norms and the lowest result obtained (4.69) was Personal Engagement within Section4-Personal Dimensions.

Table 4.

Individual Questions Sorted by Mean Rating (Scale 1-7)					
Rank	Major Section	Question/Component	Mean	Median	Mode
2	Section 2-Processes	B) Behavior Norms	6.43	6.00	6.00
3	Section 2-Processes	A) Participation Climate	6.36	6.00	6.00
1	Section 1-Inputs	F) Administrative Resources	6.29	7.00	7.00
4	Section 1-Inputs	D) External Human Resources	6.22	6.00	6.00
5	Section 2-Processes	D) Session/Meeting Planning	6.21	6.00	6.00
6	Section 2-Processes	C) Decision-Making Methodology	6.21	6.00	7.00
8	Section 3-Products & Outputs	A) Working Group's Primary Mission	6.21	6.00	6.00
9	Section 4-Personal Dimensions	C) My Personal Willingness-to-Serve	6.15	7.00	5.00
10	Section 1-Inputs	B) Expertise	6.07	6.00	6.00
11	Section 3-Products & Outputs	B) Quality of Outputs & Deliverables	6.07	6.00	6.00
7	Section 1-Inputs	E) Technical Resources	6.00	6.00	6.00
12	Section 1-Inputs	A) Charter/Mission	5.79	6.00	6.00
13	Section 4-Personal Dimensions	B) My Personal Fulfillment	5.62	6.00	6.00
14	Section 1-Inputs	C) Representativeness	5.50	6.00	6.00
15	Section 4-Personal Dimensions	A) My Personal Engagement	4.69	5.00	5.00



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One observation from the above table is that these 14 respondents perceive that the TTOCI Working Group excelled on a substantial majority of the dimensions evaluated with 11 out of the 15 (73%) scoring a mean rating equal to or above 6.00. If Medians are used for the ranking, 14 out of 15 components (~93%) scored 6.00 or above! A quick scan of the Mode column also confirms that the most often selected ratings across all dimensions was 6 or 7, that is, "Highly Effective."

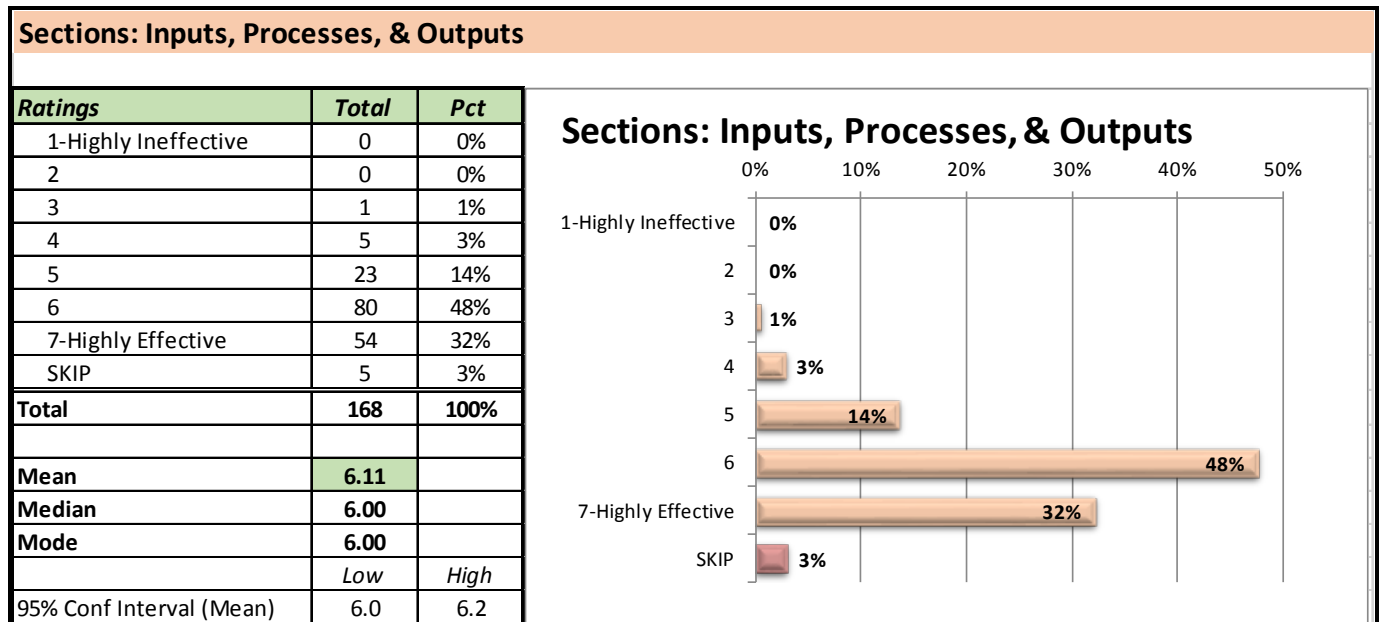
5. Effectiveness Extensions and Extrapolations

In order to keep the total number of questions manageable, the Self-Assessment did not ask respondents to evaluate each of the four major sections (e.g., Inputs, Processes, Outputs, Personal Dimensions) independently or, for that matter, the Working Group overall. Even though such questions were not framed, it is possible to extrapolate from the individual questions, arithmetically, to show results for these hierarchical categories. Data extrapolations are presented separately in this chapter because, strictly speaking, they are extensions of the data and were not explicitly asked within the survey instrument.

A) Effectiveness of the Working Group Overall

Shown below (Table 5) are the aggregate results for the Working Group, which incorporates the individual raw data for all survey questions in Sections 1-Inputs, 2-Processes, and 3-Outputs⁵. There were 12 individual questions within these three major sections and 14 respondents, combining to produce a total of 168 possible scores. The distribution of effectiveness ratings is shown in the table below and, excluding the skipped responses (3%), is heavily skewed toward the maximum score of 7.00 (Highly Effective); in fact, 80% of respondents can be inferred to have rated the overall WG effectiveness as a 6 or 7!

Table 5.



⁵ *Administrator's Note:* Section 4-Personal Dimensions was excluded from this extrapolation because the scales used were different from 1-Highly Ineffective to 7-Highly Effective. See Table 8 below for a summary of the Personal Dimensions.



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While it may not be statistically defensible to conclude that the respondent pool would have rated the WG's overall effectiveness in the 6-7 range had that question been asked specifically, it is not unreasonable to note that this grouping of participants (47% of the total) evaluated some questions low, other questions in the middle, and many questions high. Analyzing those ratings across the spectrum of components suggests that, on balance, the respondents perceived the WG's effectiveness as approaching the maximum of the evaluation scale.

B) Effectiveness by Major Section

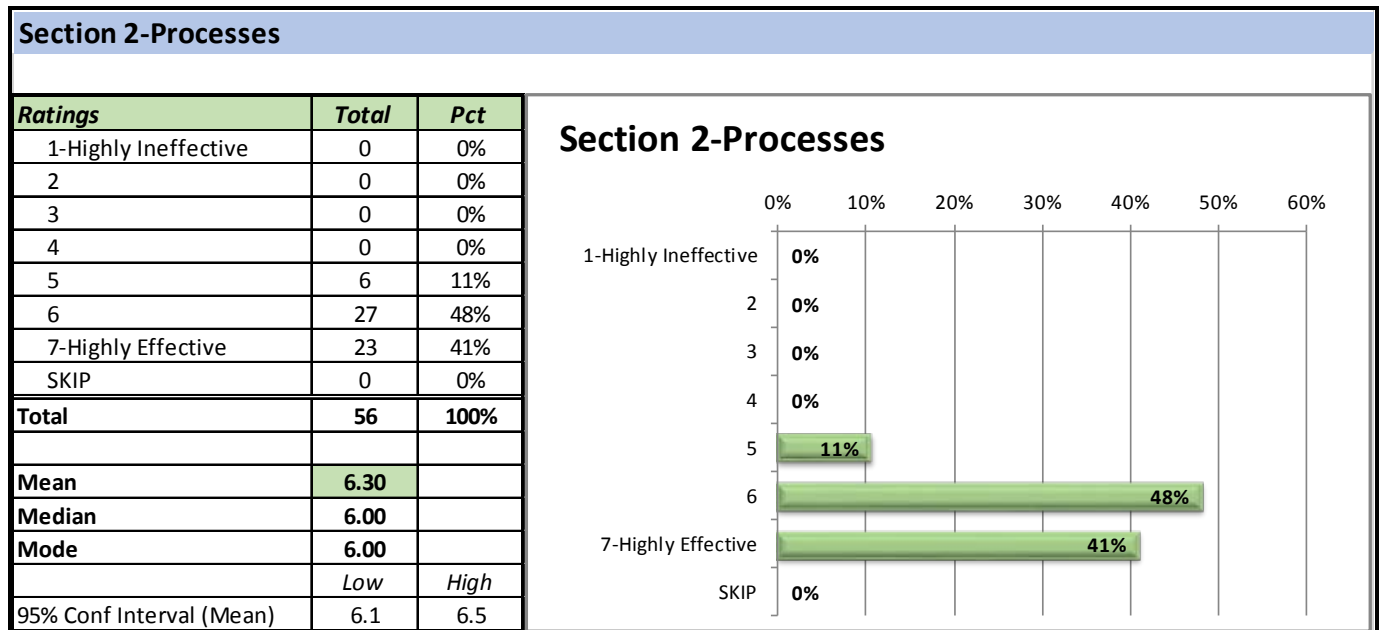
Exhibit 2 provides a data table and chart for each of the four major sections of the survey. Again, strictly speaking, questions were not asked about these aggregate categories; however, if the questions are representative of the section, the extrapolated statistics in Table 6 (sorted high to low based on the Means) represent reasonable inferences from the raw data.

Table 6.

Major Sections Sorted by Mean Effectiveness				
Rank	Major Section	Mean	Median	Mode
1	Section 2-Processes	6.30	6.00	6.00
2	Section 3-Products & Outputs	6.14	6.00	6.00
3	Section 1-Inputs	5.96	6.00	6.00
4	Section 4-Personal Dimensions	5.49	6.00	7.00

The highest effectiveness result was obtained for **Section 2-Processes** (see Table 7 below) with a Mean of 6.30, a Median of 6.00, and a Mode of 6.00.

Table 7.





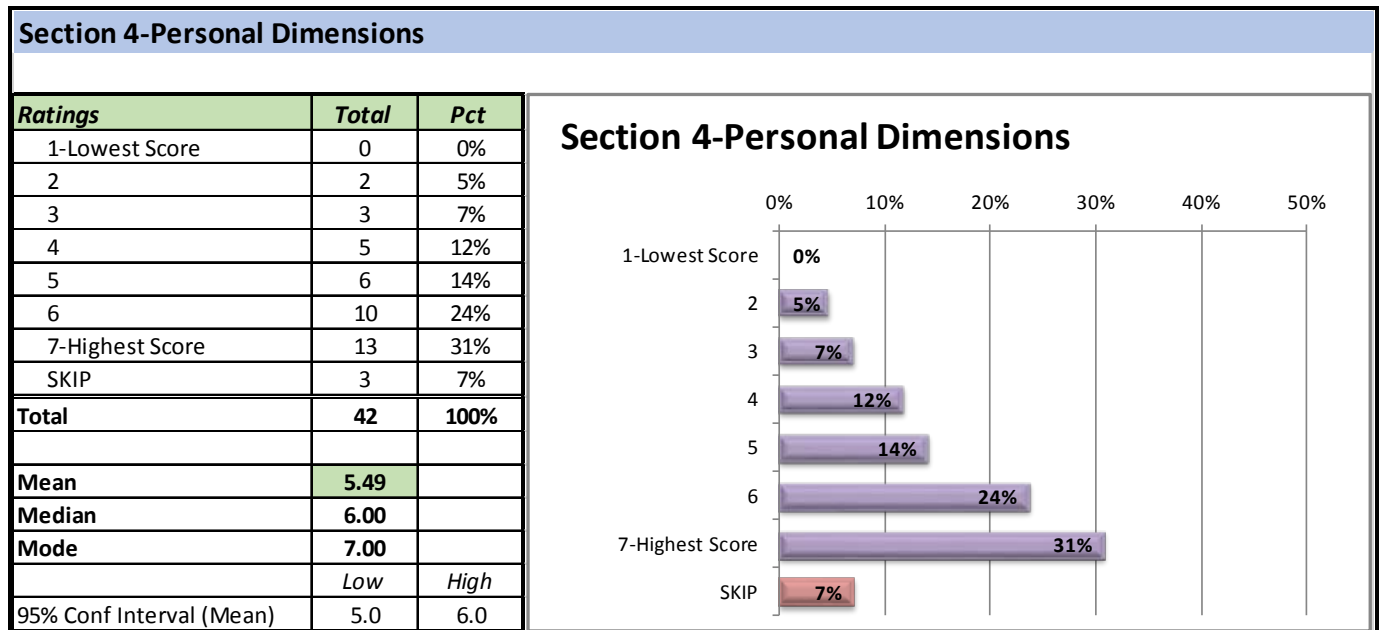
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The questions in the above component grouping dealt with perceptions concerning the WG's participation climate, behavioral norms, decision-making methodology, and meeting logistics (e.g., agenda).

The lowest rated category is **Section 4-Personal Dimensions** (see Table 8) with a Mean result of 5.49, a Median of 6.00, and a Mode of 6.00. Although this mean score appears curious, it makes sense when examining the individual component questions (see Exhibit 1). Five WG member admitted that their Personal Engagements were 2 (rare), 3 (seldom), and 4 (occasionally). One respondent indicated that his/her Personal Fulfillment was a 3 (slightly unrewarding) and two marked a 4 (neither rewarding nor unrewarding). Notwithstanding these less than bullish responses, nearly 70% of WG members reported being personally engaged, fulfilled, and willing to join another WG in the future (50% rated a 7 = Extremely Receptive).

Table 8.



6. Demographics Variables and Correlations

Staff proposed that certain demographic data be collected based upon the hypothesis that viewpoints and perceptions could vary significantly based upon one or more of these variables. Incorporating segmentation into the survey design was intended to permit the individual results to be (a) stratified according to engagement variables and, optionally, (b) assigned differential weights based upon engagement experience and/or intensity.

As is commonly recommended by design experts, this information was placed at the end of the instrument and was marked “required” in order to complete the questionnaire properly. The specific questions can be viewed on the last page of Appendix 1.

A) Experience: “Years Active Involvement with ICANN”

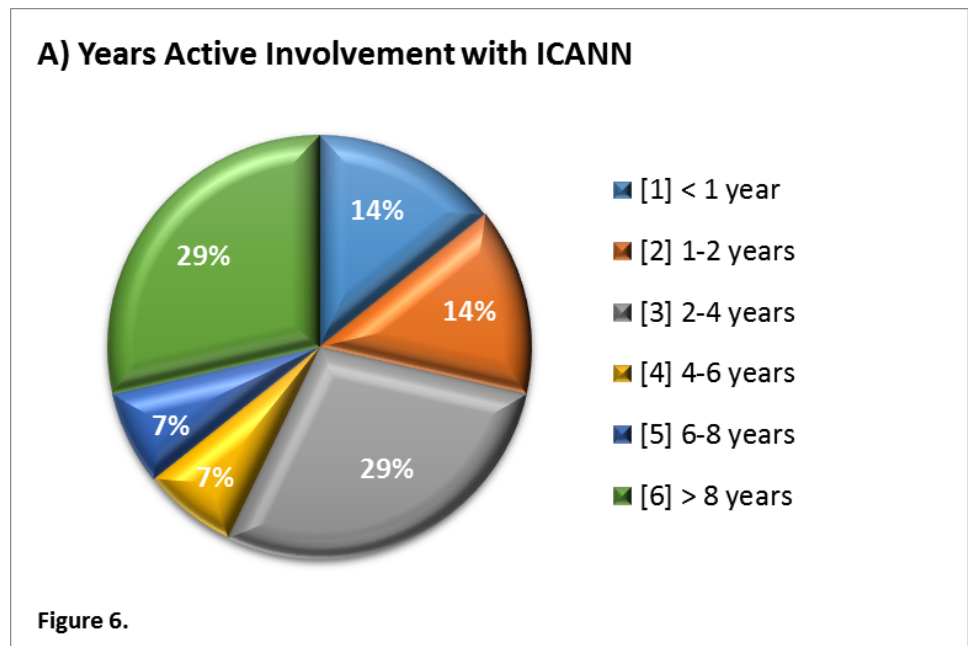
Respondents were asked to select one of 6 options corresponding to how many years they have spent working with ICANN. The range was expressed as:

Scale	1	2	3	4	5	6
Years	< 1	1-2	2-4	4-6	6-8	> 8

On average, the 14 respondents fell into category **3** or 2-4 years involvement with ICANN although this sample was well dispersed among the groupings (see Figure 6).

Cumulatively, 6 out of 14 (43%) of the respondents indicated that they have been actively involved with ICANN for four or more years.

Two individuals in this sample self-identified as having less than 1 year of active involvement with ICANN and four (29%) reported being actively involved for more than 8 years!



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B) Intensity: “Hours per Week Spent on ICANN Activities”

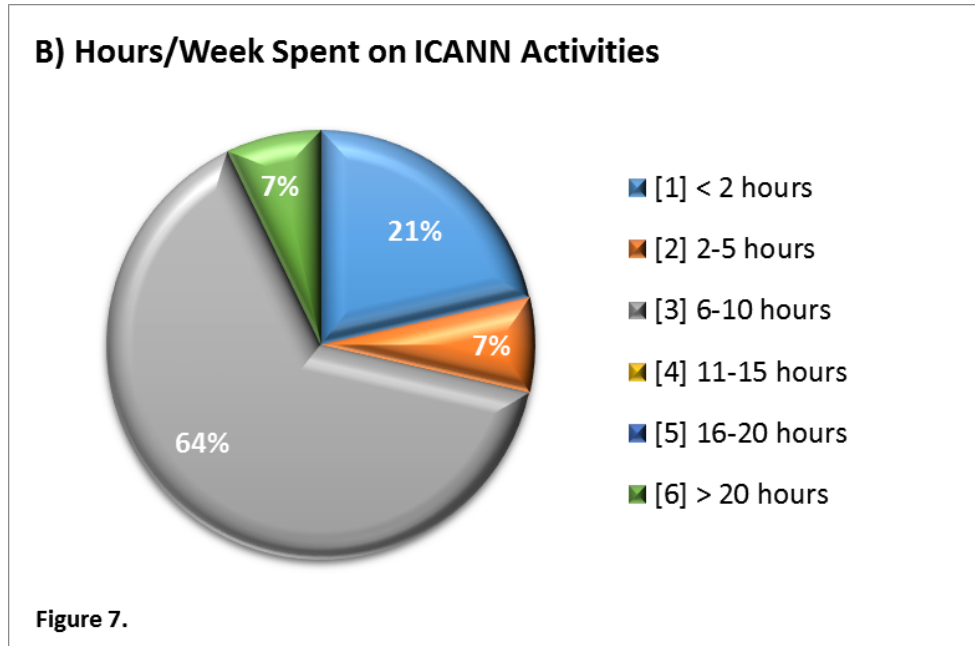
Respondents were asked to select one of 6 options corresponding to the average number of hours per week spent on ICANN activities. The scale for these responses is presented below:

Scale	1	2	3	4	5	6
Hours/Week	< 2	2-5	6-10	11-15	16-20	> 20

As shown in the accompanying Figure 7, the most popular answer, chosen by 9 participants (64%), and also the median value, was **3** or 6-10 hours/week.

Combining the lowest two groupings shows that 28% spend less than or equal to 5 hours/week on ICANN activities.

One WG member (7%) indicated that s/he devotes more than 20 hours/week to ICANN activities.



C) Recruitment Sources: “How did you first learn about this WG?”

Respondents were asked to identify how they came to be involved with this particular Working Group. Although not technically demographic, this question was asked in this section to help understand the most common methods by which members were informed about the WG. The following Table 9 shows a breakdown of the most popular answers among the respondents:



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Administrator's Report

Table 9.

Section 5A-Demographics		
How did you first learn about this WG (Select any/all that apply)?		
	Count	Pct
I learned about the WG through one of ICANN's websites (or Wikis)	5	33%
I was informed or invited by my SG/C or ICANN-affiliated organization	4	27%
I was contacted by an individual seeking to recruit volunteers	3	20%
A professional colleague or associate informed me about the WG	2	13%
Other (Please describe)	1	7%
I was contacted by an ICANN Staff member	0	0%
I learned about the WG from another organization external to ICANN	0	0%
Total	15	100%

Note that the total of 15 exceeds the number of respondents (14) because this question allowed multiple choices to be selected. The one individual who selected "Other" indicated that s/he had been a member of the WG Charter drafting team learning about that activity from an ICANN announcement.

D) Correlations

One hypothesis held during survey design was that there might be useful relationships between the demographic variables⁶ and certain individual questions, for example, would those who spend relatively more hours on ICANN activities hold a different perceptions concerning WG effectiveness than those who work fewer hours.

To test this hypothesis, correlation coefficients were calculated for each of the two demographic variables plus Working Group Role and all 15 questions. In general, no significant correlations were obtained; therefore, for brevity's sake and due to the small sample size, those data have been omitted from this report⁷.

⁶ *Administrator's Note:* From a survey design perspective, demographic variables were selected in such a way that they are independent of each other; otherwise, they would tend to measure the same underlying phenomenon.

⁷ *Administrator's Note:* For anyone interested, these correlation tables are available upon request.



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Administrator's Report

7. Administrator's Observations and Recommendations

This chapter contains a few observations and recommendations concerning the Working Group Self-Assessment.

A) Participation Rates

The level of participation in this survey (14 WG members or 47%) was about the same as reported in the most recent prior Self-Assessment (IRTP Part "D" at 52%). In this particular case, the Survey Administrator recommended to Staff that the target minimum for this particular population be set at 10 responses or approximately one-third of the member roster. As reported in Chapter 3-C, no date extensions were required to achieve the target response level.

Given this Administrator's experience with many different ICANN surveys over 6 years, there should generally be an expectation of extending the deadline at least once in order to ensure that the sample is adequately representative of the population. That action was not needed for the TTOCI Working Group.

B) Rating Scale

The rating construct employed for this survey was a 7-point behaviorally anchored Likert scale from 1-Highly Ineffective to 7-Highly Effective. One disadvantage of a 5-point scale is that, by providing fewer choices, the results tend to aggregate around the central point or 3, which makes it more difficult to differentiate among responses using statistics. If some percentage of a survey population reinterprets the scale as being similar to giving a grade (e.g., A - F) and is unwilling to utilize the extreme values (1 or 5), then the scale immediately devolves to 3 points.

For future WG Self-Assessments, the 7-point scale is recommended.

C) Online Survey Tool

The online software tool used for this survey was provided by [QuestionPro](#). This particular system was selected for several reasons:

- It has been used successfully on other ICANN surveys;
- The cost to obtain a "Corporate Edition" license (including the most important key features needed) is comparatively low;
- The tool contains excellent help, instructions, data downloads, and other useful features/functions; and
- The company continues to make substantial investments in the software adding new features, capabilities, and extensions.



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While QuestionPro served the needs of this Survey Administrator, it should be noted that all raw data was exported/downloaded into Excel for subsequent analysis, charting, and reporting. Although there are many online reports available within QuestionPro, this Administrator found it more efficient and productive to develop a detailed analysis using Microsoft Excel.

In general, given the relatively low cost and plethora of features, QuestionPro was an excellent choice; however, depending upon any particular survey's complexity and need for statistical analysis of the data, facility with Excel is recommended versus reliance on the standard reports.

D) Potential Area of Focus

Although the intent of this report is to convey only the actual raw data, sans conclusions drawn by the author, there is one area which the Survey Administrator suggests be accorded additional analysis and focus by the Chartering Organization.

Representativeness and Participation

In Section 1-Inputs, one of the written comments (row 2) noted that *"There was not much representation from Registrars..."*; yet, this group occupied over one third of the official WG membership (see Table 1a). Another comment (row 3) in that same section offered that, despite the relatively large group roster (30 total), *"Participation and contribution [were] limited to a handful of WG members only..."*, which may partially explain the earlier comment. Potentially corroborating this viewpoint, the Personal Engagement question in Section 4-Personal Dimensions (see Table 8) recorded the lowest mean score (5.49) of the survey. Five of the 14 respondents (35%) self-reported that their participation was rare (2), seldom (2), or occasionally (1).

E) Self-Assessment's Future

As noted elsewhere in the report, the TTOCI represents the second instance of a Self-Assessment being conducted since the original test ("Thick Whois" WG) was authorized under the auspices of the Standing Committee on Improvements Implementation (SCI) in 2013.

Under most circumstances, a Chartering Organization will specify, within the WG's formal Charter, if a Self-Assessment is to be conducted at the conclusion of deliberations. While that was not done for this particular WG, it should be noted that it commenced before those procedures were memorialized in the GNSO Operating Procedures (ANNEX 1).

It may be helpful to recall that the fundamental purpose of the Self-Assessment instrument is to uncover ways to make WGs more productive, efficient, and successful as well as to identify any gaps or improvements in the WG Guidelines. After three complete Self-Assessments, based upon the high scores being recorded by WG members, there haven't been any substantive new learnings or improvement opportunities other than pertaining to the assessment process itself. This should be perceived as



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positive news that the GNSO's WGs, in the main, perceive themselves to be highly functional, mission-focused, collaborative, and accomplished. One reasonable conclusion is that, if the Chartering Organization is not unearthing useful process improvements as a result of the Self-Assessments; then, going forward, it might consider reducing the number of times they are being conducted. There is another Self-Assessment just beginning (Policy & Implementation WG). If it also reports overall healthiness consistent with its predecessors, as a general rule of thumb, the GNSO Council might request Self-Assessments on a sampling basis, e.g., every third WG that is inaugurated unless there are indicators during deliberations that would warrant a special exception.



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Appendix 1: Complete WG Self-Assessment Screenshots

There are 7 screenshots presented in this Appendix extracted from [QuestionPro](#) - the online survey tool selected for this project. Each screenshot corresponds to a page in the actual survey.

These pages provide the exact sequence, specific language used, as well as the visual context in which the Self-Assessment was conducted.

ICANN Survey Administrator



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Working Group Self-Assessment

Working Group: Translation & Transliteration of Contact Information PDP

Welcome & Introduction:

Thank you for accepting the invitation to complete this questionnaire concerning your experiences with the above-named Working Group (WG). Your Chartering Organization (CO) and other ICANN stakeholders are keenly interested in learning about the effectiveness of its chartered teams by asking participants for their assessments, perspectives, and insights concerning various performance aspects of the Working Group's operations, norms, logistics, decision-making, and outputs. The results of your feedback will be used to identify improvement areas in the guidelines, tools, methods, templates, and procedures applicable to Working Groups. Summary reports will be shared not only with your Working Group, but the larger GNSO stakeholder community.

Confidentiality: We will be asking you for identifying information to ensure that each response is valid. Your individual responses will not be accessible by anyone other than the ICANN Staff Administrator and they will not be disclosed or published in a way that could be matched to your identity.

If you have any questions or concerns about this self-assessment, please send an e-mail to: participation@icann.org and we will try to address them promptly.

This questionnaire is organized into four sections and should take 10-20 minutes to complete. Although most of the questions will ask you for an effectiveness rating (1-7 Scale), there will be an opportunity within each major section to add free-form text comments. You are encouraged to provide supplementary explanations or other supporting information that will help the Chartering Organization understand and interpret your input. Except for a few required identification and demographic questions, if there is any individual question for which you do not wish to provide a rating, a SKIP option is available.

You may begin now by clicking on the [Next](#) button below. You should be able to complete the questionnaire in one sitting; however, there is a button to [Save Page and Continue Later](#) if you are interrupted and need to resume at another time. Please note that the survey's internal [Back](#) option only operates for the most recent page completed. Please **do not** use your browser's Back button or you will lose answers.

ICANN Staff Administrator

Save Page and Continue Later

Next



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Working Group Self-Assessment

Working Group: Translation & Transliteration of Contact Information PDP

Participant Identification

Before we get started with the first Section, the following questions are intended to ensure that (1) each response is being provided by a recognized member of the Working Group and (2) we only receive one submission per individual.

Your identity will remain strictly confidential and no attempt will be made to associate individual responses to survey results.

Name *

Email Address *

Primary Organizational Affiliation: *

Working Group Role: *

In the next three sections, you will be asked to rate the EFFECTIVENESS (Scale 1-7) of several Working Group performance dimensions organized into **Inputs -> Processes -> Outputs**; the scale interpretation will be provided appropriate to each element.

Your Chartering Organization (CO) understands that, when answering survey questions, it may seem challenging to assign a single numerical rating to any team dimension in which a broad spectrum of experiences occurred. You are asked to think about the overall effort and provide the most honest and accurate representation in your best judgment. Learning and process improvement are the goals and there are no right or wrong answers. Recognizing that there may be important dynamics that simply cannot be captured in a single rating, you are encouraged to use the free-form comment box within each major section to provide supplementary explanations that will help the CO understand and interpret your feedback.

THANK YOU and now on to Section 1...



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Working Group: Translation & Transliteration of Contact Information PDP

Section 1-Inputs ...includes the charter/mission, team members, tools, and resources

Thinking about the overall EFFECTIVENESS of the Working Group's **Inputs**, how would you rate each of the following six elements on a scale where *1=Highly Ineffective* and *7=Highly Effective*:

		1	2	3	4	5	6	7	SKIP
		Highly Ineffective						Highly Effective	
A) The <u>Charter/Mission</u> of the WG where 1=Highly Ineffective means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unachievable; and 7=Highly Effective means understandable, clear, well-structured, bounded, realistic (e.g., time, constraints), achievable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Expertise</u> of WG members where 1=Highly Ineffective means that, collectively, team members did not possess an appropriate level of knowledge/skill to fulfill the mission; and 7=Highly Effective means that team members, collectively, were appropriately knowledgeable and skilled to accomplish the mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C) The <u>Representativeness</u> of WG members where 1=Highly Ineffective means narrow, skewed, selective, unbalanced; and 7=Highly Effective means broad, diverse, balanced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D) The external <u>Human Resources</u> (e.g., briefings, experts, consultants, liaisons) provided to the WG where 1=Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful; and 7=Highly Effective means appropriate, adequate, timely, helpful/useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E) The <u>Technical Resources</u> (e.g., systems, tools, platforms, templates) provided to and utilized by the WG where 1=Highly Ineffective means difficult, challenging, clumsy, awkward, tedious, slow, not helpful/useful; and 7=Highly Effective means easy, straightforward, clear, efficient, fast, helpful/useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F) The <u>Administrative Resources</u> (e.g., support, guidelines, documentation) provided to and utilized by the WG where 1=Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful; and 7=Highly Effective means appropriate, adequate, timely, helpful/useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about the WG's Inputs:



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Working Group Self-Assessment

Working Group: Translation & Transliteration of Contact Information PDP

Section 2-Processes ...includes norms, operations, logistics, and decision-making

Thinking about the overall EFFECTIVENESS of the Working Group's Processes, how would you rate each of the following four elements on a scale where 1=Highly Ineffective and 7=Highly Effective:

	1	2	3	4	5	6	7	SKIP
	Highly Ineffective						Highly Effective	
A) The <u>Participation</u> climate within the WG where 1=Highly Ineffective means inhospitable, unilateral, frustrating, unproductive; and 7=Highly Effective means inviting, inclusive, accepting, respectful, productive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Behavior</u> norm of WG members where 1=Highly Ineffective means disruptive, argumentative, disrespectful, hostile, domineering; and 7=Highly Effective means accommodating, respectful, collaborative, consensus-building	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C) The <u>Decision-Making</u> methodology (e.g., consensus) where 1=Highly Ineffective means broken, ignored, not observed, disrespected; and 7=Highly Effective means honored, followed, observed, respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D) The <u>Session/Meeting Planning</u> (e.g., agendas) where 1=Highly Ineffective means disorganized, haphazard, unstructured, untimely notice; and 7=Highly Effective means organized, disciplined, structured, timely notice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about the WG's Processes:

Save Page and Continue Later | Next



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Working Group Self-Assessment

Working Group: Translation & Transliteration of Contact Information PDP

Section 3-Products and Outputs

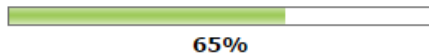
Thinking about the overall EFFECTIVENESS of the Working Group's **Products and Outputs**, how would you rate each of the following two elements on a scale where 1=Highly Ineffective and 7=Highly Effective:

	1	2	3	4	5	6	7	SKIP
	Highly Ineffective						Highly Effective	
A) The Working Group's primary <u>Mission</u> where 1=Highly Ineffective means not achieved, fulfilled, and/or accomplished per the Charter; and 7=Highly Effective means completely achieved, fulfilled, and/or accomplished as directed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Quality</u> of the WG's outputs and/or deliverables where 1=Highly Ineffective means incomplete, inadequate, materially deficient/flawed, unsupported; and 7=Highly Effective means complete, thorough, exhaustive, reasoned, supported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about the WG's Products and Outputs:

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Working Group Self-Assessment

Working Group: Translation & Transliteration of Contact Information PDP

Section 4-Personal Dimensions

As a result of having invested significant time and effort volunteering on a Working Group, your Chartering Organization is interested to learn about your own personal Engagement, Fulfillment, and Willingness-to-Serve in the future.

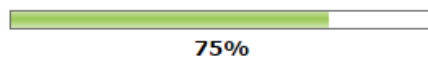
Please note that the scale meaning changes for each dimension.

	1	2	3	4	5	6	7	SKIP
A) My personal <u>Engagement</u> in helping the WG accomplish its mission where 1=Participated Never and 7=Participated Extensively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) My personal <u>Fulfillment</u> considering the time, energy, and work efforts I contributed to this WG where 1=Highly Unrewarding and 7=Highly Rewarding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C) Assuming all other conditions are suitable (e.g., subject, interest, need, fit, availability), I assess my personal <u>Willingness-to-Serve</u> on a future ICANN Working Group as 1=Extremely Unreceptive and 7=Extremely Receptive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments about Personal Dimensions:

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Working Group: Translation & Transliteration of Contact Information PDP

Demographics

Your Chartering Organization has a few final questions that will assist in framing your experience with this Working Group.

How did you first learn about this WG (Select any/all that apply)? *

- I was informed or invited by my SG/C or ICANN-affiliated organization
- I was contacted by an ICANN Staff member
- I was contacted by an individual seeking to recruit volunteers (e.g., GNSO Councilor, interim Chair)
- I learned about the WG through one of ICANN's websites (or Wikis)
- I learned about the WG from another organization external to ICANN
- A professional colleague or associate informed me about the WG
- Other (Please describe)

Approximately how long have you been actively involved with ICANN? *

-- Select -- ▼

Considering the most recent 12 months, approximately how many hours per week do you spend on ICANN activities on the average? *

-- Select -- ▼

Please feel free to provide any additional feedback about your Working Group experience, this Self-Assessment, or any other matter not covered elsewhere in this questionnaire:



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Administrator's Report

Appendix 2: Invitation E-Mails

Two e-mails were sent to TTOCI WG members, the first on 2 July 2015 and one follow-up reminder on 8 July 2015. The contents of those messages are shown below:

E-Mail Survey Invitation Forwarded by Staff on behalf of Co-Chairs on 2 July 2015

From: Lars HOFFMANN <lars.hoffmann@icann.org>

Date: Thursday, 2 July 2015 14:42

To: "gns-contactinfo-pdp-wg@icann.org"

Subject: Self-Assessment

Dear all,

Long story short: **please take a moment to complete the self-assessment survey** for the Translation and Transliteration PDP Working Group!

Link: [NO LONGER ACTIVE \(Redacted\)](#)

Short story long: see below.

Many thanks!

Lars

--

Dear all,

In 2014, the GNSO Council adopted a process and questionnaire for Working Groups to conduct Self-Assessments when their work has been substantially finished. The goal is to provide Chartering Organizations, such as the GNSO Council, important information about how well its Working Groups are functioning through an examination of their **Inputs -> Processes -> Outputs** ultimately leading to continuing improvements.

Our Working Group has been identified to participate in this process the details of which are provided below:

- The survey tool is hosted by QuestionPro at this link: [NO LONGER ACTIVE \(Redacted\)](#). Please do not share this link with anyone other than our team members.



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- Background information and instructions are contained within the instrument. There is no login requirement, so you will not need user credentials.
- Simply answer the question
- ns (most use a 1-7 rating scale) on each page and, when you reach the end, click "Record My Answers!" If you receive a "Thank You" response, your feedback was successfully populated. There is a provision to <Save and Continue Later> if you are interrupted and cannot finish the survey in one session.
- Based upon previous WG experiences, the survey should take between 10-20 minutes depending upon the number of comments you choose to provide.
- If you would like to browse the questions in advance, they are published on the ICANN Community Wiki at: <https://community.icann.org/x/nTXxAg>.
- The survey will be open for just over two weeks and will close on: **17 July 2015 (23:59 UTC)**

An external ICANN consultant, Ken Bour (ken.bour@verizon.net), will monitor the completion process, provide brief status updates to the co-Chairs and Lars, and be available to provide technical assistance if needed by any of our team members. He will also be the only person who has access to your individual responses according to the following clause which you will see on the questionnaire welcome page:

***Confidentiality:** We will be asking you for identifying information to ensure that each response is valid. Your individual responses will not be accessible by anyone other than the ICANN Staff Administrator and they will not be disclosed or published in a way that could be matched to your identity.*

Once the survey period has closed, Ken will produce a report summarizing the findings which will be shared with our team, the GNSO Council, the Stakeholder Groups and Constituencies, and other interested parties.

I appreciate your willingness to provide feedback about the **Translation & Transliteration of Content Information PDP Working Group** and your participation in it.

Best,
Lars (on behalf of the co-Chairs)

Second E-Mail Survey Reminder Sent by Staff on 8 July 2015

From: Lars HOFFMANN <lars.hoffmann@icann.org>
Date: Thursday, 8 July 2015 11:43
To: "gnso-contactinfo-pdp-wg@icann.org"
Subject: Self assessment



TTOCI Self-Assessment-2015

Administrator's Report

Dear all,

You might recall my email about the self-assessment.

First, I would like to thank those five members who have completed the survey.

Our target goal is to have at least 10 responses among our 30 participants and observers. So, I would like to encourage those who have not yet participated to take a few minutes and do so. The survey will remain open through to 17 July and here is the link: [NO LONGER ACTIVE \(Redacted\)](#)

Please note that if you encounter any technical issues you can contact Ken Bour (ken.bour@verizon.net), an external consultant who monitors and evaluates the survey.

Many thanks and best wishes,

Lars

Section 1-Inputs

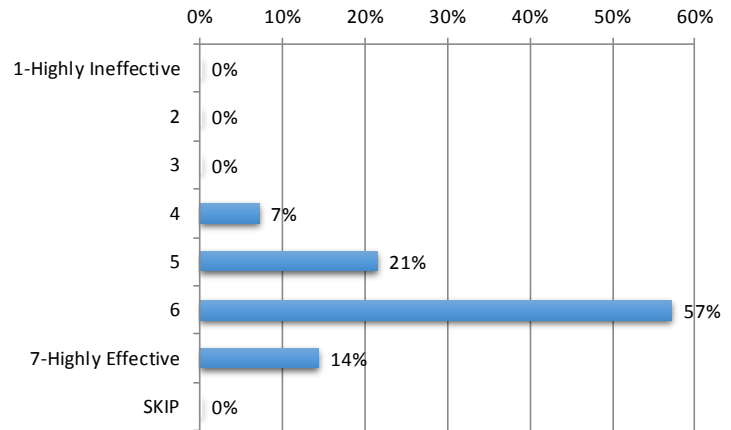
...includes the charter/mission, team members, tools, and resources

A) Charter/Mission

...where 1=Highly Ineffective means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unachievable; and

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	7%
5	3	21%
6	8	57%
7-Highly Effective	2	14%
SKIP	0	0%
Total	14	100%
Mean	5.79	
Median	6.00	
Mode	6.00	
Std Deviation	0.80	
	Low	High
95% Confidence Interval (Mean)	5.0	6.6

A) Charter/Mission

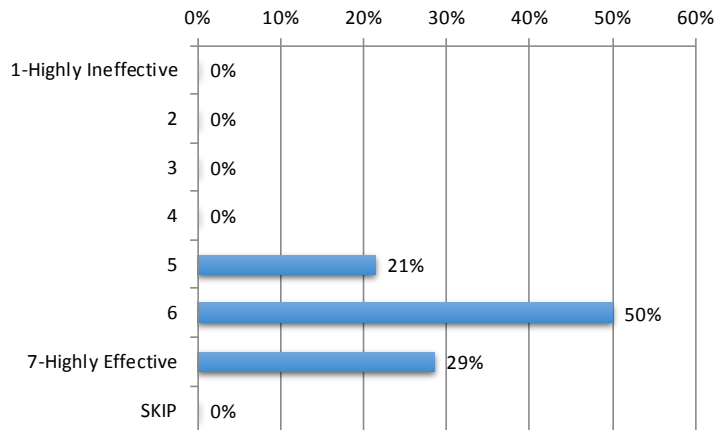


B) Expertise

...where 1=Highly Ineffective means that, collectively, team members did not possess an appropriate level of knowledge/skill to fulfill the

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	3	21%
6	7	50%
7-Highly Effective	4	29%
SKIP	0	0%
Total	14	100%
Mean	6.07	
Median	6.00	
Mode	6.00	
Std Deviation	0.73	
	Low	High
95% Confidence Interval (Mean)	5.3	6.8

B) Expertise



Administrator's Note:

Mean = statistical average

Median = the middle value in an ordered series

Mode = most commonly occurring value in a series

Section 1-Inputs

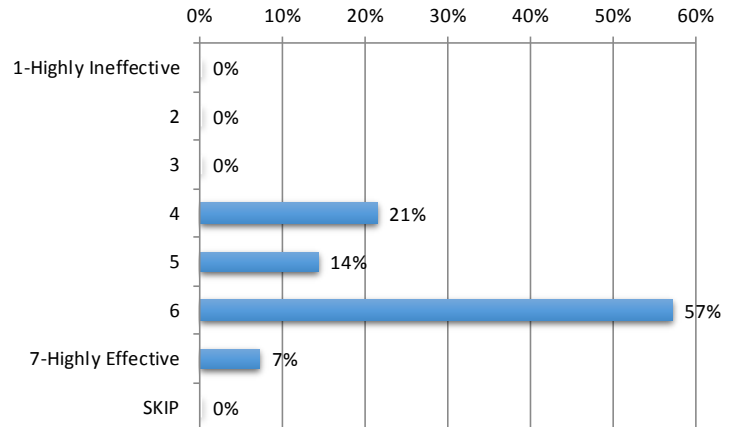
...includes the charter/mission, team members, tools, and resources

C) Representativeness

...where 1=Highly Ineffective means narrow, skewed, selective, unbalanced; and 7=Highly Effective means broad, diverse, balanced

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	3	21%
5	2	14%
6	8	57%
7-Highly Effective	1	7%
SKIP	0	0%
Total	14	100%
Mean	5.50	
Median	6.00	
Mode	6.00	
Std Deviation	0.94	
	Low	High
95% Confidence Interval (Mean)	4.6	6.4

C) Representativeness

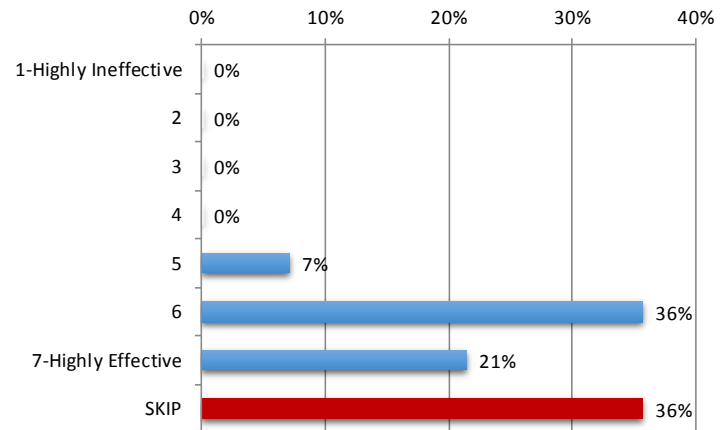


D) External Human Resources

(e.g., briefings, experts, consultants, liaisons) ...where 1=Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful;

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	7%
6	5	36%
7-Highly Effective	3	21%
SKIP	5	36%
Total	14	100%
Mean	6.22	
Median	6.00	
Mode	6.00	
Std Deviation	0.67	
	Low	High
95% Confidence Interval (Mean)	5.6	6.9

D) External Human Resources



Section 1-Inputs

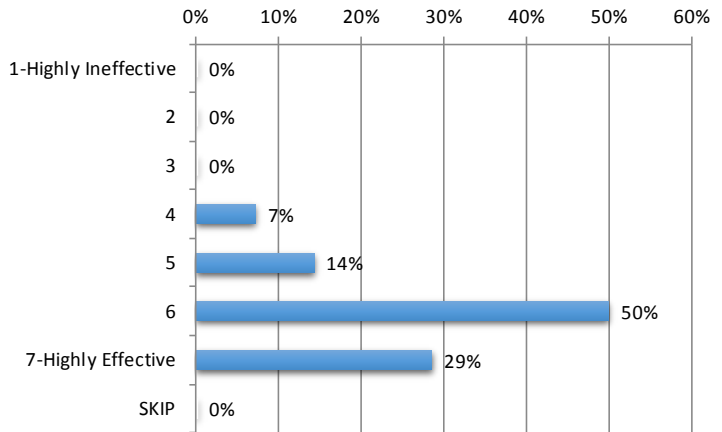
...includes the charter/mission, team members, tools, and resources

E) Technical Resources

(e.g., systems, tools, platforms, templates) ...where 1=Highly Ineffective means difficult, challenging, clumsy, awkward, tedious, slow, not

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	7%
5	2	14%
6	7	50%
7-Highly Effective	4	29%
SKIP	0	0%
Total	14	100%
Mean	6.00	
Median	6.00	
Mode	6.00	
Std Deviation	0.88	
	Low	High
95% Confidence Interval (Mean)	5.1	6.9

E) Technical Resources

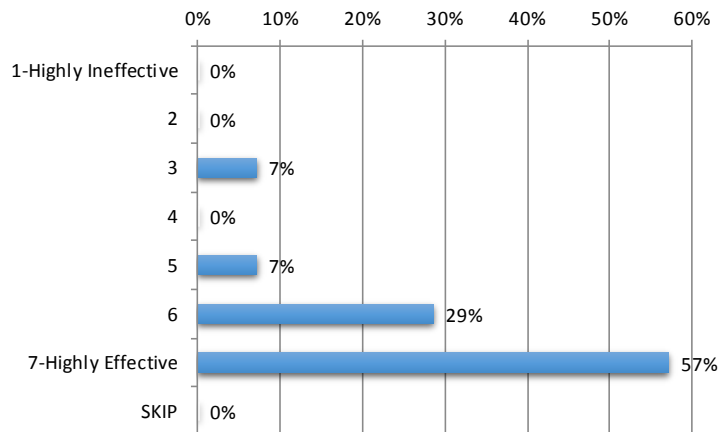


F) Administrative Resources

(e.g., support, guidelines, documentation) ...where 1=Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful; and

1-Highly Ineffective	0	0%
2	0	0%
3	1	7%
4	0	0%
5	1	7%
6	4	29%
7-Highly Effective	8	57%
SKIP	0	0%
Total	14	100%
Mean	6.29	
Median	7.00	
Mode	7.00	
Std Deviation	1.14	
	Low	High
95% Confidence Interval (Mean)	5.1	7.4

F) Administrative Resources



COMMENTS

Section 1-Inputs	
No.	Comments:
1	Although we were not 100% agree, it was a very nice group to work with, with very active members.
2	<p>A) The wording 'who should decide who should decide' in the Charter was confusing.</p> <p>B) No single individual had expertise over the whole subject area, but the group worked well as a team.</p> <p>C) There was not much representation from Registrars but their opinions were taken into account through informal consultation and discussion at GNSO Council meetings etc.</p> <p>D) External human resources were usually represented through the study of their reports.</p> <p>E) The wiki was a major asset to the group.</p> <p>F) ICANN staff support was excellent throughout.</p>
3	Participation and contribution limited to a handful of WG members only, despite large membership.
4	To explain the low ratings I've provided for question E and F, I find that the wiki page consolidating all the documentation for this PDP is very difficult to navigate through. It may be a good idea to reorganise it for easy future access. Referencing the work of this PDP will likely be necessary in upcoming WHOIS related efforts.

Section 2-Processes

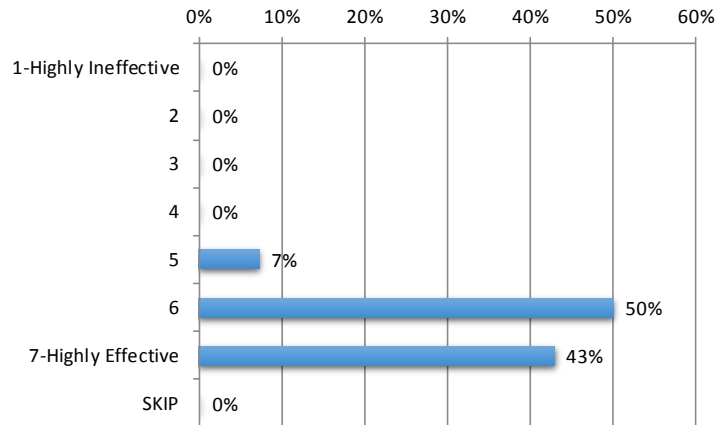
...includes norms, operations, logistics, and decision-making

A) Participation Climate

...where 1=Highly Ineffective means inhospitable, unilateral, frustrating, unproductive; and 7=Highly Effective means inviting, inclusive,

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	7%
6	7	50%
7-Highly Effective	6	43%
SKIP	0	0%
Total	14	100%
Mean	6.36	
Median	6.00	
Mode	6.00	
Std Deviation	0.63	
	Low	High
95% Confidence Interval (Mean)	5.7	7.0

A) Participation Climate

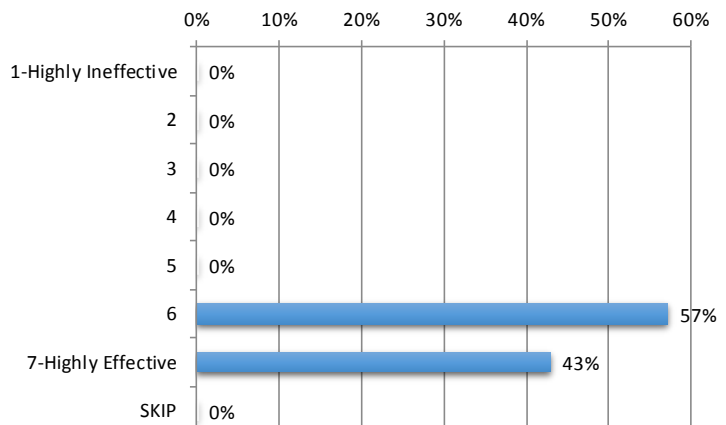


B) Behavior Norms

...where 1=Highly Ineffective means disruptive, argumentative, disrespectful, hostile, domineering; and 7=Highly Effective means

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	8	57%
7-Highly Effective	6	43%
SKIP	0	0%
Total	14	100%
Mean	6.43	
Median	6.00	
Mode	6.00	
Std Deviation	0.51	
	Low	High
95% Confidence Interval (Mean)	5.9	6.9

B) Behavior Norms



Section 2-Processes

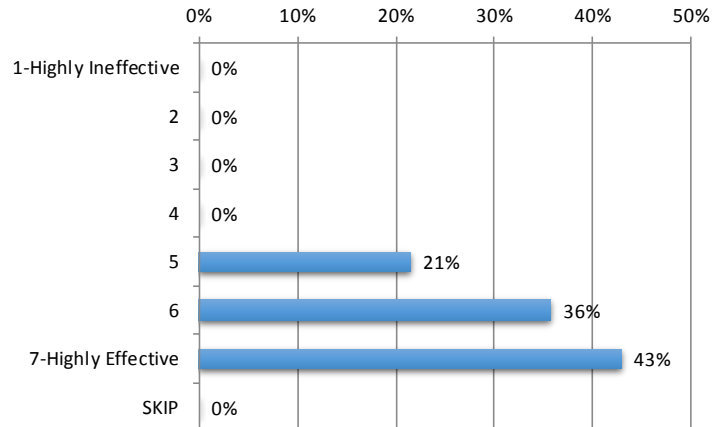
...includes norms, operations, logistics, and decision-making

C) Decision-Making Methodology (e.g., Consensus)

...where 1=Highly Ineffective means broken, ignored, not observed, disrespected; and 7=Highly Effective means honored, followed,

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	3	21%
6	5	36%
7-Highly Effective	6	43%
SKIP	0	0%
Total	14	100%
Mean	6.21	
Median	6.00	
Mode	7.00	
Std Deviation	0.80	
	Low	High
95% Confidence Interval (Mean)	5.4	7.0

C) Decision-Making Methodology (e.g., Consensus)

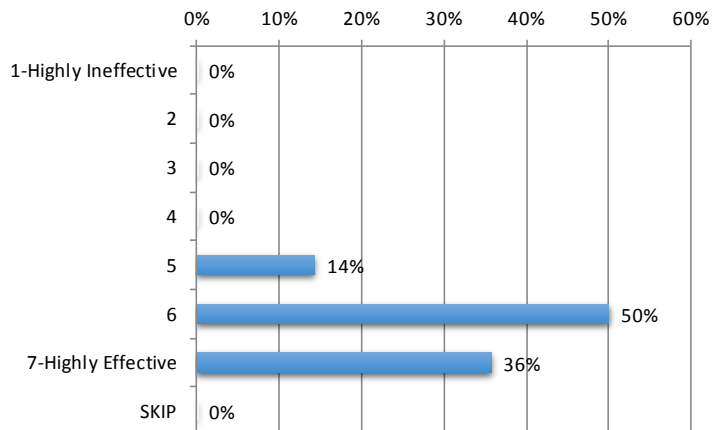


D) Session/Meeting Planning (e.g., Agendas)

...where 1=Highly Ineffective means disorganized, haphazard, unstructured, untimely notice; and 7=Highly Effective means organized,

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	2	14%
6	7	50%
7-Highly Effective	5	36%
SKIP	0	0%
Total	14	100%
Mean	6.21	
Median	6.00	
Mode	6.00	
Std Deviation	0.70	
	Low	High
95% Confidence Interval (Mean)	5.5	6.9

D) Session/Meeting Planning (e.g., Agendas)



COMMENTS

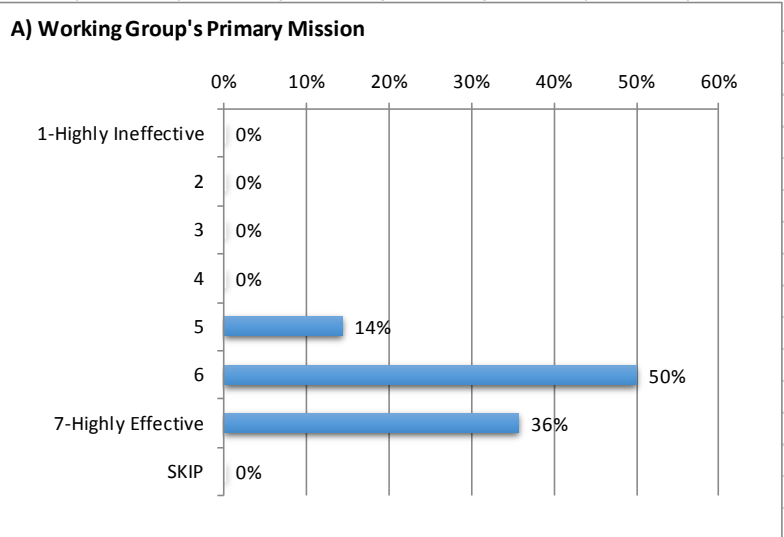
Section 2-Processes	
No.	Comments:
1	<p>A) A member who joined the group about ten meetings before the end of its work said he was surprised how welcome he was made.</p> <p>B) I wasn't aware of a single unpleasant moment during all of the work. Embarrassment due to my forgetting an argument, not understanding an argument or getting something wrong, oh yes.</p> <p>D) I learnt over the time of the group that better use could have been made of work plans and agendas (for example to make meetings sound interesting and focused). Having to cancel meetings on some occasions due to insufficient numbers was an issue.</p>
2	<p>We need 'interpretations' in the discussions to coach newbies and tell participants what is going on and what is said.</p> <p>I suggest in each GNSO PDP WG, we provide 'Coaches', online and offline, to coach new people, in order for new people to get involved and contribute more.</p> <p>It is very necessary to bridge the gap amongst participants with different cultures and different levels of knowledge.</p>

Section 3-Products & Outputs

A) Working Group's Primary Mission

... where 1=Highly Ineffective means not achieved, fulfilled, and/or accomplished per the Charter; and 7=Highly Effective means completely

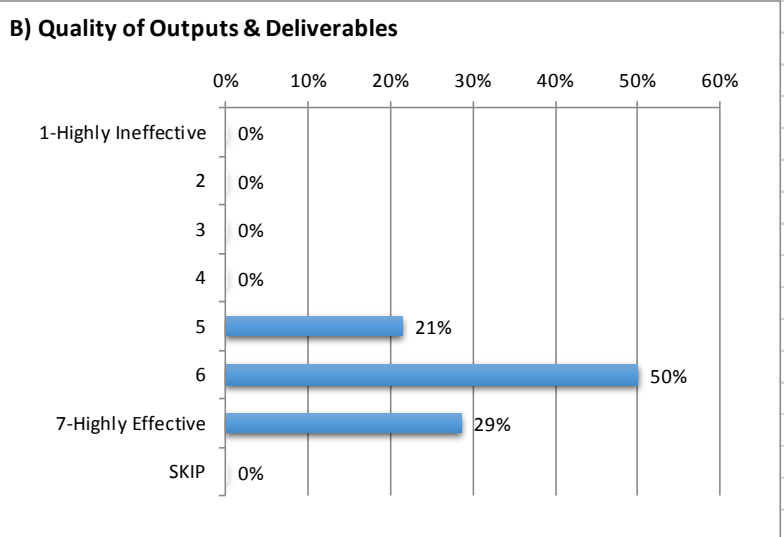
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	2	14%
6	7	50%
7-Highly Effective	5	36%
SKIP	0	0%
Total	14	100%
Mean	6.21	
Median	6.00	
Mode	6.00	
Std Deviation	0.70	
	Low	High
95% Confidence Interval (Mean)	5.5	6.9



B) Quality of Outputs & Deliverables

... where 1=Highly Ineffective means incomplete, inadequate, materially deficient/flawed, unsupported; and 7=Highly Effective means

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	3	21%
6	7	50%
7-Highly Effective	4	29%
SKIP	0	0%
Total	14	100%
Mean	6.07	
Median	6.00	
Mode	6.00	
Std Deviation	0.73	
	Low	High
95% Confidence Interval (Mean)	5.3	6.8



COMMENTS

Section 3-Products & Outputs	
No.	Comments:
1	<p>A) People's opinions, including my own, changed hugely over the course of the group. At the end one constituency had a minority opinion on the main recommendation. However, graciously, they did not vote against the report's recommendations.</p> <p>B) The group spent many meetings reading documentation on relevant subjects and discussing its ramifications.</p>
2	WG's outputs - ultimately, its Final Report - were in line with Charter, even if drafting of Charter could have been better.
3	On question B, I do believe that some of the recommendations of the working group warrant more thoroughness on how they would be implemented. I'm assuming this, however, will be done via the IRT.

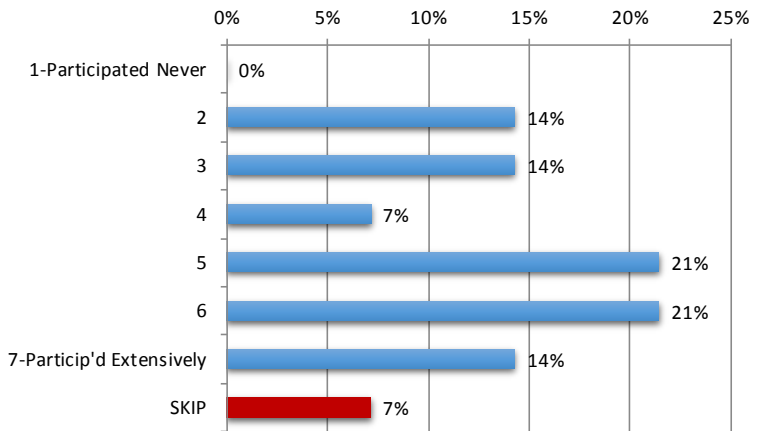
Section 4-Personal Dimensions

A) My Personal Engagement

...in helping the WG accomplish its mission where 1=Participated Never and 7=Participated Extensively

1-Participated Never	0	0%
2	2	14%
3	2	14%
4	1	7%
5	3	21%
6	3	21%
7-Particip'd Extensively	2	14%
SKIP	1	7%
Total	14	100%
Mean	4.69	
Median	5.00	
Mode	5.00	
Std Deviation	1.75	
	Low	High
95% Confidence Interval (Mean)	2.9	6.4

A) My Personal Engagement

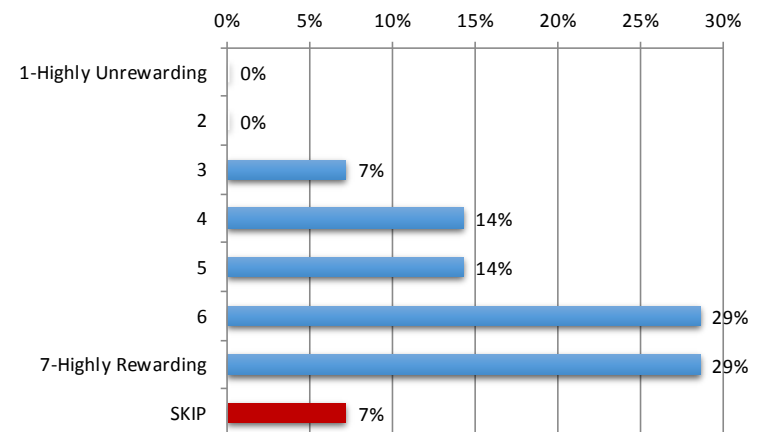


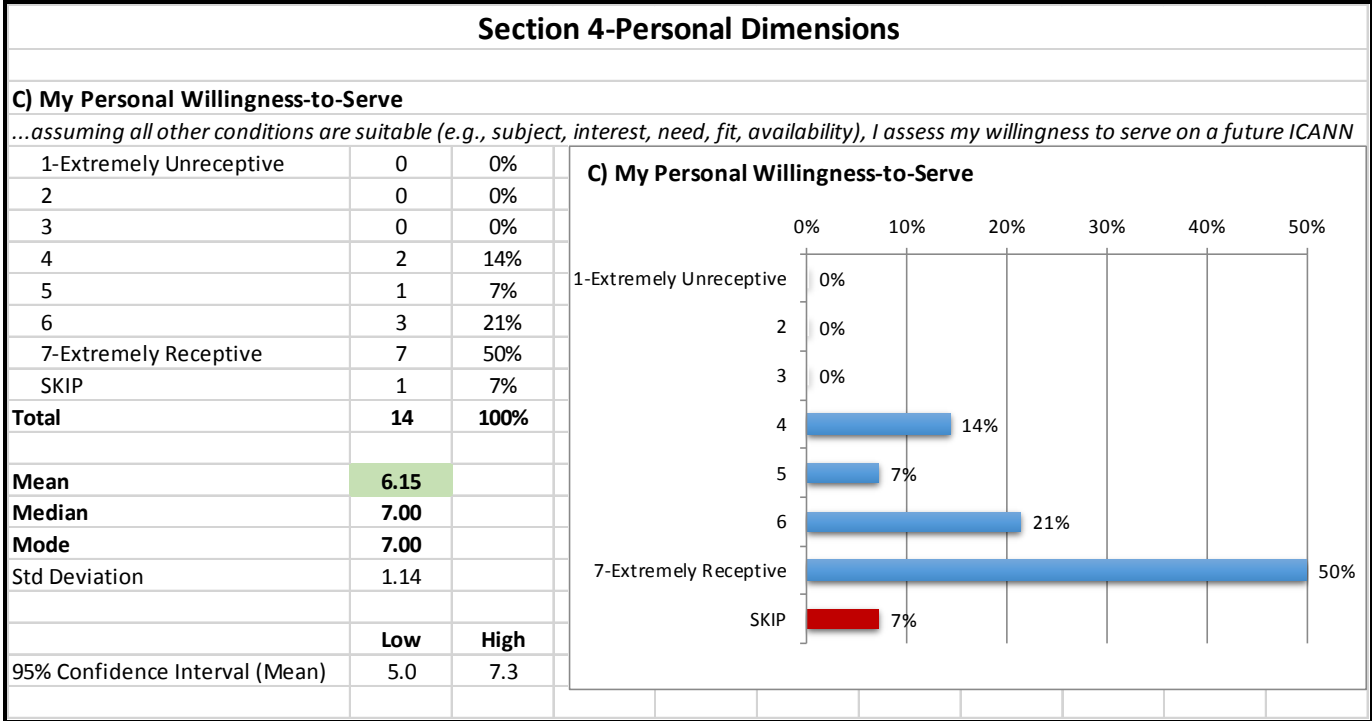
B) My Personal Fulfillment

...considering the time, energy, and work efforts I contributed to this WG where 1=Highly Unrewarding and 7=Highly Rewarding

1-Highly Unrewarding	0	0%
2	0	0%
3	1	7%
4	2	14%
5	2	14%
6	4	29%
7-Highly Rewarding	4	29%
SKIP	1	7%
Total	14	100%
Mean	5.62	
Median	6.00	
Mode	6.00	
Std Deviation	1.33	
	Low	High
95% Confidence Interval (Mean)	4.3	6.9

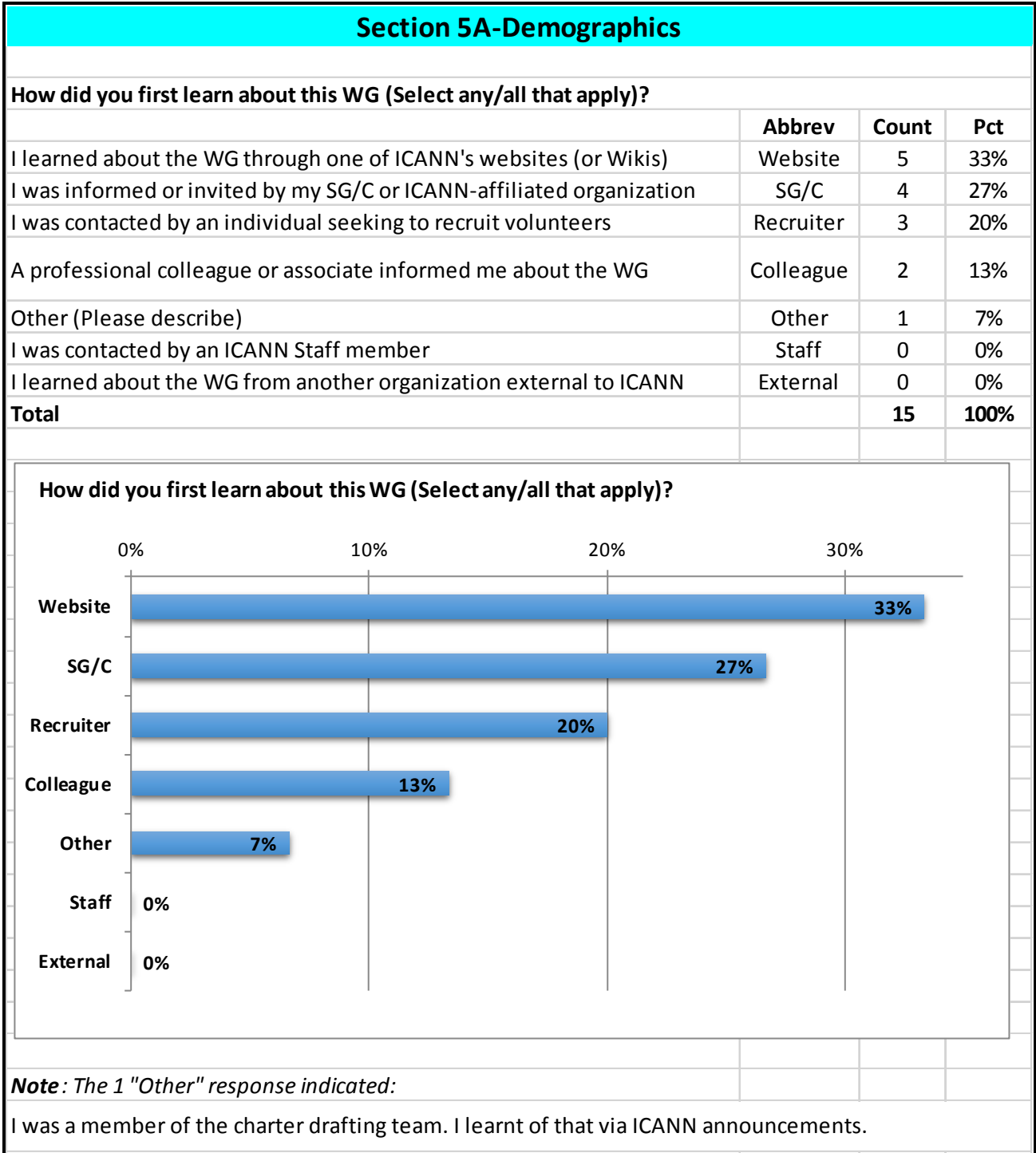
B) My Personal Fulfillment





COMMENTS

Section 4-Personal Dimensions	
No.	Comments:
1	I was representing the minority of this WG, but I felt that my comments and work was heard and accepted. It was indeed nice to be part of it!
2	A) I attended most of the meetings. B) It was a wonderful learning experience. C) I'm really keen to be involved in ICANN policy work in the future.
3	This is my first GNSO PDP WG. At the very begining, I cannot grasp and keep pace of the discussions in the WG. What I contribute is less, however, I will participate in the second WG. Keep learning.



Section 5B-Demographics

A) Years Active Involvement with ICANN

Question: *Approximately how long have you been actively involved with ICANN?*

[1] < 1 year	2	14%
[2] 1-2 years	2	14%
[3] 2-4 years	4	29%
[4] 4-6 years	1	7%
[5] 6-8 years	1	7%
[6] > 8 years	4	29%
Total	14	100%

Mean	3.64	
Median	3.00	
Mode	6.00	
Std Deviation	1.86	

	Low	High
95% Confidence Interval (Mean)	1.8	5.5

A) Years Active Involvement with ICANN

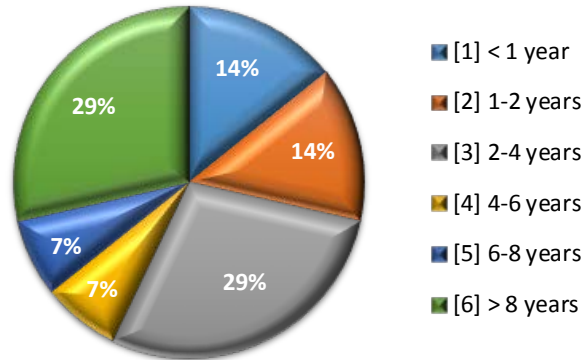


Figure 6.

B) Hours/Week Spent on ICANN Activities

Question: *Considering the most recent 12 months, approximately how many hours per week do you spend on ICANN activities on the*

[1] < 2 hours	3	21%
[2] 2-5 hours	1	7%
[3] 6-10 hours	9	64%
[4] 11-15 hours	0	0%
[5] 16-20 hours	0	0%
[6] > 20 hours	1	7%
Total	14	100%

Mean	2.71	
Median	3.00	
Mode	3.00	
Std Deviation	1.27	

	Low	High
95% Confidence Interval (Mean)	1.4	4.0

B) Hours/Week Spent on ICANN Activities

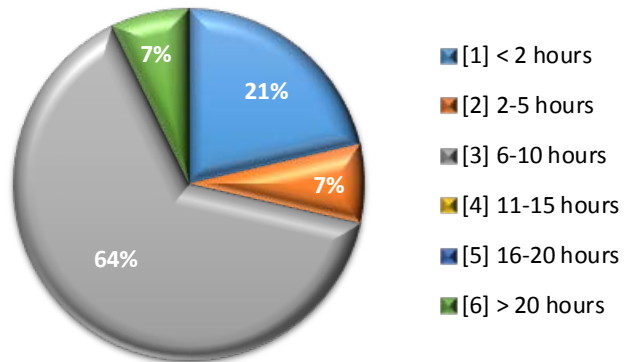


Figure 7.

FINAL OVERALL COMMENTS

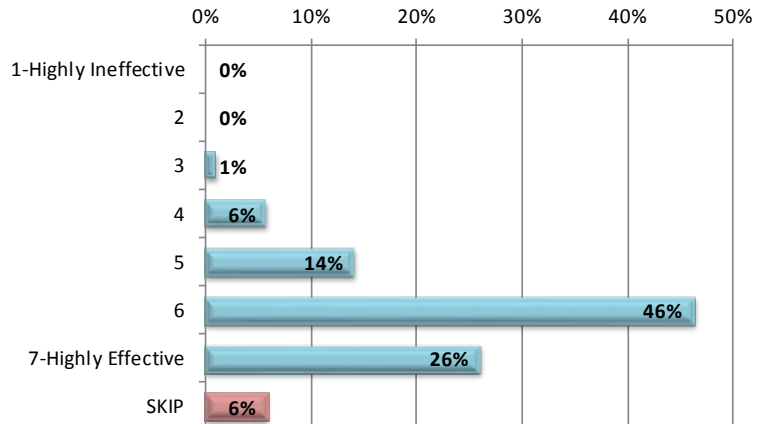
Section 6-Overall Feedback	
No.	Comments:
1	I think it was an extremely good work with having the Co-chairs of this WG. Something that I have used in another WG that I co-chair. It is good to have the possibility to discuss informally with the ICANN Staff + the co-chair when you plan the WG meetings, etc. Also: The ICANN Staff has done a very, very good job!!!
2	<p>Before becoming co-chair, I only had experience of being a member of a working group. ICANN staff provided support throughout.</p> <p>The initial decision to have co-chairs worked very well for the group. It took pressure off one individual and provided the benefits of having two people with complementary expertise and approaches.</p> <p>Encouraging the articulation of opinions is a key area; it speeds things up. It matters less what 'side' those opinions belong to. The opinions of new people can be especially valuable, as they tend not to take things for granted.</p> <p>It was an enjoyable experience to find out more about the subject area and adjacent areas, and how ICANN works and also to get to know so many people through the work. Whatever side of the discussion we were on we now have a common bond.</p> <p>The Multistakeholder Model has been fair to the members of the group. It really does work.</p>
3	The Working Group was very well chaired, and the staff support was first rate. The discussions were well informed and helpful. I did feel, however, as if the issues were explored quite well quite early, and it became clear that there was a difference of opinion with one stakeholder group. After more than a year of work, it was disappointing that there was a minority report from that group rather than full consensus. I'm not sure what more could have been done to achieve consensus, and what the lack of consensus will mean as the issues progress through the next stages. In hindsight, while I value all the contributions of WG members, I do feel as if everyone's time could have been better spent on other matters - given that people's positions essentially did not change throughout the entire life-cycle of the Working Group. There was a one hour call, once a week - is this really a sustainable way to make policy?
4	This is my 3rd ICANN WG PDP participation, and I hope to participate in more WGs in future.
5	For newbies, we need experienced, unbiased 'Coaches' to tell us what has been said and what is going on.
6	I thought this working group was an excellent example of how GNSO working groups are inclusive in terms of membership and participation. Several of the active members of this working group are not affiliated with the GNSO, and some were not even affiliated to any ICANN SOs/ACs, but were part of the WG consensus.

Ratings by Major Survey Section

Section 1-Inputs

Ratings	Total	Pct
1-Highly Ineffective	0	0%
2	0	0%
3	1	1%
4	5	6%
5	12	14%
6	39	46%
7-Highly Effective	22	26%
SKIP	5	6%
Total	84	100%
Mean	5.96	
Median	6.00	
Mode	6.00	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.8	6.2

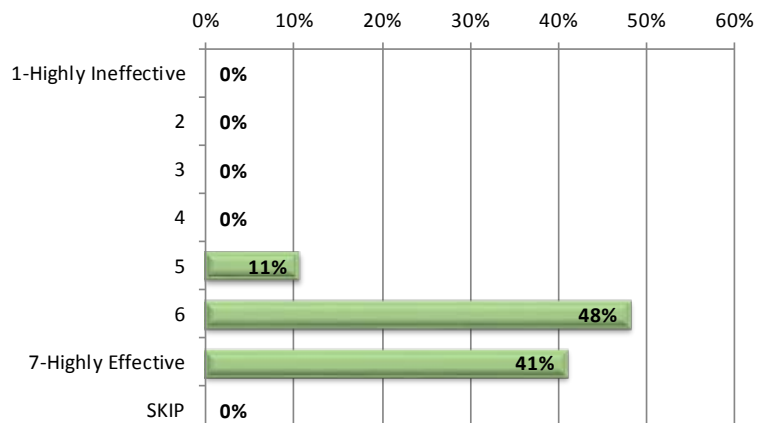
Section 1-Inputs



Section 2-Processes

Ratings	Total	Pct
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	6	11%
6	27	48%
7-Highly Effective	23	41%
SKIP	0	0%
Total	56	100%
Mean	6.30	
Median	6.00	
Mode	6.00	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	6.1	6.5

Section 2-Processes



Administrator's Note:

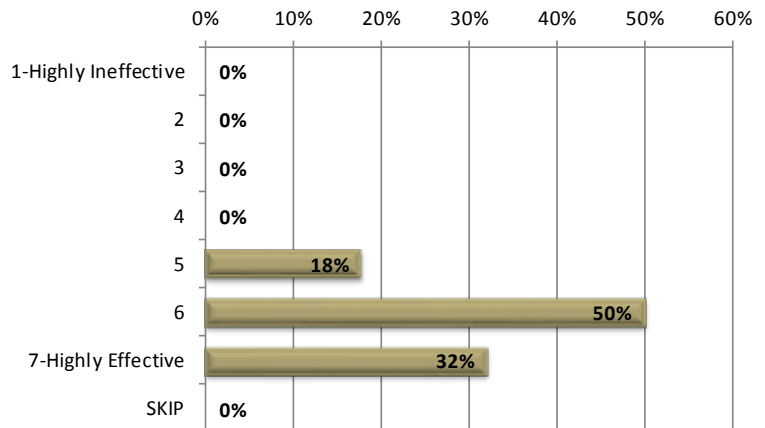
Each of these pages contains data extrapolation tables for each major section of the questionnaire (see Administrator's Report, Chapter 5). As a result, the value of N is different since the number of individual questions varied by section.

Ratings by Major Survey Section

Section 3-Products & Outputs

Ratings	Total	Pct
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	5	18%
6	14	50%
7-Highly Effective	9	32%
SKIP	0	0%
Total	28	100%
Mean	6.14	
Median	6.00	
Mode	6.00	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.9	6.4

Section 3-Products & Outputs



Section 4-Personal Dimensions

Ratings	Total	Pct
1-Lowest Score	0	0%
2	2	5%
3	3	7%
4	5	12%
5	6	14%
6	10	24%
7-Highest Score	13	31%
SKIP	3	7%
Total	42	100%
Mean	5.49	
Median	6.00	
Mode	7.00	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.0	6.0

Section 4-Personal Dimensions

