
GISELLA GRUBER: Good morning, good afternoon, and good evening to everyone. Welcome to today's At-Large Capacity Building Working Group call on Thursday, the 27th of August, at 18:00 UTC.

On today's call, we have Tijani Ben Jemaa, Cheryl Langdon-Orr, Lean Symekher, Siranush Vardanyan, Ron Sherwood, Ali Almeshal, and Glenn McKnight.

We have apologies from Baudouin Schombe, Maureen Hilyard, and Dev Anand Teelucksingh.

From staff, we have Heidi Ullrich, Ariel Liang; and myself, Gisella Gruber.

If I could please remind everyone to state their names before speaking for transcript purposes. Thank you, and over to you, Tijani.

TIJANI BEN JEMAA: Thank you very much, Gisella. Good morning, good afternoon, and good evening. We are starting this Capacity Building Working Group call. It is, as said, we have already organized and organizing call a few weeks ago, and we decided to organize this call to kick-start the new cycle of the capacity building for 2015.

First of all, I will ask you if you have the agenda in front of you on the Adobe Connect. Do you agree on the agenda? Do you have the amendments to the agenda to do? Shall we adopt it? I see no hands. Okay, I have a green tick from Cheryl. The agenda is adopted and we go

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to item #3, which is review of the suggestions for the remaining 2015 program.

I don't know if Gisella or Cheryl can put on the Adobe Connect the table with all the proposals we received. Meanwhile, I will start perhaps going through the tables. Please mute the [inaudible] noise. Thank you.

We received nine proposals and some other proposals from Glenn, which are not topics for capacity building, but new methods or new ways to do capacity building. So we have in total 15. We received 15 proposals. Nine of them are topics for new [inaudible] for the new cycle.

The first one was sent by Dev and it is about At-Large Working Groups, what they are and how At-Large can take part. He said that many At-Large members are not aware of the values At-Large Working Groups which offers the opportunity to work with other members of At-Large to better represent the interest of the [inaudible] end users in ICANN and At-Large activities.

This is the first topic proposal. I don't know what do you think. Do you think that you have to frame better the presentation, Cheryl or Gisella? I don't know if you can enlarge the window where you make the display and perhaps make it better framed. Yes. Thank you very much.

I don't know, do you want us to go through them all together and then try to decide on which one we have to select? Perhaps you will choose other topics, so we will speak about them today. But let us now go through all the proposals and then we will come back, and if you have any point of view about a topic that I am [mentioning] now, you can raise your hand and give your point of view.

I said the first topic was At-Large working groups, and it was proposed by Dev and Alan. The second one is, in fact, an action item that we have to organize a webinar about a policy, so it is GNSO policy process. I think this is an interesting one and we will speak about it later.

Then I go to directly to the topics before coming to the new ways of capacity building. Eduardo has proposed three subjects, three topics. At-Large knew [inaudible] how to navigate the new website of At-Large. The second topic was how to work with volunteers. And the third one is how to acquire domain names and what you should look for. This is quite, I don't know... We will discuss this.

Those are the three first, and we have a fourth one, which is policy development in ICANN. And we did a lot of [inaudible] about policy development in ICANN, but if you feel that we need more, perhaps we can program one webinar about it. Then, Peter Knight proposed – a moment, sorry. Okay.

Peter Knight proposed a webinar on establishing, recruiting, and building new ALSes. He's speaking about recruiting new ALSes. He's speaking also about establishing new ALSes. This is perhaps something interesting because we are working on this issue on the new criteria for the ALSes, so perhaps it is a good subject.

The last one is [inaudible] and [Aresh] who proposed a webinar on the acronyms, ICANN acronyms.

This is a brief list of the proposed topics for webinars. Cheryl, yes, please, go ahead.

CHERYL LANGDON-ORR: Thank you. I just thought I'd give feedback now that we've reached the first run-through on the listing. I think some of this could also be combined. For example, unless we're going to start doing pop quizzes with people, I think a whole webinar devoted to ICANN acronyms borders on the cruel and unusual punishment side of the spectrum. But to have that combined with perhaps another topic whereby one of the website or usage of website topics where we guide people to the excellent glossaries that are already in existence. It seems silly to do more than just point people to the effective tools ICANN's already put together, but they do need to know how to find them, and of course also recognize that in any given hour there's probably a new acronym being developed somewhere.

So I think we might be able to combine a couple of these as well, Tijani. I just wanted to bring that as a possibility. Thanks.

TIJANI BEN JEMAA: Thank you very much, Cheryl. This is a good point. I don't see a webinar about glossary, frankly speaking. So combining those will perhaps make sense and we may have a good webinar about the website, acronyms, etc., together.

Any other comments for this brief overview of what we received? Then I'll come back to Glenn. So right now, there is no other comments. I note that Cheryl proposed to combine, to mesh some of those topics.

Now I will try to give the floor to Glenn to explain the new capacity building tools that he proposed. You have them on the table, but he will be the best one to explain them for you. Glenn, are you there? Glenn? Okay, he seems not to have – or perhaps you are muted, Glenn. Okay, no response. Very good.

Now we have nine topics. I want to remind you that we have only four months for the remaining part of this year. September, October, November, and December.

There is a lot of activities during those four months and I don't see more than one webinar per month, perhaps for some exceptions, we may have two more webinars. But in general rules, we'll have one webinar per months, so we'll have to choose four topics. And perhaps not all of them are there, because I don't know, but I think that perhaps after we develop, At-Large develop, its comments on the transition and on accountability, perhaps we need to make a webinar for the community to explain them, what are the contents of these comments and why we do those comments.

I know that there was a lot of webinars about the transition and about the accountability, but our point of view, our statement to the public comment and to the community should be explained, in my point of view, to the community, to our community. So perhaps one webinar for both, or perhaps two webinars, will be something good for the community, too. Because we don't have to lose track. We need to be addressing the actual issues – issues that are discussed in ICANN – and the most discussed issues now are the transition and the accountability.

This is my opinion, but you may disagree with me. If you disagree, please speak up.

We have to choose, I said, four topics. Perhaps five if it is necessary, but the best is to speak to four topics. We have here nine proposals. We will merge some of them. I think that it is a good thing to have a webinar on the website plus the glossary. It will be something very informative, and I am sure that even us who are very active, who are in the leadership of At-Large, we sometimes have difficulties with the new website. I think that we really need to have this webinar.

Yes, Cheryl, please? Cheryl, you might be muted.

CHERYL LANGDON-ORR:

There we go. That's better. It helps when you push the right button at the right time. Thanks, Tijani. Again, I think there are some possibilities for us to blend together a couple. For example, how to – the policy development and GNSO – specifically policy development process – could be part of the same presentation [inaudible].

And also, that could, to some extent, allow us to at least integrate some of what the At-Large working groups and that [inaudible] issues that Dev proposed [inaudible].

Again, I think we've got some opportunities to perhaps blend here. With the point of the current topics and CWG and CCWG final input from our community being discussed, they could [inaudible] case study, for example, in this sort of activity as well.

I just think with some smart thinking, we could probably pick up the key points that a number of these proposals are wanting to cover and still fit it in that four or five category.

If you do think, however, that we do need a specific single topic review of our input into final comments, or indeed discussing the final output out of the CWG and CCWG processes, because it's going to be a [inaudible] single topic call, I'm almost tempted to suggest that should be separate or seen as outside of our specific capacity building activities. I just think we might be able to leave enough room in the scheduling to cover a lot more of these [inaudible] things as well. Thanks, Tijani.

TIJANI BEN JEMAA:

Thank you very much, Cheryl. It's exactly what I think about the input of At-Large and the subject of transition and accountability. I think that it should be a single topic webinar, and it should be informative and also Q&A. I do hope that the community will have questions to ask so that they understand better, because if you make a very good presentation, if people don't interact, I am not sure they understand very well or they will benefit very well from the webinar.

So I think a single topic webinar about that will be very good and will be at least one webinar. I don't know. Perhaps we need two: one for the transition and one for the accountability. But we may [inaudible] make it only one webinar. It depends on how people are interactive, how people will ask questions, how many questions will be asked. If people

will not ask questions, then one webinar will be sufficient. If we have a lot of interaction, I think we may need more than one webinar.

But let's now focus on, since we have only four or five webinars, let's now focus on the topics that we will pick. You are right that we will have two meshed webinars, one about the website, the glossary, etc., and the other about the capacity building – actually, about the policy development and GNSO policy development, etc. Also, a third one which is the input of At-Large about the transition and accountability. I don't know if those three identified topics will be acceptable for all the members of the Capacity Building Working Group. If you object or if you have another point of view, please speak up. Please raise your hand. And thank you, Cheryl, for your interaction because it was [inaudible].

Yes, please, Mr. Nkem. Go ahead, please. Nkem?

HEIDI ULLRICH: Nkem, are you able to speak?

TIJANI BEN JEMAA: Yes, Heidi.

HEIDI ULLRICH: I'm just seeing if Nkem is able to speak. Gisella, are you able to determine that?

GISELLA GRUBER: Nkem was on the audio bridge. We dialed out to him, but unfortunately he only wanted to stay on the Adobe Connect and I'm not sure if he's [activated] to speak. I am on private chat.

HEIDI ULLRICH: Thank you, Gisella.

TIJANI BEN JEMAA: Thank you. No, we cannot hear you, unfortunately, but you can type your message. You can type your idea, please, on the chat. Perhaps you are on mute, *7 to unmute please.

CHERYL LANGDON-ORR: Tijani, I don't think he's on mute because I'm hearing background noise which I suspect might be from his general room environment. There's a mic somewhere picking up that I'm sure staff can help problem-solve with this while [inaudible] Siranush.

TIJANI BEN JEMAA: Yes, please. Waiting for solving this problem, I will give the floor to Siranush.

SIRANUSH VARDANYAN: Thank you, Tijani. Can you hear me?

TIJANI BEN JEMAA: Yes, I hear you very well, thank you.

SIRANUSH VARDANYAN: Good. I completely agree with the three topics you suggested. I would like also to add the first topic suggested by Dev because the presentation of working groups is really very important for ALSes [inaudible] and a lot of questions are coming that what those working groups are doing. So for them to be really involved, it would be good to have a webinar on the presentation of working groups. I think that we can have this as a fourth topic together with those three suggestions. Thank you.

TIJANI BEN JEMAA: Thank you very much, Siranush. In response to the question of [inaudible], the three topics that I mentioned was two meshed topics which were the website and the acronym. The second one is about the policy development and the GNSO policy development. And the third one is the input of At-Large on the transition and the accountability.

Now, we have a fourth proposal by Dev and supported by Siranush that I support, too, which is a webinar about the working groups, the At-Large working groups. Perhaps we need to do not only At-Large working groups, because we need people to be aware of the working groups in general in ICANN, and perhaps specifically in At-Large.

Cheryl, go ahead, please.

CHERYL LANGDON-ORR: Thank you, Tijani. Hopefully I've managed to not mute myself when I go to speak this time. With this topic that Dev proposed, and I'm absolutely

supportive of that as an additional subject, it strikes me that we could almost do this in a quarters system where two quarters of the time allocated could be looking at if it's felt to be the priority, and I think it probably should be, our specific At-Large Working Group. One quarter the wider working group opportunities including cross-community working group across ICANN.

But because we're talking about capacity building and capacity building for individuals and At-Large Structures, I think there'd be an opportunity for a quarter of that time to actually pick up on the topics that Eduardo has suggested in terms of working with volunteers, because we could specifically design some of the best practices in volunteering and volunteer management and use our working group as both case studies and some piloting. And by piloting here I'm talking about the ability to assist new entrants into a working group where us more experienced, if not mature, working group members can take someone and act as peer support when they're newly entering into a work group, etc. I know that's something we discussed certainly within our region.

So it just strikes me that again this might be an opportunity for us to pick up critical points from a number of the topics, and I would suggest those two are a natural fit. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Cheryl. You give me a very good idea. Working with volunteers can be combined very well with the topics that suggest about the ALSes. This will be a good thing to do because we are working on the new criteria for ALSes. And I think a webinar about that

combined with working with volunteers since it is really linked together will be a good thing. I do agree with you that we have to perhaps not putting it with the working groups, putting it with the ALSes. There is a proposal about how to engage, how to create ALSes, etc.

My thinking is going not to address the subject in this way, but to speak about the ALSes and recruiting the ALSes and the new ideas or the new thoughts now in At-Large about the new criteria for the ALSes, for recruiting ALSes. I don't know if you agree with me, but I think it is a good idea.

CHERYL LANGDON-ORR: Tijani, if you see a green tick next to my name, it usually indicates I agree. So take that as a yes.

TIJANI BEN JEMAA: Yes, I see that. Yes, thank you very much. You, and Ali, and Siranush [inaudible]. Thank you very much. Now we have five identified topics. I would like that – I hope that Gisella has noted everything. We will work on it together, so it will be five webinars and not four. So we will make two webinars for one month and it might be during November because December is a very hard month, and October is ALAC meeting, so I don't think we will be able to do two webinars. September will be difficult also because we are [starting] and there will be a lot of activities, too.

So perhaps it will be in November. We will see. We will try to make a program together and share it with all the members of the working groups.

Now, if I can summarize it, we've identified five possible webinar topics. One is about the input of At-Large about the transition and accountability. The second is about the working groups proposed by Dev. Perhaps we have to mesh it with the ALSes and working with volunteers. No, I don't see it will work. So we'll make a webinar about the ALSes and working with volunteers. Another one will be about the website and acronyms. What else?

Let me see the table. Yes. One about policy development and development in GNSO policy development. Website, we spoke about it. How to work with volunteers together with how to recruit ALSes and the new criteria for ALSes. And that's all. We have five topics identified.

If there is any remark about that, any idea, if we agree on that, we will work on it and I will share with you a table. Now we have to work on the speakers, and Heidi is here. Gisella is here. For each topic, we will try to find the good speakers, and we have to identify them now or perhaps during the few days, few upcoming days, and share it on the list. But the best is to do it now if we can. I think we can.

Let's begin by the GNSO policy process and the policy development in At-Large in ICANN. Here we did already several webinars about the policy development, and Alan Greenberg did one. I think [inaudible] speak about the policy development process in GNSO, have to invite one from the GNSO and Heidi will help us about that.

I think about someone from the GNSO Council better than someone from the staff of GNSO. What do you think about that? Cheryl, what do you think? Ali?

CHERYL LANGDON-ORR: Heidi and Ali had their hands up first, so I think you've got a queue.

TIJANI BEN JEMAA: Okay, Heidi, please.

HEIDI ULLRICH: Hi, Tijani. Hi, everyone. Just some suggestions for the GNSO policy development webinar. In the past, we've had Marika Konings do that. She's obviously very skilled in that topic from staff. We also have Mary Wong who is an excellent presenter and comes from the community, so she might be another person that you might wish to consider for that topic.

For the website, I would think that the best people would be our very own Ariel Liang who is working very closely with the group who's developing that. The only other person is Laura Bengford. They have been working really the closet on this website, so I think they would be the obvious choices for those.

I have other suggestions, but I'll let others speak. Thank you.

TIJANI BEN JEMAA: Okay, thank you. Ali, please.

ALI ALMESHAL:

Thank you, Tijani. Yes. When I was just working on the minutes of the meeting, [inaudible] topics, there was a combined between the At-Large Working Group and the engagement of ALSes. I think [inaudible] both of them are one.

Now it seems separated as different topics together. I don't know if we'll speak [inaudible] At-Large working groups. This is exactly what we are targeting these ALSes to get engaged. But now I can see that it goes as a separate topic, engaging ALSes and engaging volunteers within the working group. Isn't it [inaudible] of the first webinar that we spoke about? Thank you.

TIJANI BEN JEMAA:

Thank you, Ali. Thank you very much. I think that meshing the working with volunteers with working groups perhaps will not be very fruitful now. It is better to mesh it with engaging with ALSes. And this can be another webinar, second webinar.

So we will have six topics, but perhaps we are not obliged to do them all before December. It might be the first one to be done in new cycle of 2016. Depending on the importance. If we decide that it is important to make it now, we may do it now. But I put it in your hands and in the hands of the working group. If you give me your opinion, if you feel that it is a priority for the working groups and engaging with ALSes, we may take it for this cycle. If we may put it to January, it would be, in my point of view, better. So we will start the new cycle [inaudible].

Cheryl now.

CHERYL LANGDON-ORR: Thank you, Tijani. Just to go to Ali's point, I think with engaging ALSes and the volunteering, that is a combo will work perfectly well with the very high levels of it that Eduardo's proposal actually is outlining. These are the high points and holidays as generic volunteering that is outlined here as opposed to the particular specifics that I suspect I would like to drill down to in association with the working group activities. So I think we could possibly meet both needs fairly effectively.

I did mention things like [set entries] and peer support and stuff like that that we can use in our working groups that we probably need to discuss.

The reason I put my hand up, though, is I certainly want to support Heidi with using the appropriately talented and particularly good presenters from staff that are specific to some of these topics. I think it is important for us to also expose the people that our members will be engaging with in things like the working group. When they meet Marika or Mary in terms of a webinar, it also makes it more comfortable for them to engage with a Marika or a Mary when they're working on a working group at some future point in time. I think that's worthwhile to do.

I also wanted to suggest that we have always spent the whole of the time in presentation mode for a lump of time, and then what are your questions? I'd very much like to see where the topics allow it – and not of them will allow it, obviously – but where topics allow that we might try and have some think tanking or interaction, or at least drawing of questions which Adobe Connect and other tools allow us to do quite

effectively, so we actually get feedback from our participants during the interaction. And certainly some of the topics, like the volunteering ones, do lend itself to that sort of thing.

So even though we have a fairly good concept of what might be an ideal model, we can encourage greater participation and engagement during the webinar if we have an ability to interact with them. And to some extent, that goes to some of the skill sets that the proposal Glenn has put forward will probably be leading us to. There's a wealth of information out there on how to do better engagement and better remembered and more participants and more effective webinars. It's nice to think some of those points could be brought into our next series, if not between now and the end of the 2015 calendar year, certainly within the 2016 calendar year as well. I just wanted to promote perhaps some newer modeling on how we put these webinars together.

Finally, while I have the microphone, I do want to suggest that we don't necessarily have to have just one or even two presenters. There is something to be said that a couple of people's concepts on the same topic. If you limit three or four people to three or four slides, rather than – dare I say it? Bore the living daylight out of [some of them]. That might be a very good thing indeed. Thank you.

TIJANI BEN JEMAA:

Thank you very much, Cheryl. This is very helpful. I will give the floor later to Glenn who has ideas about the new ways to make capacity building [inaudible] webinars also. But I do agree with you.

Concerning the speakers from the GNSO, I agree with the proposal of Heidi. I said that I want someone from the community, but Mary is from the community, but even if we have an excellent speaker from staff, we may take [him] also.

We now spoke about the presenters for the policy development webinar, and we spoke about the GNSO, but we didn't speak about the general policy development in ICANN. Do you agree that we keep Alan Greenberg for that, or do you suggest another one? Perhaps we may take more than one, as Cheryl said.

Yes, Cheryl, please.

CHERYL LANGDON-ORR: Alan's presentation is a good example of why I said we need to have three or four people with three or four [slides]. I certainly would think we need to have his expertise and input, but I don't think we need it for 55 minutes.

TIJANI BEN JEMAA: Okay, so you agree that we take more than one, so that we make it more dynamic.

CHERYL LANGDON-ORR: Yes, absolutely.

TIJANI BEN JEMAA: Yes. I agree with you, too. To whom are you thinking, Cheryl?

CHERYL LANGDON-ORR: Again, it depends on the topic. But you've got people well and truly skilled amongst the existing ALAC and recently serving ALAC and regional leadership. Dev comes to mind, obviously, particularly for the working group, because he led the design team that restructured how we operate within the At-Large working groups as well. Myself and Avri come to mind when you want community input, along with Alan Greenberg from GNSO Working Group. Avri and I serve to actually draft and write that the GNSO Working Group [knew]. All that sort of thing.

So I think we've got the talent out there. Let's do some short-listing and see. But it would also be good to make sure we get some regional, and hopefully new, voices in the mix as well. We've got some pretty impressive leadership across all of the RALOs, or most of the RALOs certainly, that would have I think experience and skillsets that could be brought to bear here, and we probably need to find out who could perhaps present well.

But I, again, would using I'd rather listen to three or four voices for a shorter amount of time than give any one person too large a block on topic. Thanks.

TIJANI BEN JEMAA: Thank you very much, Cheryl. Any other thoughts about that? Okay. I see no hands, so I come back to the other topics. [inaudible] spoke about it. Engineering with volunteers and the ALSes, which is a very important topic in my point of view, and I think that Eduardo might be involved if he wants.

CHERYL LANGDON-ORR: Tijani, I'm happy to help there. I have after all been managing volunteers in other contexts besides ICANN for, gee, what would it be now? Probably close to 50 years.

TIJANI BEN JEMAA: Okay. Very good, very good. Thank you very much, Cheryl. So Cheryl also. I will try to see with Heidi if there are other names that I will share with you on the mailing list regarding working with volunteers and the ALSes. I [inaudible] that we will try to speak about the ALSes from the angle of how to engage with ALSes, how we have to recruit those ALSes and what are the new criteria we want to have for the ALSes to be recruited.

Then policy development already done. Okay.

The last topic will be the IANA transition and accountability, and we have a lot of people who can speak on this subject. We have the people who are the penholders for the two statement, Alan Greenberg and Olivier Crepin-Leblond, but we will try to make it more interactive and put more than one speaker for each one for each topic. I think there is no problem from this side.

Now if you don't have any other comments about the identification of the topics and the speakers, let me again give the floor to Glenn if he is still here and if he can speak. Glenn, are you here? Glenn, do you hear me? Okay, Glenn, has sent some new ideas about how to do capacity building to make it more attractive and more effective. It is on the table.

There is three or four cases for Glenn. You can read them. I will not speak about them in [inaudible]. He is in a better position to explain it. We will try to make use of his experience when he will be present to explain those new methods.

Now we are ten minutes from the end of the call, so I will go to the next steps. Next steps topics, presenters and ICANNLearn. Yes. There is also another point. We will make use and we will collaborate with ICANNLearn. We had a call with [Jeff] and he is ready, they are ready to help. I think we identified more or less what kind of collaboration we will have. They will help us in putting all our webinars on their platform to perhaps educate some spaces for us for our Capacity Building Working Group. We also agreed that we will try to make them develop specific causes for specific population for specific items. They agreed on that and we have to work together in the working group about what we want them to do exactly, and this will be the subject of the next call. We will make it a one single issue call. It will be about how to collaborate, what we need from ICANNLearn and how we can make them help us.

Some actions are well-defined and they are very [inaudible] by them, but I personally think about [inaudible] that we have to prepare, especially for [inaudible] and especially for the new ALSes. Not [inaudible] in general, but the new ALSes.

If you don't have any comment on that... Okay, I don't see any hands, so let me go to the next item on the agenda, number four, which is next steps and the schedule.

I said that it will be from September to December. Normally, one per month, but one month we will do two webinars. The final schedule and the proposal of the final schedule will be distributed to you so that you will approve it.

The next point is the online evaluation sheet. We had at the beginning of our work, we used a paper evaluation sheet and it was filled in by some of the training. It was a good experience. It wasn't bad. There was not a lot of people taking this sheet.

We thought that it is better perhaps to make it online. Ariel very kindly prepared a proposal, but nobody used it. I will give the floor to Ariel to give us new ideas so that we make it more attractive so that in the next cycle it will be we will make it in [inaudible] but we will insist on using this evaluation sheet, because this evaluation sheet will give us the feedback of the training of the ALS representatives of their opinion about what we are doing.

Ariel, are you here?

ARIEL LIANG: Hello, everyone. Can you hear me?

TIJANI BEN JEMAA: Yes, very well. go ahead, please.

ARIEL LIANG:

Okay, thanks, Tijani. About the online evaluation sheet, I think the main issue is the survey [inaudible] and we have about 15 questions. It's understandable that if someone took the webinar it will probably be time-consuming for the participant to click through all the questions and complete the form. I think definitely we'll have room for improvement.

I just want to propose one idea for consideration. During the previous APAC APRALO webinar that's a joint effort between APRALO and APAC Hub, we have made this experiment to put the survey or evaluation questions in the Adobe Connect room. So there's a [inaudible] function called [pool]. I'm just going to put one in our current AC room. Then staff can put in a question and there will be multiple choices provided. Then we can just place that in the AC room on the side, and the audience can click the choices based on their liking. It will be quite an effective way to collect the feedback on the spot, so it will not demand more time from the audience to look at the evaluation later on.

In fact, at APAC they tested this out earlier, and the response rate was really good. This is my idea for consideration. I saw Cheryl has raised her hand.

CHERYL LANGDON-ORR:

Thanks, Ariel. I just wanted to [inaudible] that's a perfect example of what I was referring to earlier by engagement tools that you can use during a webinar. And obviously it can be useful to get feedback during the webinar in this way, because 15 questions is far too long for people who are volunteers and who have already committed at least an hour of

their time, and possibly preparatory work before the time and quite probably now – and I’m hopeful it will be – learning opportunities on the eLearning platform after the webinar as well. Let’s be kind to people during these processes.

The same tools can be used to engage. You can find out what do you think about, what would you ideally like, what, what, what? You show the audience a percentage of who likes cheese sandwiches and who likes vegemite sandwiches. It doesn’t matter what it is, but it allows a sense of a community to develop within the webinar itself. And quite often. Then you can compare what the individual webinar population is thinking about a particular topic or wanting to know or needing to have, and compare it to [inaudible]. Exactly what Ariel was outlining is very much what I think we should be doing.

TIJANI BEN JEMAA:

Thank you, Cheryl, for that; and thank you, Ariel, for this proposal. This proposal will not make us get rid of the [relationship]. I think that we have to shorten it as you said, perhaps make it more attractive, but try to make it used by the representatives of the ALSes. This will be two different ways of evaluation and I think it will be excellent. Any other feedback on what Ariel said? No feedback, okay. Ariel, thank you.

Please work on this evaluation sheet and on what you proposed now, the interaction during the webinar on the Adobe Connect. And perhaps, shall it be ready for the September webinar? Ariel?

ARIEL LIANG: Yes, we can definitely implement that. In fact, Terri has a lot of experience with that tool, so we will collaborate and keep the group updated with the proposed questions.

TIJANI BEN JEMAA: Thank you very much. Thank you, Ariel. Noted and an action item for Ariel. Any other questions for Ariel or the evaluation in general? I don't see any hands.

Next point is any other business. Is there any other business? We are about to finish our webinar two minutes from the end of the webinar, so any other business? No any other.

Let me tell you that we will try to start the first webinar in the middle of September. We have two weeks or less to finish everything. Now the first thing we will do, I will do with staff, is to prepare the table to make proposals for the speakers and share it with you. If it is approved by the group, it will be the final document and we will work according to it. This is the way forward and my point of view. If you agree, we will implement it like this.

Okay. No remarks, no comments, so we'll do it. Thank you very much. Thank you for your presence. I think it was a productive call. Have a good night and good day. Bye-bye.

UNIDENTIFIED MALE: Thank you very much and bye.

ARIEL LIANG: Thanks.

GISELLA GRUBER: Thank you. The meeting has been adjourned and the audio will now be disconnected. Thank you for joining today's call.

[END OF TRANSCRIPTION]