



Policy & Implementation

Working Group Self-Assessment

August 2015





P & I WG Self-Assessment-2015

Administrator's Report

Table of Contents

1. REPORT OVERVIEW	3
2. SELF-ASSESSMENT BACKGROUND	4
3. SELF-ASSESSMENT RESULTS: POLICY & IMPLEMENTATION.....	5
A) SURVEY POPULATION, RESPONSE RATE, AND QUESTIONNAIRE LENGTH	5
B) PERSONAL IDENTIFICATION.....	7
C) SURVEY LOGISTICS.....	8
4. EFFECTIVENESS EVALUATIONS BY SECTION.....	11
A) HOW THE RESULTS ARE PRESENTED.....	11
B) KEY RESULTS SUMMARY BY QUESTION/COMPONENT.....	13
5. EFFECTIVENESS EXTENSIONS AND EXTRAPOLATIONS.....	14
A) EFFECTIVENESS OF THE WORKING GROUP OVERALL	14
B) EFFECTIVENESS BY MAJOR SECTION	15
6. DEMOGRAPHICS VARIABLES AND CORRELATIONS	17
A) EXPERIENCE: "YEARS ACTIVE INVOLVEMENT WITH ICANN"	17
B) INTENSITY: "HOURS PER WEEK SPENT ON ICANN ACTIVITIES"	18
C) RECRUITMENT SOURCES: "HOW DID YOU FIRST LEARN ABOUT THIS WG?"	18
D) CORRELATIONS	19
7. ADMINISTRATOR'S OBSERVATIONS AND RECOMMENDATIONS.....	21
A) PARTICIPATION RATES.....	21
B) RATING SCALE	21
C) ONLINE SURVEY TOOL.....	21
D) POTENTIAL AREAS OF FOCUS	22
E) SELF-ASSESSMENT'S FUTURE.....	22
APPENDIX 1: COMPLETE WG SELF-ASSESSMENT SCREENSHOTS.....	23
APPENDIX 2: INVITATION E-MAILS.....	31
Exhibit 1: Raw Data Tables/Charts (13 pages)	
Exhibit 2: Data Extrapolations (2 pages)	



P & I WG Self-Assessment-2015

Administrator's Report

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 **Policy & Implementation (P & I)** 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.



P & I WG Self-Assessment-2015

Administrator's Report

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. The following table shows the chronological history of Self-Assessments completed prior to the one under report.

Working Group	Month/Year	Link to Administrator's Report
Thick Whois (Initial Test)	September 2013	https://community.icann.org/x/ZMQAw
IRTP Part “D”	January 2015	https://community.icann.org/x/eak0Aw
Translation & Transliteration	July 2015	https://community.icann.org/x/ZoxCAw

3. Self-Assessment Results: Policy & Implementation

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 P & I Working Group's roster contained 36 members according to the [Membership](#) Wiki page which was confirmed with ICANN Staff.

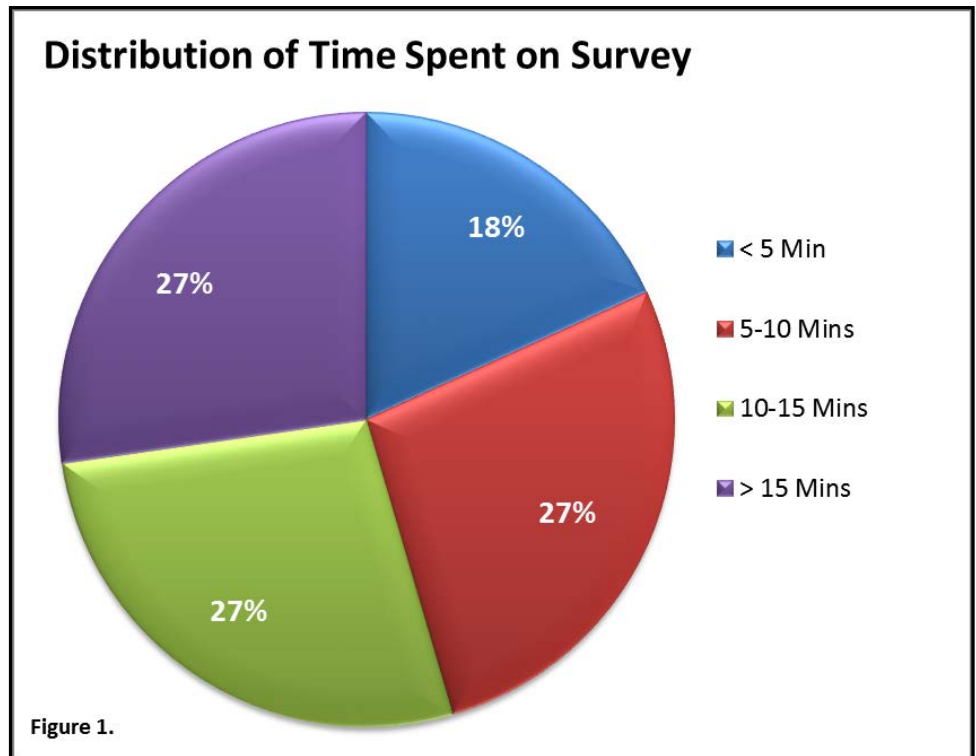
A total of eleven (11) completed responses were registered in QuestionPro for an overall response rate of **31%**.

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 11 actual respondents, was **10.4** minutes.

Figure 1 shows the percent distribution of time spent by all respondents within 5 minute increments.

Two individuals (18%) completed the survey in less than 5 minutes. In both cases, they offered no written comments in any section. Three individuals (27%) took between 5-10 minutes, three participants expended 10-15 minutes on the questionnaire, and three exceeded 15 minutes with the highest recorded time being just under 18 minutes. Interestingly, there were no participants who spent more than 20 minutes on the questionnaire contrary to the experience in previous Self-Assessments. Although the median amount of time





P & I WG Self-Assessment-2015

Administrator's Report

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 significant and positive relationship noted between the time (in minutes) consumed for the survey and the number of explanatory comments submitted; however, in this instance, there is a very weak and non-significant relationship (see Figure 2).

Of the 5 respondents who spent less than 10 minutes on the Self-Assessment, only 5 total comments were recorded out of 25 opportunities (20%) and 4 of them were provided by one individual. Those who provided some written feedback tended to record slightly longer periods of time working with the survey instrument; however, no one in this sample exceeded the estimated maximum time of 20 minutes.

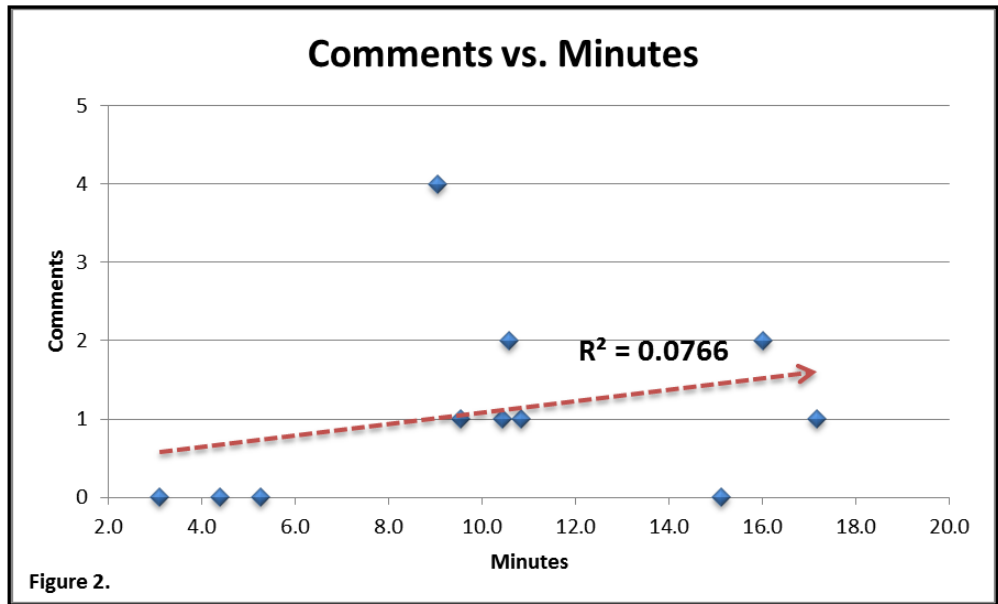


Figure 2.

There were five places within the questionnaire where individuals could enter written comments; therefore, with 11 participants, there were 55 total comment opportunities. Only 12 actual comments (22%) were submitted and, as the frequency distribution shows to the right (Figure 3), 4 or 36% of the participants elected not to offer any written feedback preferring to use only the numeric rating scale for each variable. Although no one in this population provided comments in every section, one individual did offer written input in 4 of the 5 sections.

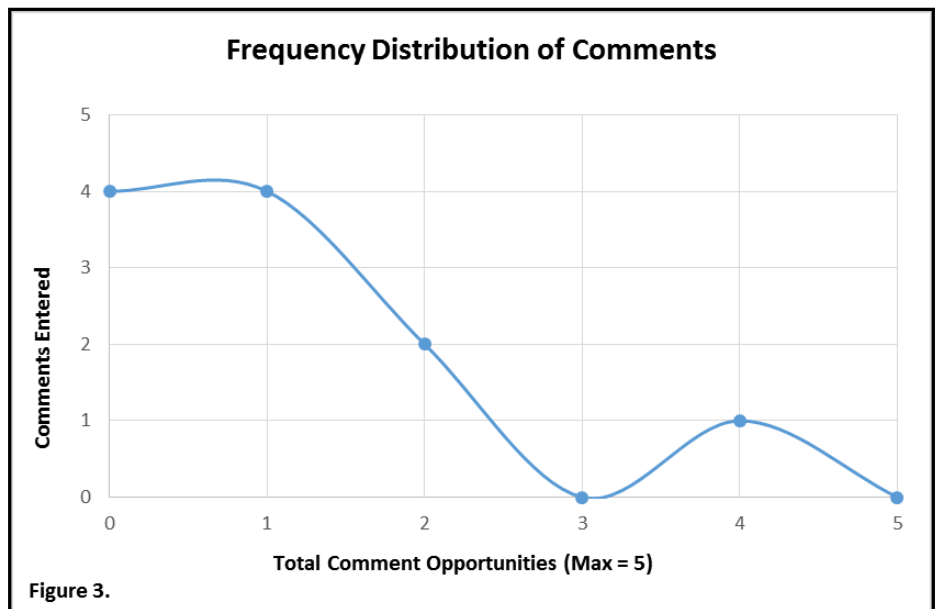


Figure 3.



P & I WG Self-Assessment-2015

Administrator's Report

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 confidentiality was placed prominently in the survey introduction (see Appendix 1, page 1).

P & I 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 11 respondents by organization (sorted high to low, then alphabetically):

Table 1a

Identification Data: Organizational Affiliation		
Primary Organizational Affiliation:	Count	Pct
Intellectual Property Constituency (GNSO)	2	18.2%
Non-Commercial Users Constituency (GNSO)	2	18.2%
Other (Please Specify)	2	18.2%
At-Large Advisory Committee (ALAC)	1	9.1%
Business Constituency (GNSO)	1	9.1%
Internet Services Provider Constituency (GNSO)	1	9.1%
Not-for-Profit Operational Concerns Constituency (GNSO)	1	9.1%
Registry Stakeholder Group (GNSO)	1	9.1%
Non-Commercial Stakeholder Group (NCSG)	0	0.0%
Other ICANN SO/AC	0	0.0%
Registrar Stakeholder Group (GNSO)	0	0.0%
Representing Self	0	0.0%
Total	11	100.0%
Other Organizations:		
Past Chair of new gTLD review committee (2006) and past GNSO Council member and Task Force Chair. (Nominations Committee Appointee)		
NomCom appointee to the council		

P & I WG Self-Assessment-2015

Administrator’s Report

Each respondent was also asked to identify his/her role within the Working Group. Table 1b shows that 6 out of 11 participants (55%) identified themselves as “Contributing Members”² with 4 functioning in a leadership position and 1 observer.

Table 1b

Identification Data: Working Group Role		
Working Group Role	Count	Pct
Contributing Member	5	45.5%
Leader (Chair, Co-Chair, Vice-Chair, Other Officer)	4	36.4%
Observer	1	9.1%
Other (Please describe)	1	9.1%
Advisor/Consultant	0	0.0%
Background Contributor	0	0.0%
Liaison	0	0.0%
Support (e.g., secretary, technical, administrative)	0	0.0%
Total	11	100.0%
Other:		
Contributing member only in initial stages of work due to subsequent ill health.		

C) Survey Logistics

Invitations: An initial email invitation was forwarded to the Policy & Implementation WG Members by the co-chairs on 20 July 2015 and one follow-up reminder was sent on 27 July 2015 (see Appendix 2 for email contents). The original close date for this survey was set at 3 August 2015 (approximately two weeks) and, given that the actual response rate (11) came very close to the target (12), it was decided not to extend it as has been done in previous Self-Assessments.

Survey Period: The Self-Assessment was announced on 20 July 2015 and responses were completed as shown in the following table:

Week	Dates	Respondents	Percent
1	20 Jul – 26 Jul	2	18%
2	27 Jul (*) – 3 Aug (#)	9	82%
Totals.....		11	100%

² Including the “Other” response which indicates that the individual was a contributing member until illness reduced involvement.



P & I WG Self-Assessment-2015

Administrator's Report

Notes:

(*) A reminder was sent on 27 July 2015 at the beginning of week two.

(#) The survey instrument was terminated a day early due to a miscalculation by the Administrator; as a consequence, the close date was extended one additional day during which two additional WG members completed questionnaires.

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 a 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.

Methodology: An online survey was developed using QuestionPro (<http://www.questionpro.com>). Most of the substantive questions were framed as shown in Figure 4 below:

Figure 4.

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.



P & I WG Self-Assessment-2015

Administrator's Report

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."



P & I WG Self-Assessment-2015

Administrator's Report

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	1	9%
4	0	0%
5	3	27%
6	4	36%
7-Highly Effective	3	27%
SKIP	0	0%
Total	11	100%
Mean	5.73	
Median	6.00	
Mode	6.00	
Std Deviation	1.19	
	Low	High
95% Confidence Interval (Mean)	4.5	6.9

C) Representativeness

Rating	Count	Percentage
1-Highly Ineffective	0	0%
2	0	0%
3	1	9%
4	0	0%
5	3	27%
6	4	36%
7-Highly Effective	3	27%
SKIP	0	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.



P & I WG Self-Assessment-2015

Administrator's Report

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, the majority of respondents (90%) scored WG Representativeness between 5-7, thus contributing to a Mean of 5.73 and Median/Mode of 6.00. Only one person reported that the group was somewhat narrow, skewed, selective, and/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	I skipped (D) because I don't recall us using external human resources.
2	Extremely happy with the ability and willingness of members to work together to develop the process and procedures we followed. The variety of opinions was exceptional, and willingness to find common ground excellent.
3	I joined partway through the effort, and could only contribute part time due to other wg activities. however, I felt it was very well run. Staff support excellent.

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."

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.*



P & I WG Self-Assessment-2015

Administrator's Report

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 interpreted.

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 (7.00 out of 7.00) was External Human Resources in Section 1-Inputs and the lowest result obtained (5.36) 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
1	Section 1-Inputs	D) External Human Resources	7.00	7.00	7.00
2	Section 1-Inputs	F) Administrative Resources	6.91	7.00	7.00
3	Section 1-Inputs	B) Expertise	6.73	7.00	7.00
4	Section 2-Processes	A) Participation Climate	6.73	7.00	7.00
5	Section 2-Processes	B) Behavior Norms	6.73	7.00	7.00
6	Section 2-Processes	C) Decision-Making Methodology	6.64	7.00	7.00
7	Section 1-Inputs	A) Charter/Mission	6.55	7.00	7.00
8	Section 2-Processes	D) Session/Meeting Planning	6.55	7.00	7.00
9	Section 3-Products & Outputs	B) Quality of Outputs & Deliverables	6.55	7.00	7.00
10	Section 3-Products & Outputs	A) Working Group's Primary Mission	6.45	6.00	6.00
11	Section 4-Personal Dimensions	C) My Personal Willingness-to-Serve	6.45	7.00	7.00
12	Section 1-Inputs	E) Technical Resources	6.27	7.00	7.00
13	Section 1-Inputs	C) Representativeness	5.73	6.00	6.00
14	Section 4-Personal Dimensions	B) My Personal Fulfillment	5.64	6.00	7.00
15	Section 4-Personal Dimensions	A) My Personal Engagement	5.36	6.00	7.00

One observation from the above table is that these 11 respondents perceive that the P & I Working Group excelled on a substantial majority of the dimensions evaluated with 12 out of the 15 (80%) scoring a mean rating above 6.00. If Medians are used for the ranking, 15 out of 15 components (100%) 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."



P & I WG Self-Assessment-2015

Administrator's Report

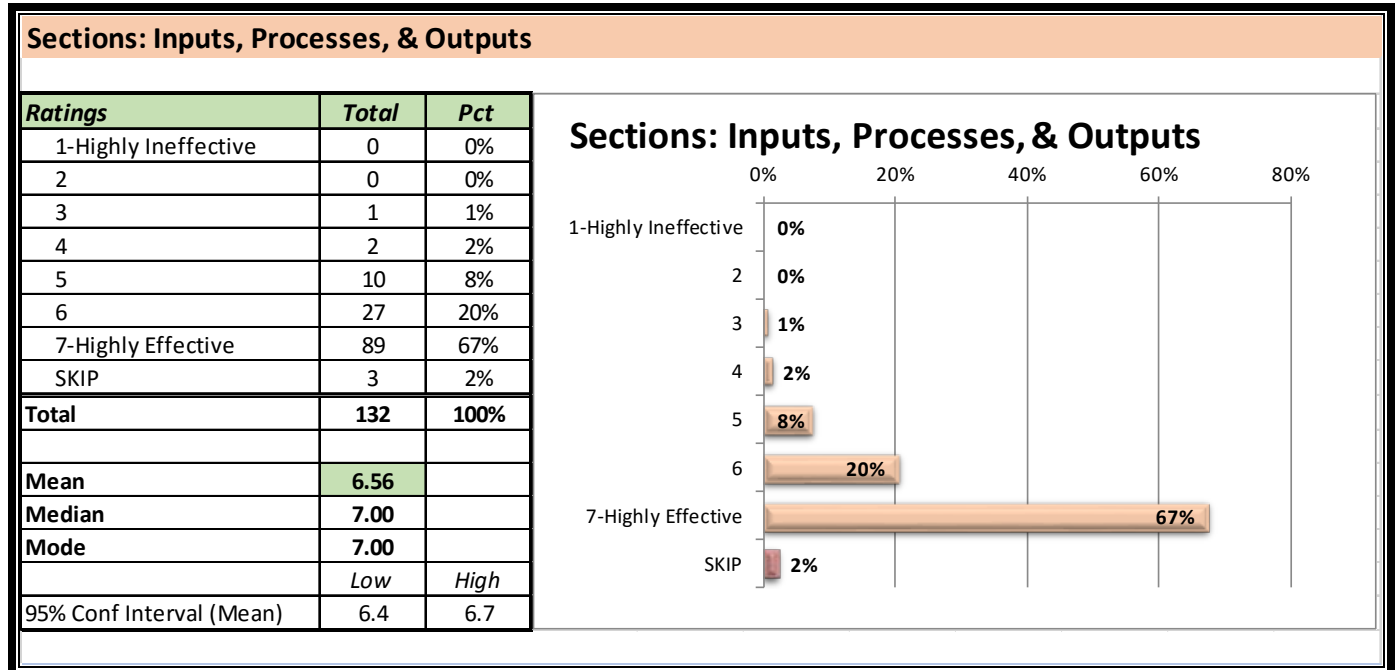
5. Effectiveness Extensions and Extrapolations

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 11 respondents, combining to produce a total of 132 possible scores. The distribution of effectiveness ratings is shown in the table below and, excluding the skipped responses (2%), is heavily skewed toward the maximum score of 7.00 (Highly Effective); in fact, 87% 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.



P & I WG Self-Assessment-2015

Administrator's Report

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 (31% 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

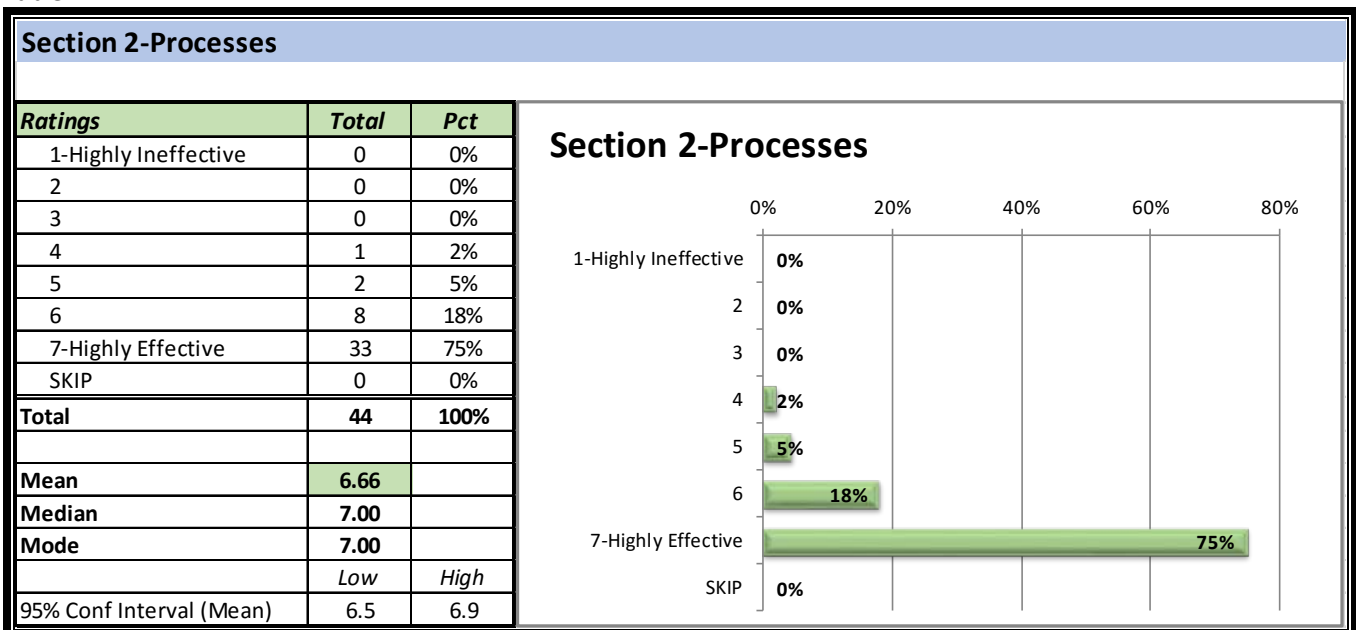
Exhibit 2 provides a data table and chart for each of the four major sections of the survey. Again, strictly speaking, questions were not asked about these aggregate categories; however, if the questions are representative of the section, the extrapolated statistics in Table 6 (sorted high to low based 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	6.66	7.00	7.00
3	Section 1-Inputs	6.51	7.00	7.00
2	Section 3-Products & Outputs	6.50	7.00	7.00
4	Section 4-Personal Dimensions	5.82	6.00	7.00

The highest effectiveness result was obtained for **Section 2-Processes**, which includes norms, operations, logistics (e.g., agendas), and decision-making, (see Table 7 below).

Table 7.



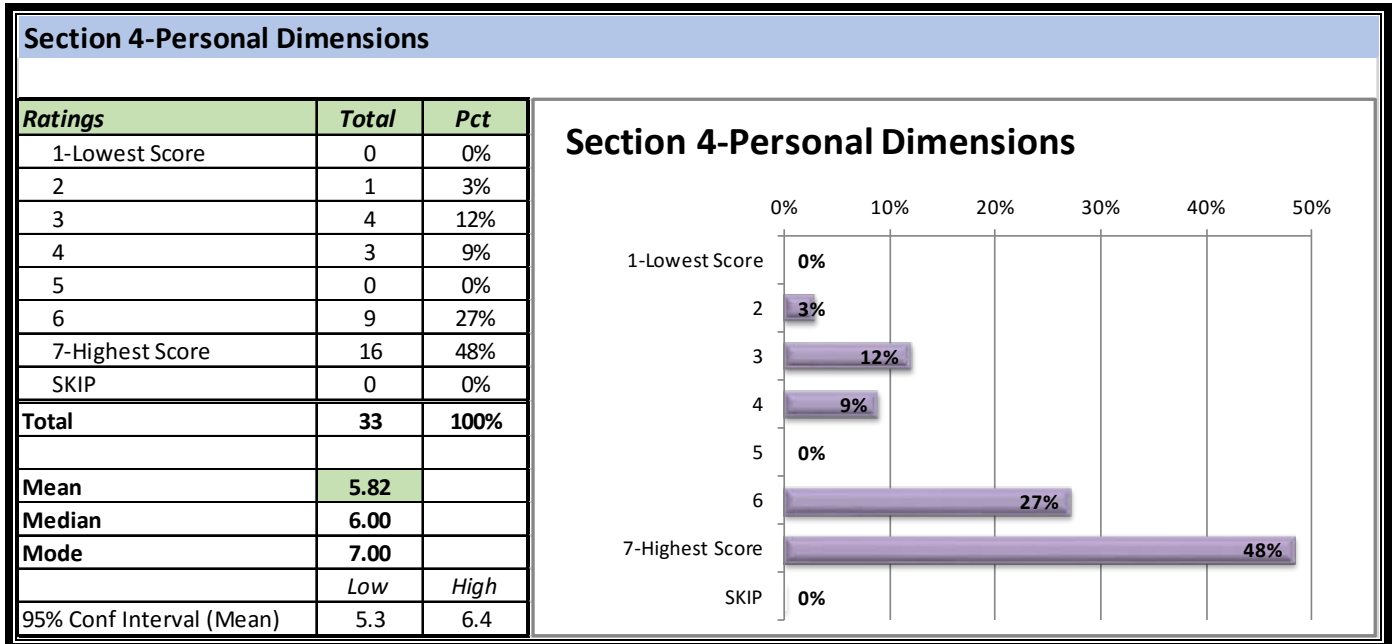


P & I WG Self-Assessment-2015

Administrator's Report

The lowest rated category is **Section 4-Personal Dimensions** (see Table 8) with a Mean result of 5.82, a Median of 6.00, and a Mode of 7.00. Although this mean score appears curious, it makes sense when examining the individual component questions (see Exhibit 1). Four (4) WG member admitted that their Personal Engagements were 3 (seldom) or 4 (occasionally). One respondent indicated that his/her Personal Fulfillment was a 2 (somewhat unrewarding) and two marked a 4 (neither rewarding nor unrewarding). Notwithstanding these less than bullish responses, 90% of WG members reported being personally willing to join another WG in the future (73% 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”

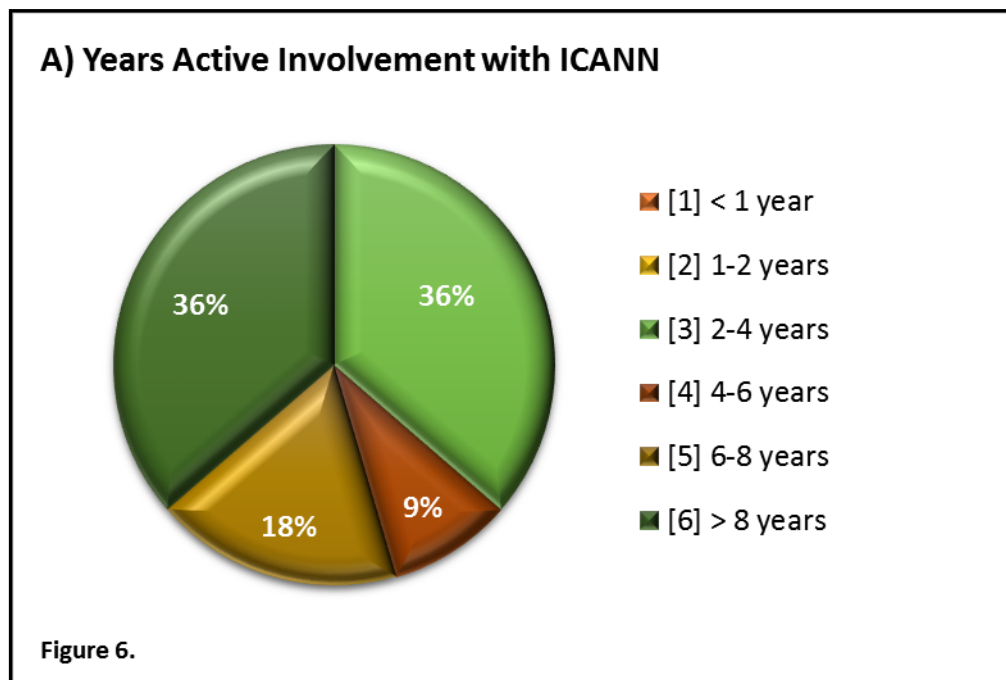
Respondents were asked to select one of 6 options corresponding to how many years they have spent working with ICANN. The range was expressed as:

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

On average, the 11 respondents fell into category 4 or 4-6 years involvement with ICANN although this sample was well dispersed among the groupings (see Figure 6).

Cumulatively, 7 out of 11 (64%) of the respondents indicated that they have been actively involved with ICANN for four or more years.

No one in this sample self-identified as having less than 2 years of active involvement with ICANN and four (36%) reported being actively involved for more than 8 years!



P & I WG Self-Assessment-2015

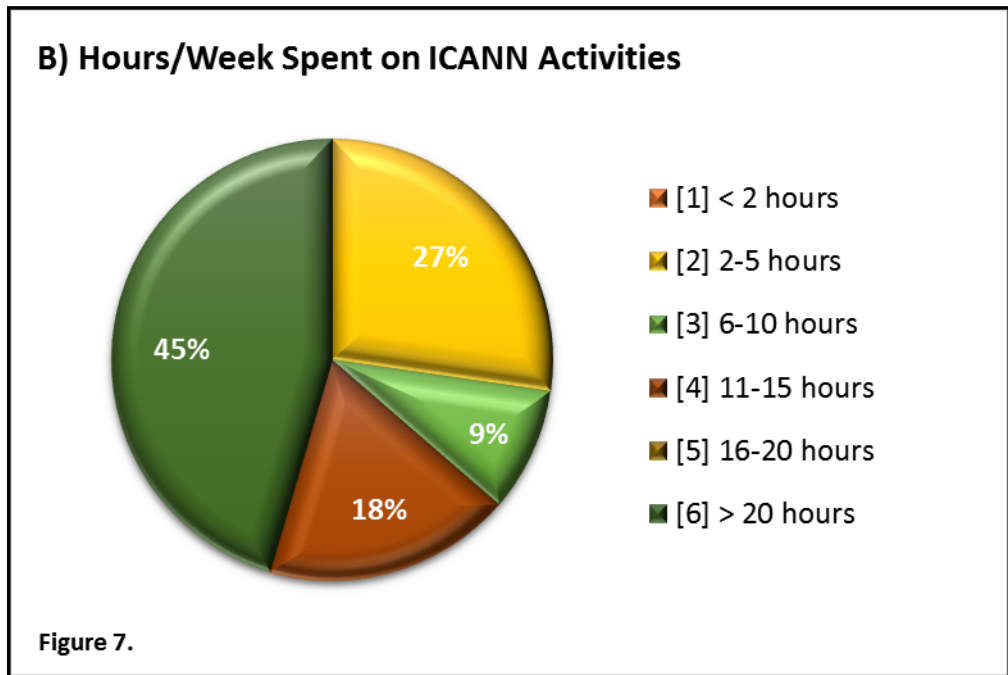
Administrator’s Report

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 5 participants (45%), was 6 or greater than 20 hours/week! No one reported spending less than 2 hours/week, three individuals devote 2-5 hours/week, and the remaining three WG members spend between 6-15 hours/week on 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:

P & I WG Self-Assessment-2015

Administrator's Report

Table 9.

Section 5A-Demographics		
How did you first learn about this WG (Select any/all that apply)?		
	Count	Pct
Other (Please describe)	6	50%
I was informed or invited by my SG/C or ICANN-affiliated organization	4	33%
I learned about the WG through one of ICANN's websites (or Wikis)	2	17%
I was contacted by an individual seeking to recruit volunteers	0	0%
A professional colleague or associate informed me about the WG	0	0%
I was contacted by an ICANN Staff member	0	0%
I learned about the WG from another organization external to ICANN	0	0%
Total	12	100%
Other:		
ICANN newsletter		
I was involved in preparing the charter.		
from discussions at the GNSO council meeting.		
attended a GNSO meeting and heard about it.		
I follow ICANN policy developments and activities due to my past involvement, and I volunteered to participate in this WG as the work at hand was of interest and also a good match to my areas of expertise. It was gratifying to re-join the effort, but regrettable that I had to leave before the work was finished. I will volunteer again, now that I am once again able to participate fully.		
I was a GNSO council member that time		

Note that the total of 12 exceeds the number of respondents (11) because this question allowed multiple choices to be selected. In this population, six (6) individuals selected "Other" and their individual explanations are shown at the bottom of the above table revealing that there are various ways by which prospective candidates learn about ICANN Working Groups.

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.

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.



P & I WG Self-Assessment-2015

Administrator's Report

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.

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



P & I WG Self-Assessment-2015

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 (11 WG members or 31%) was slightly lower than the most recently completed Self-Assessment (Translation & Transliteration at 47%). In this particular case, the Survey Administrator recommended to Staff that the target minimum for this particular population be set at 12 responses or approximately one-third of the member roster. As reported in Chapter 3-C, no date extensions were required to achieve very near 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 P & I 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.



P & I WG Self-Assessment-2015

Administrator's Report

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 Areas of Focus

Given the consistently positive ratings and comments throughout this Self-Assessment, there are no specific areas noted for further investigation.

E) Self-Assessment's Future

As noted elsewhere in the report, the P & I represents the third 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 four 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 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 uncovering 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. 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.



P & I WG Self-Assessment-2015

Administrator's Report

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



P & I WG Self-Assessment-2015

Administrator's Report



Working Group Self-Assessment

Working Group: Policy & Implementation

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



P & I WG Self-Assessment-2015

Administrator's Report

Working Group Self-Assessment

Working Group: Policy & Implementation

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: *

-- Select --

Working Group Role: *

-- Select --

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...



P & I WG Self-Assessment-2015

Administrator's Report

Working Group Self-Assessment

Working Group: Policy & Implementation

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"/>
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"/>
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"/>
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"/>
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"/>
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"/>

Comments about the WG's Inputs:



P & I WG Self-Assessment-2015

Administrator's Report

[« Back](#)

Working Group Self-Assessment

Working Group: Policy & Implementation

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:

|



[« Back](#)

Working Group Self-Assessment

Working Group: Policy & Implementation

Section 3-Products and Outputs

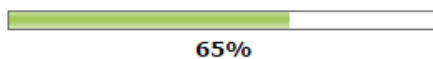
Thinking about the overall EFFECTIVENESS of the Working Group's **Products and Outputs**, how would you rate each of the following two elements on a scale where *1=Highly Ineffective* and *7=Highly Effective*:

	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"/>
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"/>

Comments about the WG's Products and Outputs:

|

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P & I WG Self-Assessment-2015

Administrator's Report

Working Group Self-Assessment

Working Group: Policy & Implementation

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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75%



P & I WG Self-Assessment-2015

Administrator's Report

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:

Record My Answers!



P & I WG Self-Assessment-2015

Administrator's Report

Appendix 2: Invitation E-Mails

Two e-mails were sent to Policy & Implementation WG members, the first on 20 July 2015 and one follow-up reminder on 27 July 2015. The contents of those messages are shown below:

E-Mail Survey Invitation Forwarded by Staff on behalf of Co-Chairs on 20 July 2015

From: <owner-gnso-policyimpl-wg@icann.org> on behalf of "Gomes, Chuck" <cgomes@verisign.com>
Date: Monday, 20 July 2015 23:59
To: "gnso-policyimpl-wg@icann.org" <gnso-policyimpl-wg@icann.org>
Subject: [gnso-policyimpl-wg] P&I WG Self-assessment

Policy & Implementation Working Group Members:

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.
- Background information and instructions are contained within the instrument. There is no login requirement, so you will not need user credentials.
- Simply answer the questions (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 two weeks and will close on: **3 August 2015 (23:59 UTC)**



P & I WG Self-Assessment-2015

Administrator's Report

An external ICANN consultant, Ken Bour (ken.bour@verizon.net), will monitor the completion process, provide brief status updates to us 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, archived 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, Constituencies, and other interested parties.

We appreciate your willingness to provide feedback about the **Policy & Implementation Working Group** and your participation in it.

Regards,
Chuck Gomes
J. Scott Evans

From: Gomes, Chuck
Sent: Monday, July 27, 2015 6:50 PM
To: Gomes, Chuck; gnso-policyimpl-wg@icann.org
Subject: RE: P&I WG Self-assessment

So far only two people have completed the self-assessment and one of those was me. I hope that all of you can find time to do this so that we have good data to use to evaluate our WG.

Thanks in advance for doing this.

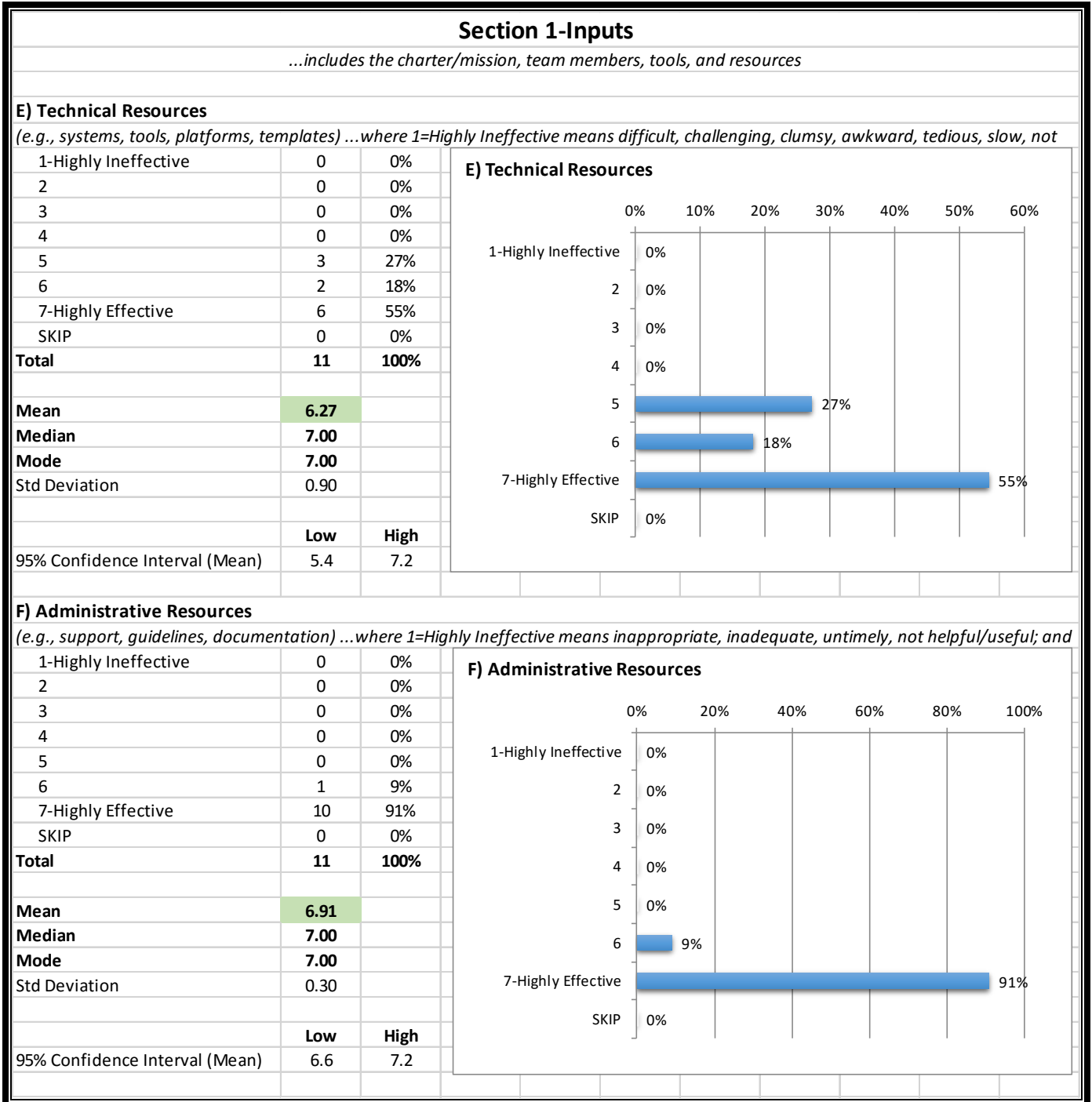
Chuck

(Note: The contents of above message were included containing the Self-Assessment invitation information and link to the survey instrument).

Section 1-Inputs			
<i>...includes the charter/mission, team members, tools, and resources</i>			
A) Charter/Mission			
<i>...where 1=Highly Ineffective means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unachievable; and</i>			
1-Highly Ineffective	0	0%	
2	0	0%	
3	0	0%	
4	0	0%	
5	2	18%	
6	1	9%	
7-Highly Effective	8	73%	
SKIP	0	0%	
Total	11	100%	
Mean	6.55		
Median	7.00		
Mode	7.00		
Std Deviation	0.82		
	Low	High	
95% Confidence Interval (Mean)	5.7	7.4	
B) Expertise			
<i>...where 1=Highly Ineffective means that, collectively, team members did not possess an appropriate level of knowledge/skill to fulfill the</i>			
1-Highly Ineffective	0	0%	
2	0	0%	
3	0	0%	
4	0	0%	
5	0	0%	
6	3	27%	
7-Highly Effective	8	73%	
SKIP	0	0%	
Total	11	100%	
Mean	6.73		
Median	7.00		
Mode	7.00		
Std Deviation	0.47		
	Low	High	
95% Confidence Interval (Mean)	6.3	7.2	

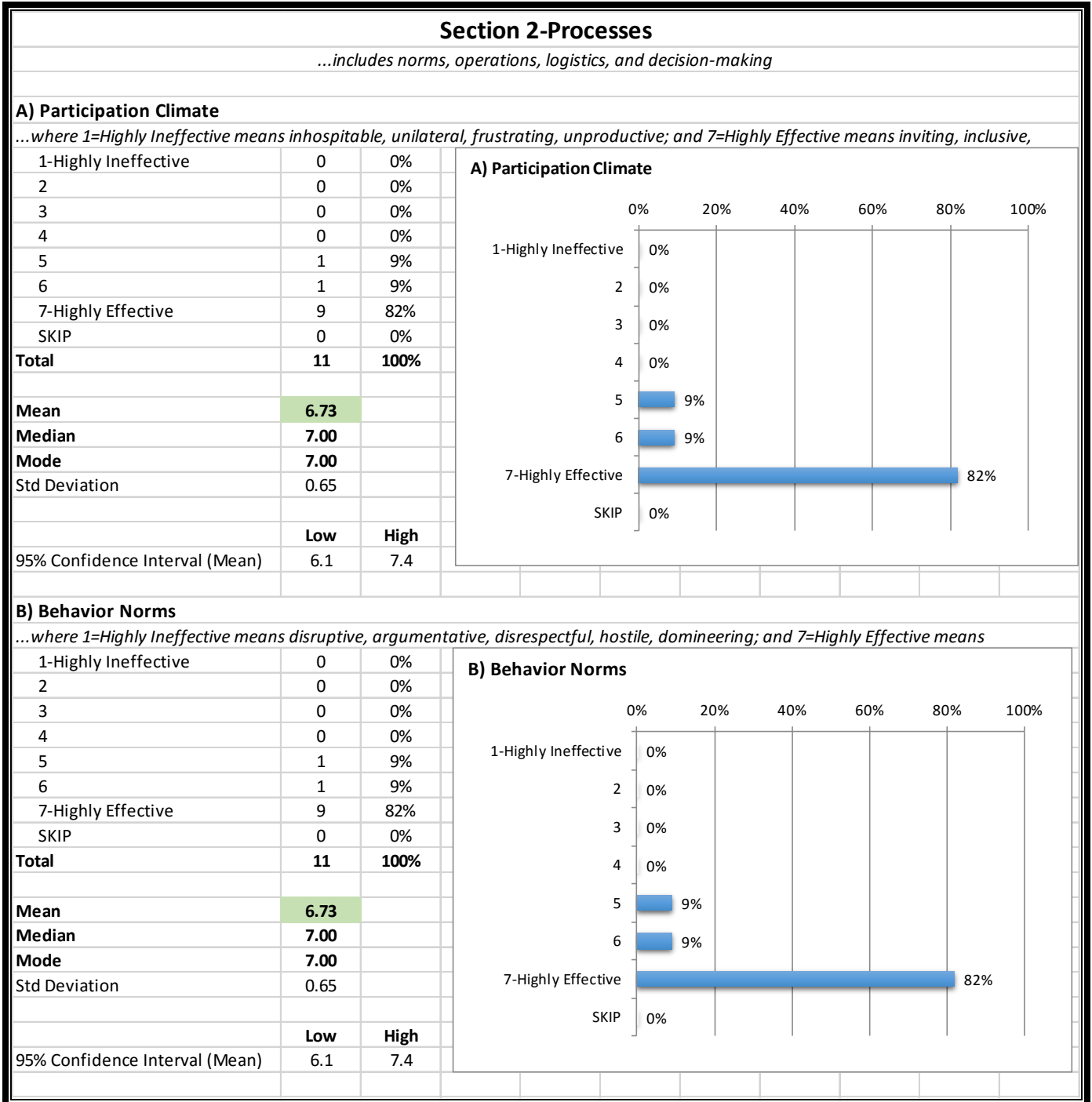
Administrator's Note:
Mean = statistical average
Median = the middle value in an ordered series
Mode = most commonly occurring value in a series

Section 1-Inputs																														
<i>...includes the charter/mission, team members, tools, and resources</i>																														
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%	C) Representativeness <table border="1"> <caption>Data for C) Representativeness Chart</caption> <thead> <tr><th>Rating</th><th>Count</th><th>Percentage</th></tr> </thead> <tbody> <tr><td>1-Highly Ineffective</td><td>0</td><td>0%</td></tr> <tr><td>2</td><td>0</td><td>0%</td></tr> <tr><td>3</td><td>1</td><td>9%</td></tr> <tr><td>4</td><td>0</td><td>0%</td></tr> <tr><td>5</td><td>3</td><td>27%</td></tr> <tr><td>6</td><td>4</td><td>36%</td></tr> <tr><td>7-Highly Effective</td><td>3</td><td>27%</td></tr> <tr><td>SKIP</td><td>0</td><td>0%</td></tr> </tbody> </table>	Rating	Count	Percentage	1-Highly Ineffective	0	0%	2	0	0%	3	1	9%	4	0	0%	5	3	27%	6	4	36%	7-Highly Effective	3	27%	SKIP	0	0%
Rating	Count	Percentage																												
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95% Confidence Interval (Mean)	4.5	6.9																												
D) External Human Resources																														
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SKIP	3	27%																												
2	0	0%																												
3	0	0%																												
4	0	0%																												
5	0	0%																												
6	0	0%																												
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Total	11	100%																												
Mean	7.00																													
Median	7.00																													
Mode	7.00																													
Std Deviation	0.00																													
	Low	High																												
95% Confidence Interval (Mean)	7.0	7.0																												



COMMENTS

Section 1-Inputs	
No.	Comments:
1	I skipped (D) because I don't recall us using external human resources.
2	Extremely happy with the ability and willingness of members to work together to develop the process and procedures we followed. The variety of opinions was exceptional, and willingness to find common ground excellent.
3	I joined partway through the effort, and could only contribute part time due to other wg activities. however, I felt it was very well run. Staff support excellent.



Section 2-Processes			
<i>...includes norms, operations, logistics, and decision-making</i>			
C) Decision-Making Methodology (e.g., Consensus)			
<i>...where 1=Highly Ineffective means broken, ignored, not observed, disrespected; and 7=Highly Effective means honored, followed,</i>			
1-Highly Ineffective	0	0%	
2	0	0%	
3	0	0%	
4	1	9%	
5	0	0%	
6	1	9%	
7-Highly Effective	9	82%	
SKIP	0	0%	
Total	11	100%	
Mean	6.64		
Median	7.00		
Mode	7.00		
Std Deviation	0.92		
	Low	High	
95% Confidence Interval (Mean)	5.7	7.6	
D) Session/Meeting Planning (e.g., Agendas)			
<i>...where 1=Highly Ineffective means disorganized, haphazard, unstructured, untimely notice; and 7=Highly Effective means organized,</i>			
1-Highly Ineffective	0	0%	
2	0	0%	
3	0	0%	
4	0	0%	
5	0	0%	
6	5	45%	
7-Highly Effective	6	55%	
SKIP	0	0%	
Total	11	100%	
Mean	6.55		
Median	7.00		
Mode	7.00		
Std Deviation	0.52		
	Low	High	
95% Confidence Interval (Mean)	6.0	7.1	

COMMENTS

Section 2-Processes	
No.	Comments:
1	None submitted

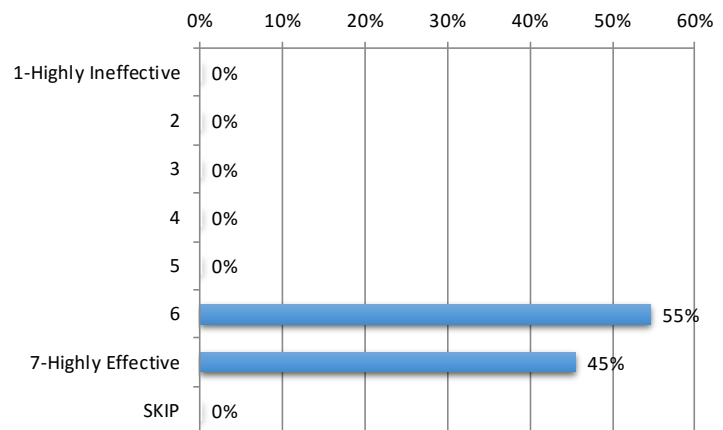
Section 3-Products & Outputs

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	0	0%
6	6	55%
7-Highly Effective	5	45%
SKIP	0	0%
Total	11	100%
Mean	6.45	
Median	6.00	
Mode	6.00	
Std Deviation	0.52	
	Low	High
95% Confidence Interval (Mean)	5.9	7.0

A) Working Group's Primary Mission

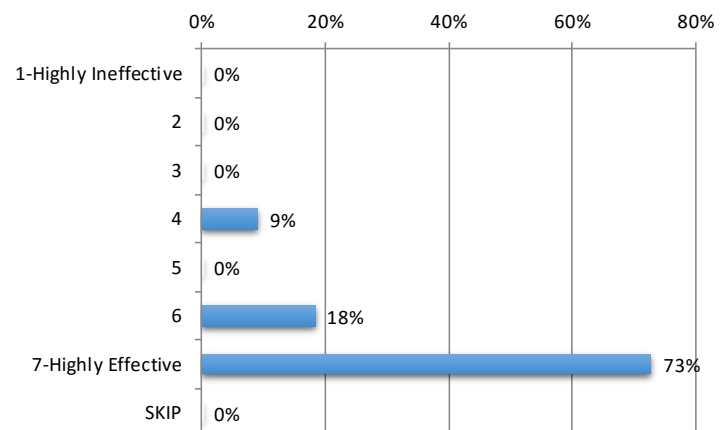


B) Quality of Outputs & Deliverables

...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	1	9%
5	0	0%
6	2	18%
7-Highly Effective	8	73%
SKIP	0	0%
Total	11	100%
Mean	6.55	
Median	7.00	
Mode	7.00	
Std Deviation	0.93	
	Low	High
95% Confidence Interval (Mean)	5.6	7.5

B) Quality of Outputs & Deliverables



COMMENTS

Section 3-Products & Outputs	
No.	Comments:
1	To a large extent, the quality and effectiveness of the WG's output will be measured by the effectiveness of the new procedures we developed and principles we applied.
2	We will have to evaluate as we use the outputs.

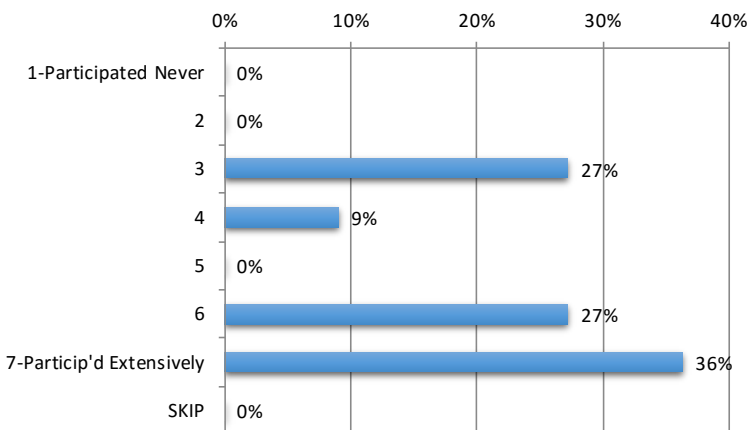
Section 4-Personal Dimensions

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	0	0%
3	3	27%
4	1	9%
5	0	0%
6	3	27%
7-Particip'd Extensively	4	36%
SKIP	0	0%
Total	11	100%
Mean	5.36	
Median	6.00	
Mode	7.00	
Std Deviation	1.75	
	Low	High
95% Confidence Interval (Mean)	3.6	7.1

A) My Personal Engagement

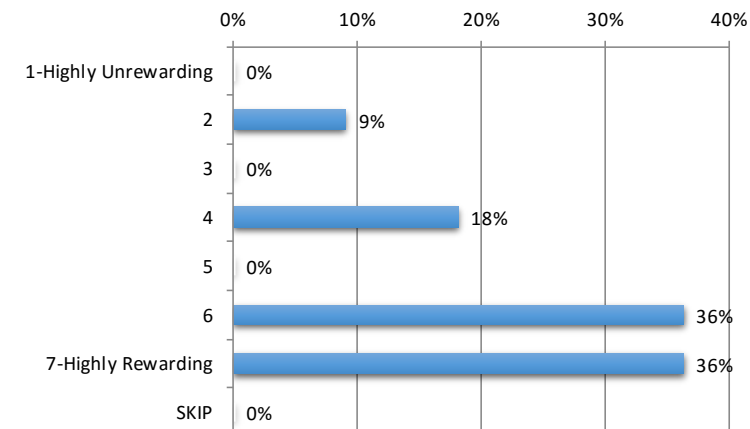


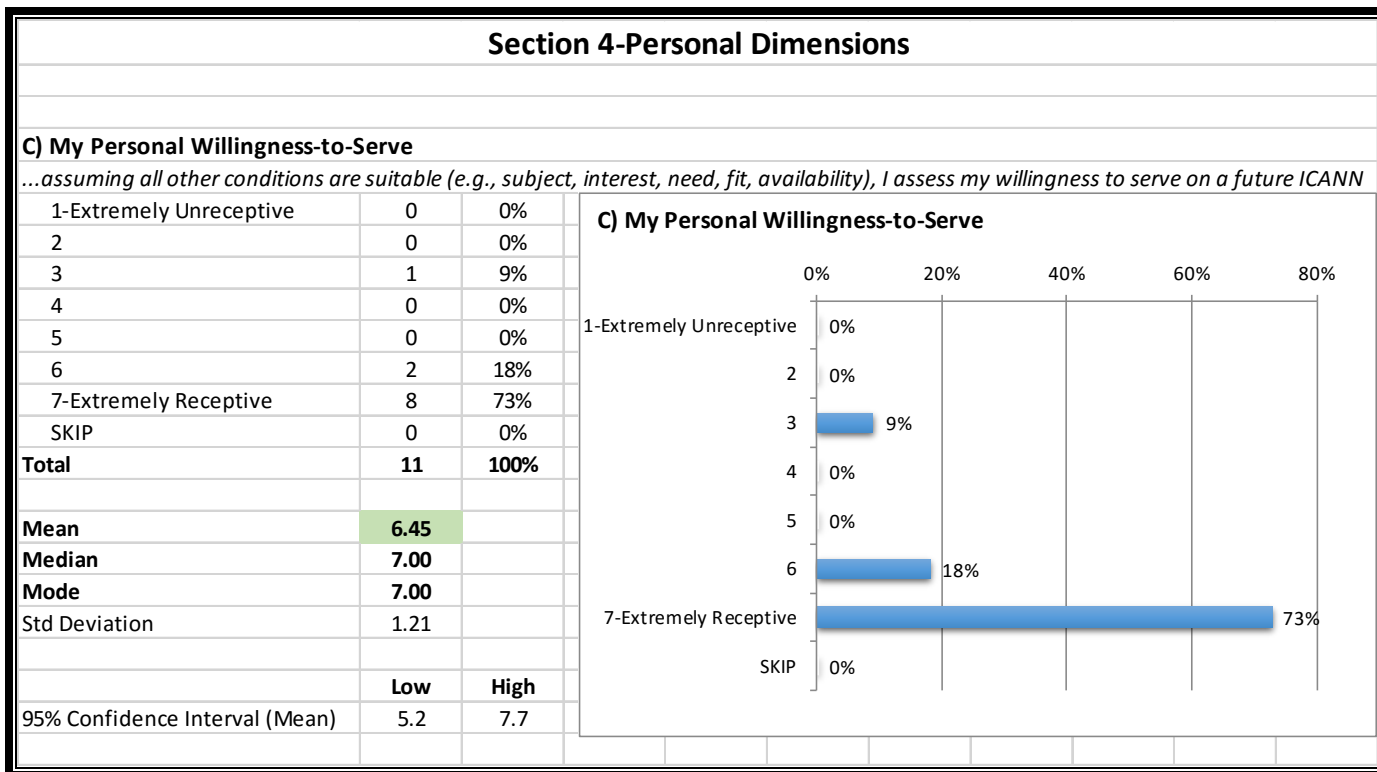
B) My Personal Fulfillment

...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	1	9%
3	0	0%
4	2	18%
5	0	0%
6	4	36%
7-Highly Rewarding	4	36%
SKIP	0	0%
Total	11	100%
Mean	5.64	
Median	6.00	
Mode	7.00	
Std Deviation	1.63	
	Low	High
95% Confidence Interval (Mean)	4.0	7.3

B) My Personal Fulfillment

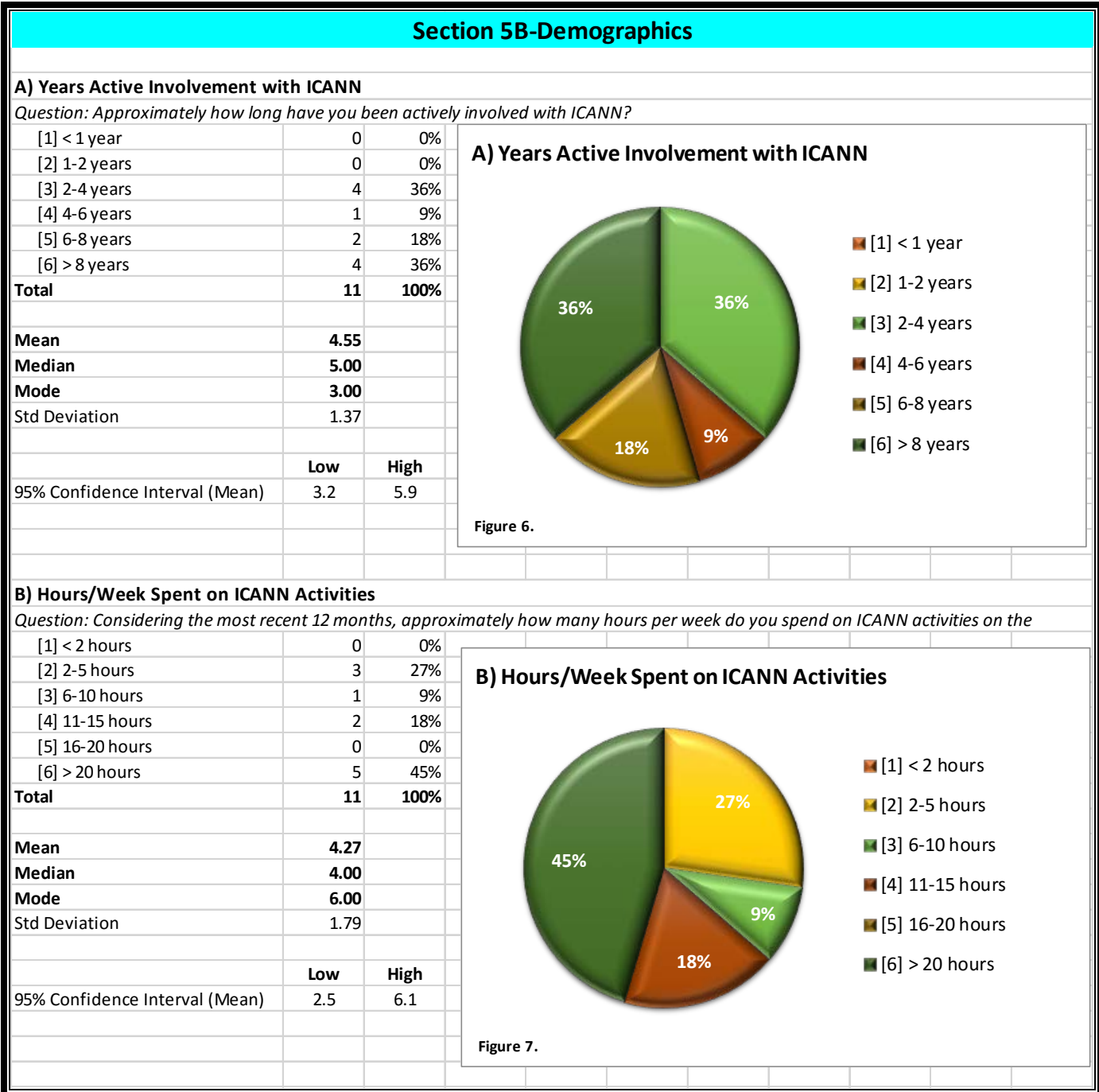




COMMENTS

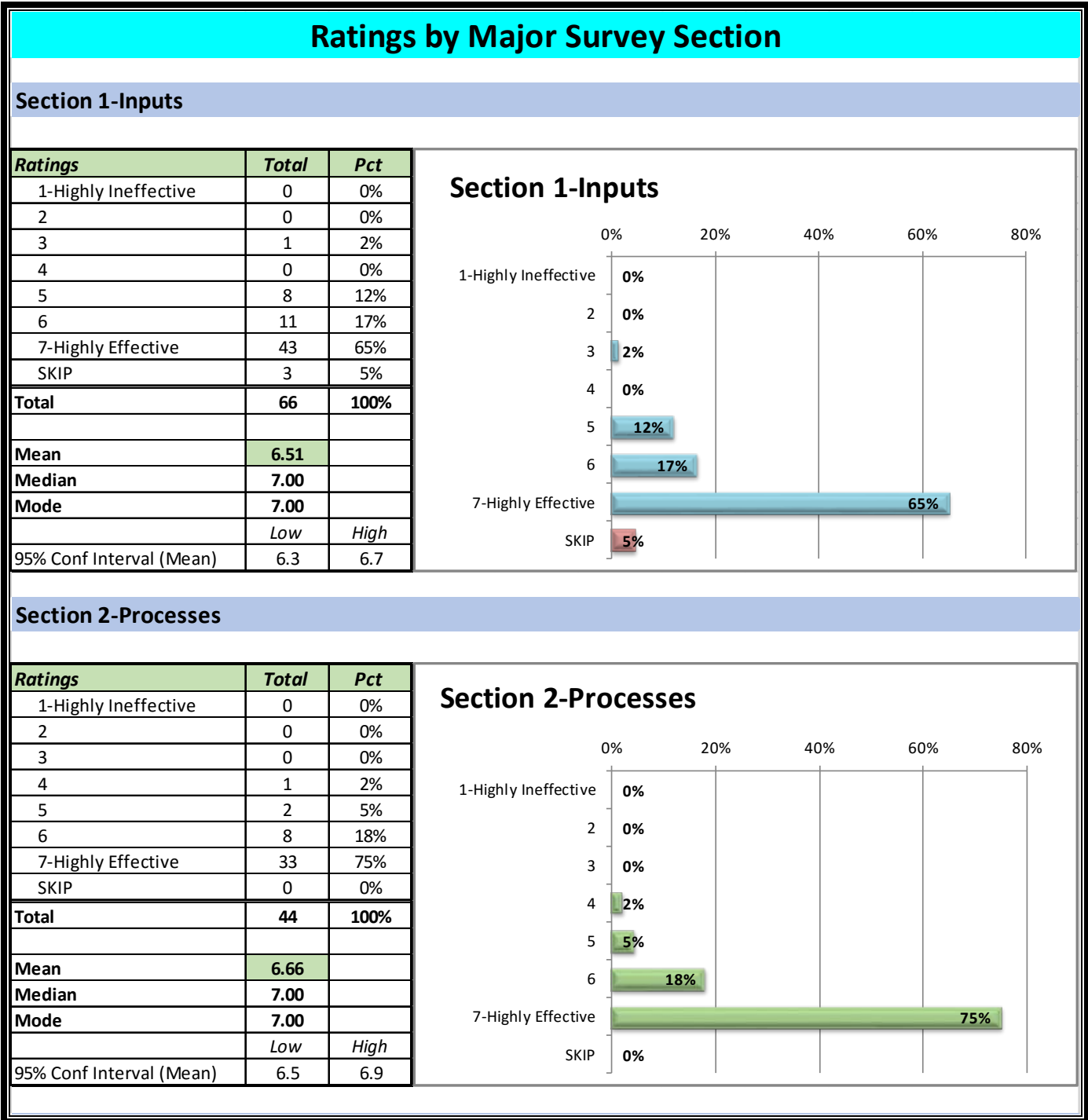
Section 4-Personal Dimensions	
No.	Comments:
1	My participation on this working group was highly rewarded; I've won a travel slot from another SG (RySG) than my original (NCSG) and participate to ICANN 3 meeting as an ICANN Fellow. This is an extremely encouragement and reinforce my engagement, my fulfillment and my willingness to serve on a future ICANN WG. Thank you again to te team members for all. I've learned a lot from that experience.
2	This was an excellent WG, I was unfortunately conflicted and could not always participate. On other WGS I find it makes a big difference....miss a meeting, lose the flow. I would have like to have participated and contributed more.
3	Regrettably, it was necessary to withdraw my participation after contributing in only the earliest stages. However, I did continue to monitor/audit the proceedings, and I was impressed with the group's expertise, commitment and ultimately the high quality product that was the result of the work. The individuals who led the process did so with diplomacy and respect.

Section 5A-Demographics		
How did you first learn about this WG (Select any/all that apply)?		
	Count	Pct
Other (Please describe)	6	50%
I was informed or invited by my SG/C or ICANN-affiliated organization	4	33%
I learned about the WG through one of ICANN's websites (or Wikis)	2	17%
I was contacted by an individual seeking to recruit volunteers	0	0%
A professional colleague or associate informed me about the WG	0	0%
I was contacted by an ICANN Staff member	0	0%
I learned about the WG from another organization external to ICANN	0	0%
Total	12	100%
Other:		
ICANN newsletter		
I was involved in preparing the charter.		
from discussions at the GNSO council meeting.		
attended a GNSO meeting and heard about it.		
I follow ICANN policy developments and activities due to my past involvement, and I volunteered to participate in this WG as the work at hand was of interest and also a good match to my areas of expertise. It was gratifying to re-join the effort, but regrettable that I had to leave before the work was finished. I will volunteer again, now that I am once again able to participate fully.		
I was a GNSO council member that time		



FINAL OVERALL COMMENTS

Section 6-Overall Feedback	
No.	Comments:
1	I realise that I gave very high scores for all the questions in this survey. This is not due to apathy in providing meaningful responses, but rather these scores truly reflect my experience on this working group. This working group was unlike any other I have been a part of. There was great representation/participation from all stakeholder groups of the GNSO as well as from At-Large, the working atmosphere was very collaborative and constructive, and the leadership team of this group did a fantastic job from the very start. This, naturally, resulted in a final report that reflected all of this in its quality and the quality of the working group's final recommendations.
2	This was an excellent, cooperative, very well chaired working group. Staff support was also excellent. A pleasure to participate.
3	I was most impressed with the leadership exhibited during this WG process, and with the exemplary level of staff expertise, input and support. The inclusive nature of the process contributed significantly to its success. The outcome was of high quality.
4	This assessment shouldn't be seen as self-congratulation. Rather important is the appropriate communication to those interested in policy work who have not yet been engaged in a WG.



Administrator's Note:

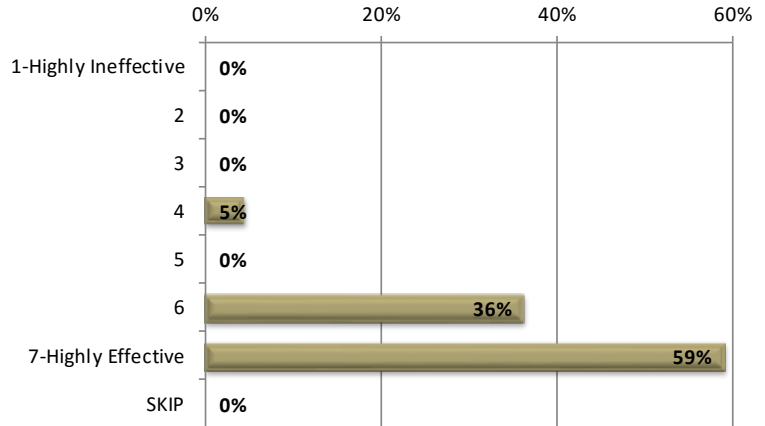
Each of these pages contains data extrapolation tables for each major section of the questionnaire (see Administrator's Report, Chapter 5). As a result, the value of N is different since the number of individual questions varied by section.

Ratings by Major Survey Section

Section 3-Products & Outputs

Ratings	Total	Pct
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	5%
5	0	0%
6	8	36%
7-Highly Effective	13	59%
SKIP	0	0%
Total	22	100%
Mean	6.50	
Median	7.00	
Mode	7.00	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	6.2	6.8

Section 3-Products & Outputs



Section 4-Personal Dimensions

Ratings	Total	Pct
1-Lowest Score	0	0%
2	1	3%
3	4	12%
4	3	9%
5	0	0%
6	9	27%
7-Highest Score	16	48%
SKIP	0	0%
Total	33	100%
Mean	5.82	
Median	6.00	
Mode	7.00	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.3	6.4

Section 4-Personal Dimensions

