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AT-LARGE TECHNOLOGY TASKFORCE

GENEVA, SWITZERLAND

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>> GLENN McKNIGHT: Hi, everybody, it is Glenn.
>> TERRI AGNEW: Hi, Glenn.
I hope you had a great weekend.
>> GLENN McKNIGHT: Worked in the garden weekend.
>> TERRI AGNEW: Would you like to begin now or --
>> (Multiple voices).
>> We're just waiting for our Chair to join our meeting,
Dev.
>> DEV ANAND TEELUCKSINGH: The Chair is here.
>> TERRI AGNEW: He's here.
>> DEV ANAND TEELUCKSINGH: Okay. Thank you. This is Dev Anand. We'll start the roll call and begin the recording.
>> TERRI AGNEW: We'll go ahead and begin at this time.
Good morning, good afternoon and good evening. Welcome to the At-Large Technology Taskforce meeting taking place on Monday, the 18th of April, 2016. On the call today we have Alfredo Calderon, Gordon Chillcott, Olivier Crepin-Leblond, Harold Arcos, Jimmy Schulz, Judith Hellerstein, Dev Anand

Teelucksingh, Glenn McKnight, Alan Greenberg, Kolubhzizi Howard and Sam Lanfranco.

We have apologize from Satish Babu.

From staff we have Silvia Vivanco, Ariel Lang, Josh Baulch, Natalie Pereggrine, Sabrina Mosquera and myself, Terri Agnew.

We have a captionist today, her name is Kelly.

I would like to remind all participants to please state your name before speaking for transcription purposes.

Thank you very much. I'll hand it back over to you.

>> DEV ANAND TEELUCKSINGH: Welcome everybody to this Technology Taskforce call.

We do have a packed Agenda. Perhaps we'll have an explanation on -- we have captioning on today's call in the Adobe Connect room. We have a scribe pod and there is also a separate webpage where the captioning can also be read if persons don't have enough bandwidth to listen to the Adobe Connect room. I don't know if the staff wants to simply go over any other points or --

Seeing nobody is -- I think I covered the key points.

We'll review our TTF action items.

To and Glenn's question, the captioning, it is in English.

We'll go to the TTF action items. I know some of these things are quite old to date. We have to either close them off or -- we'll take a look. We'll share the screen to look at the action items.

Action items, Judith, Glenn myself in coordination with staff to work on a message for outreach for the different joining of the taskforce, this is a bit outstanding and we probably just need to finish off this task. I think we could do it really quickly. Let's make a resolution to be able to send out this message.

Glenn, I see your hand raised. Go ahead.

>> GLENN MCKNIGHT: On that, if you recall, I did send out messages to the different groups and we took the effort to actually join I think it was a 1:00, 2:00 call in the morning to actually request people from -- the time zone issues, it is a serious problem, I know that Satish gave regrets, but our call, it is really in the middle of the night for them. It is a serious problem.

We're getting AFRALO members involved as you see with herald and others. I think maybe outreach needs to be done. That's probably the one that's a little lower than anywhere else.

Thank you.

Back to you.

>> DEV ANAND TEELUCKSINGH: Thank you, Glenn.

Indeed, we are trying to get more of an outreach, getting

more at-large member, we have more people coming in from EURALO for example. The message, if you want to take it, to make this group more of a cross community Working Group so that others can join, that's the message that we need no work on to send. Those are the organizations, those are the groups in ICANN.

Judith, your hand is raised.

>> JUDITH HELLERSTEIN: We can outreach to the other constituencies, but I think we may have a problem with cross community Committees because we don't necessarily have a charter and also the white paper that had just gone around about trying to set up standards for different cross community groups and make sure that they're relevant. If we want to do that, we also would need to look at that and have discussion among members to see if we wanted to do that and if we wanted to create a charter or what we wanted to do in that manner.

>> DEV ANAND TEELUCKSINGH: That's a good point. I do remember seeing that notice about that cross community, the white paper for cross community working groups. That's a good point there. We probably do need to review that paper and see if we really want to take that approach to actually create the cross community Working Group. All right. I guess we could probably modify that action item then to say -- I guess for the coChairs to review the cross-community Working Group paper and then decide on our next steps forward in terms of doing outreach.

>> JUDITH HELLERSTEIN: Yes.

We can do outreach but we can't have official members. We can also look at doing what the accessibility community did in having a cross-community Committee which is a lower level of cross-community work groups. We may want to look at that approach maybe, and staff may be able to comment on that and better explain the definitions of those two.

>> DEV ANAND TEELUCKSINGH: Thank you, Judith. That's a sound recommendation. We'll work with staff on that, to find out the different levels between -- as you said at the Committee versus the cross-community Working Group.

Okay. All right.

We'll look at the next action item.

IdeaScale and Zoom for testing per recommendation 21. I don't remember what recommendation 21 is at this moment in team. That's okay.

Ariel is trying to bring it up quickly, what recommendation 21 is.

Recommendation 21, just to read what it is, it is to encourage public campaigns on using the Internet for education, information, creativity and empowerment. I think actually that one was to -- well, I think that's been discarded officially as

part of the ATLAS review. I'm beginning to think that actually that's probably a mis-- that's an error in the action item. It is supposed to be the solutions to test because I know that Zoom is a conferencing solution and I believe that IdeaScale is a conferencing solution. We have these -- I'll double-check what IdeaScale is, we'll leave action item there just in case. I'll address these longstanding AIs.

The next action item, work on remote hub documentation. I'm thinking we should perhaps drop this action item. Judith, Glenn, anyone else, any thoughts? I don't know if Judith, Glenn, old hands or new ones.

>> GLENN McKNIGHT: Go ahead, Judith.

>> JUDITH HELLERSTEIN: I still think we need that because people don't really know about remote hub documentation and also we may want to add something on there to take into consideration the problem one of our Latin hubs had in Venezuela when the police came in to the University where it was and their hub was put down and then they couldn't reestablish the hub in a different place. Maybe we want to put into that and figure out what happens in an emergency, how can a hub be reestablished, what things can be done. I don't know if that's appropriate here but it would be very helpful in the documentation.

>> DEV ANAND TEELUCKSINGH: Thank you, Judith.

Well, I believe we have updated the hub documentation and it discussed the technical -- how shall I put it -- the technical requirements and the technical setup that's needed for setting up the remote hub. Very well. What we can do, we'll reach out to Marie and Julie, and I believe we have invited them to work on the remote hub documentation and Jason, he's been doing quite a few remote hubs for not just ICANN but for other Internet governance events. Let's update the AI to include Jason Himes and to look at the existing remote hub recommendations and make suggestions.

I guess we'll find out the link for that remote hub documentation at a later point.

Next action item, a review of GlobalMeet as a conferencing solution to test. We have others to test. The challenge is, we'll come up to that in the Agenda, you know, it is what solutions we want to test first and also how will we generate the final report for the conferencing solutions?

Okay.

Technology Taskforce, the document for at-large how to track updates to wiki pages. I did to a screen cast for this. I don't think I had time to actually upload that screen task and edit that appropriately. I'll just finish off that item very quickly. I do have -- I did do the recording of it already. That should be done very shortly.

Okay. All right. Thank you for that.

Any comments or questions?

This is an update on the At-Large Technology issue, some background behind this. This is a wiki page seeking to track technology-related issues noted by this Working Group and also issues raised by the At-Large Technology raised with ICANN staff. There is three updates on this, one, it was the ability to select different audio channels in Adobe Connect. One of the things regarding this, we want -- the reason why we wanted the ability to select different audio channels in Adobe Connect, the conferencing solution used for this call and by ICANN, with the calls having different interpretations on different channel, only one channel is broadcast on Adobe Connect. It means persons wanting to listen to the other non-default audio channel has to do work around such as the dial in and mute the Adobe Connect audio, so we're wondering if there was a way to do this. According to ICANN's IT staff there is no work around. Josh from ICANN staff, he had a good response on this. I will read it for the record, so this is Josh's response, currently there is not an option to have more than one audio channel within Adobe Connect.

I have explored many options to try to resolve this issue. As I understand this concerns the group has, and I too would like to see these features with Adobe Connect. Some options I have tried utilizing the breakout sessions, which does split up the audio into different bridges, however, there is no options for an interpreter to be able to bridge across two language brackets to be able to do their job.

The only way to have multichannel audio currently with Adobe Connect is to link to an outside service, similar to how we are currently managing multilanguage streaming. There is a bit of a flaw in this thought process to have multiple languages in all English-based Adobe Connect room. The true way this is intended to work and was utilized by coin and NETmundial is to provide each Adobe Connect room in the native language. For example, if you have English, French and Spanish, Adobe Connect rooms, all separate dedicated rooms, which are tied to the phone bridge for the respects language. This allows when a Spanish speaking person logs into the Spanish Adobe Connect they hear, read and see Spanish and when a user speaks in English, the English will appear. Having done this myself for NETmundial, this is very challenging and requires many staff to make this happen. In my example you would need three operators one for each language, three remote participation manager, one for each room and fluent in the respective room language to answer that chat comments, et cetera, you would also need three interpreters and the content to be shared in each room, all needing to be

translated.

To round out this point, the technology provided by Adobe Connect does not permit the feature looking for, mainly to select different audio channels in Adobe Connect.

>> JUDITH HELLERSTEIN: It doesn't allow different audio channels, we will be using -- it does allow for captioning in different languages than what the Adobe channel is in. So this late afternoon during another call we'll have captioning in English but with the Adobe room being in Spanish, which is possible because the chat pod is not linked to the audio. It does mean that the chat pod will be a little bit delayed as it gets the feed from the interpreter who is interpreting to Spanish on the channel. We'll see how it works tonight. Looking forward to see how that goes. That's a third wrinkle in the issue but something that's definitely doable.

>> DEV ANAND TEELUCKSINGH: Thank you.

Indeed, at least that part will work.

I guess it is for the actual participants in the call having to do this workaround.

I see a comment from Glenn. Are these issues ticketed? I take it, Glenn, do you mean that these issues are ticketed with the company themselves? Is that what you mean?

>> GLENN McKNIGHT: For the sake of tracking things that are issues, I noticed that some items are actually ticketed in terms of tracking. I just wondered if there was a way besides putting them on a wiki, is there an assigned ticket from going from alerting staff on the issue to resolution.

>> DEV ANAND TEELUCKSINGH: Okay. Thank you, Glenn.

I would say it is not ticketed in that sense unless the staff would probably forward this to development staff persons. Right now in terms of us following up on the staff directly on these issues. In in case, they have written an e-mail to ICANN IT staff asking them to answer this and other questions related to captioning. In a sense it is us following up directly with staff and then updating the wiki as needed.

Regarding remote participation -- go ahead, Judith.

>> JUDITH HELLERSTEIN: I have a question: Maybe to answer Glenn's question, Josh was on the line Terri said, although we send him -- maybe he has a ticketing section in his office. I don't know. We can't -- we only know the answer on our part. We don't know what the staff itself, whether or not a ticketing format. I don't want to assume to answer for them.

>> Josh: We don't formally have a ticket for this. This is something that we're keeping track of, you know, it is something that we want to also see resolved.

As soon as we come up with something, it definitely will be, you know, one of the things that we will provide to the

communities, you know, we're able to either figure things out with Adobe or find a better pod that serves us than Adobe.

>> DEV ANAND TEELUCKSINGH: Thank you.

A question then, has this issue been actually raised with Adobe directly and feedback given?

>> JOSH BAULCH: It has. It is -- from them, it is not an issue that they really concern themselves about with. They consider it a third-party problem, meaning that somebody will create -- if there was a demand for it, somebody would create a pod, a custom pod for it resolving the issue. From their standpoint, you know, their platform provides the avenues to be able to do that but so far in all of our research nobody has created that particular pod that we're looking for. In that same regard, that's a thing that I would love to have you assist with is that if, you know, how other organizations handle similar problems because we can't be the first organization to have this problem so I would be curious of how the U.N. handles it or different, you know, global organizations, how they handle it. So one of the things we're trying to do is trying to do research on that as well, but we haven't found anything to resolve it yet.

>> DEV ANAND TEELUCKSINGH: Thank you, Josh.

So Glenn, can you just read out what you propose to add as an action item?

>> GLENN McKNIGHT: Yes.

I would like to follow-up with what Josh is saying, that it would invite volunteers to provide suggestions of ways and means done by other organizations so we can have it as an action item that we can follow-up on. Yeah. I would be happy to volunteer on that Committee if anyone else would like to join as well.

>> DEV ANAND TEELUCKSINGH: All right. Okay. Thank you, Glenn. I'm sure that action item has been noted.

We'll look at other technology issue, we're looking at an update on remote participation. With regards to the Adobe Connect, ability to export Adobe Connect on to -- sorry. Let me restate this. The ability to export Adobe Connect recordings from Adobe Flash audio recordings to audio formats like PM4 that can be -- MP4 that can be put on other websites, easier for sharing and making it more accessible to the at-large community and the wider public for that matter.

There's been two approaches I have noted. One approach, it is that there is a workaround way of downloading a zip file which will have the Adobe Connect room -- parts of the Adobe Connect room recorded as separate files but then it would be more effort than actually putting together an MP4 file from that.

With Adobe Connect 9.5 I believe the admins have an ability

to save the recordings in MP4 formats and I provided two links there talking about how that could be done. From my understanding, and I guess I'll probably ask staff on this, if they have ever done it, it will require admins to play back the recording in realtime to record that in MP4.

Does anyone from staff, at-large staff or ICANN staff have an experience of actually doing any conversions to MP4?

>> JOSH BAULCH: I can add a bit of clarification on this.

Yes, it is possible to do with Adobe Connect. The problem is, it is actually an additional cost for us to get that module added into Adobe Connect. It is a couple of thousands of dollars per year to add that. At this point we haven't had the funding to be able to do that. Right now we're in the process of trying to get Adobe over to a hosted blast form outside of Adobe meaning either a third party actually hosts the application for us which allows us then to have a lot more control. When we're at ICANN meetings sometimes we have outages because Adobe corporate is making updates to servers which they won't change, you know, they have thousands of customers. For them, they just have scheduled maintenance. What would allow us, if we went to another company, it would allow us to then have control of that and also be able to do more custom pods, that kind of stuff. The caveat with that, it is about an additional 70,000 a year which would bring up the price tag to about 160,000 annually.

What that would do is for us, that's almost doubling the price tag that we're currently paying. What we're having, just an issue of, you know, is the value there, basically do you return on investment. Is it there for that? Specifically for the issue you're talking right here with the MP4, yes, it would require realtime watching it again to be able to get that MP4, just like the flash does, the FLV files. At this point it is purely that we just haven't paid the additional funding to get the add onto be able to be do that. So if you log on to Adobe Connect you will see it but when you try to use it it says something about contacting your administrator to be able to get that feature activated.

>> DEV ANAND TEELUCKSINGH: Thank you, Josh.

See, I knew that before, the Adobe Connect from 9.5, it was a paid service. I think -- I put the link in there, in the chat, it says here that -- it says -- with Adobe Connect 9.1 we chose the MP4 conversion process which allows them to convert to the mobile friendly MP4 format. This service is still available and continues to be a great option, but many customers have told us they wanted the ability to easily convert their recordings themselves without using a paid service. I'm happy to announce that in Adobe Connect 9.5 you will be able to locally convert

your Adobe Connect recordings, including recordings made prior to the upgrade to the mp4 files. This is similar to the offline FLV version that you may be familiar with, but an important exception, this enables you to control the size of the outputs.

You know, what I read, when I read that, I'm thinking it means that you don't need to pay for the audio conversion, you'll be able to do it locally just as how you create an offline FLV file.

>> JOSH BAULCH: They'll news to me. We'll give it a try. Log in, see if we could do that.

The last I talked to Adobe on this, I think it was for Dublin, right after Dublin. We had some recording issues on that. We had actually approached them. If this is something that's happened in the last couple of months, news to me, great to hear it. We'll give it a try to see if we're able to get it to work.

>> DEV ANAND TEELUCKSINGH: Excellent.

Thank you. Thank you, Josh.

Let us know how well it worked or not.

Any other comments or questions on this technology issue?

Seeing none, all right. The next technology issue was -- let me just go back to the technology issues page. It was the LACRALO meeting list issues. There has been some testing being done on the LACRALO meeting list issues. Several persons have now joined the list. There was a call just before Marrakech and there's been several new bugs that have been identified. Some of them I would consider them -- if you go to the LACRALO discussion meeting list page and there's actually a -- if you go to it, thanks, everybody can see it. You see the report, up to date, a new translation engine. We have noted many things, we have more from testing last week. It is all the way down to the end of the page there. One of the key ones, the transbot has a hook or a tail that's added under certain letters, and what I discovered, is that the translation tool, they don't handle these and what was happening, as the at-large staff signature with a staff member, anything from that staff would show that not as translated. I have put links to several of the e-mails so you can look at it yourself to see what happens. Actually I was able to -- when I removed that, the message translated. If I put it in, if I left that in, the message, it breaks and it doesn't translate at all. That's one.

We have noted a few other bugs relatively I would say -- not show stopper ones, but other issues there.

What I will be doing, if we put the new person in charge of the LACRALO mailing list issues -- I'm trying to remember his name now -- Steve I believe. My mind is blank on his last item. What I'll do as an action item is follow-up directly with Steve

on these issues that have been noted so far and make efforts needed and have a special purpose call to go through each of those.

Action item, to make it to Steve from staff and if necessary a conference call to go through these issues.

Okay. All right.

Seeing no hands raised, okay. I think that completes the review of the technology issue page.

Of course, again, this is an invitation to please, you know, come up -- if you have any issues that affects you as an at-large community member in interactions with conference calls, e-mails, so forth, please let us know so we can add it and then -- so we can then do the research to the discovered solutions or come up with the workarounds and so forth.

The incomes item on the Agenda, the report on technology tools at NTEN. Glenn McKnight attended that conference so he'll tell us -- he has some slides available, you will tell us what it is and the text knowledge skills you discovered.

>> GLENN MCKNIGHT: Hi, everybody.

I will wait for the slides to show up. They'll be in the middle of the screen. I think Terri has them. I have sent them to her and Dev.

That's not the slide.

No. That is something else.

Sorry, folks. This is a conference, Dev has gone with it as well as myself for crowd funding. I went there for two particular reasons, I went there to reach out to organizations where I guess were not represented and as in the year before, I did come across a number of groups that had viability. It has been 19 years in the offering. It was in San Jose. Roughly 3500 attendees. They had 110 separate sessions on technology issues that were important to non-profits. They also had something called Birds of a Feather, you could select any topic you wanted and because I was looking for Canadian not-for-profits, I ran a Birds of a Feather one of the days as well. They also had a large trade show. It was larger before but it was 200 organizations selling everything from mobile applications for fund-raising to membership manipulation systems. It was a very extensive -- the conference started on a Tuesday, it was people in there, Wednesday, Thursday, Friday, it was the three formal days of presentations. They really stressed -- and I encourage you all to go to NTEN.org to see how they actually engage their community. There is 1.5 million not for profits in the United States, 150,000 roughly in Canada not-for-profits. Not all of them interested in openmedia or other organizations which are very interested in technology issues, particularly around net neutrality or issues close to

our hearts.

One of the things that they did, I encourage ICANN to think of this, they used very well something called collaborative notes. When you're in a session you had -- everyone had the link in the guide book or in the mobile app or that's the first thing that was shown on the slides for people to actually sign in to the collaborative notes and they're done as Google docs and I'll show you the screen capture. 73% surveyed say they process the information more deeply, thoroughly and thoughtfully when they share information. It is a profound concept. In many of our sessions, many people talk about their projects rather than getting on topic, we have seen that in Alfredo recently in a conference in Washington, it was a 15-minute preamble and then they got to the question. Within that 15 minutes, there was interesting stuff that people had, but there was nowhere to share it. This is something, and I'll share that with you, the collaborative notes, links, when I came back, the first thing I did, anything that was social media collaborative notes, I shared them with the list.

Here is an example.

This is a session that was on the Friday morning called accessibility rocks, they had the notes and also a hashtag with that.

We'll talk about tools.

One of the fundamental things that came across, this is applicable also to social media group, it is that visuals increase people's willingness to read a piece of content by 80% and usually they remember 10% of the message but if there is an appropriate image, it is 60%. Some of the images, you will see, a lot of different things, above and beyond just a simple message.

These are the next three pages, they're various different tools that they recommended, but I want to point this out, many of these were suggested by people who actually use them in the collaborative notes.

Quickly, we were able to generate in the next three pages a series of tools that we can use.

Last thing, Meagan Kruse, in this link here, she gives a very good list of content and sources she felt was valuable to the community. That's my quick report.

>> DEV ANAND TEELUCKSINGH: Thank you, Glenn, for that.

Let me ask the question then, inspect NTEN conference, there were several tools listed for image creation, so forth, was there any conferencing tools, anything like that that you saw? Any of the conferencing tool solutions?

>> GLENN McKNIGHT: I knew you would ask me something that I didn't focus on.

No, I did not see nothing. That doesn't necessarily mean that -- I'll go through the guidebook and see if there was a session on -- remember, there was 110 sessions, you can only be at one session or if you want to be a social butterfly, and, you know, it was scattered all over the place. There might have been, but if we go back to the community itself, this community here has a really good heartbeat on what Red Cross is doing, American Red Cross or a lot of the very large organizations across the United States with the budget and the staff to play with toys. This is the sort of thing if it is not in the collaborative notes, perhaps it is posted to the community as a member. This is a legitimate question, but no, sorry, Dev, I do not have any notes on what they used as a killer app for collaboration.

>> DEV ANAND TEELUCKSINGH: Okay. Thank you.

Looking at the page, it is quite a large list of resources there. You'll probably have to go through it and read about it. Thank you.

Judith.

>> JUDITH HELLERSTEIN: I don't know if we have anyone in the taskforce that used that and will echo whether they also had collaborative tools in the conferencing material. That would be also something to look at.

>> DEV ANAND TEELUCKSINGH: Okay. Thank you, Judith.

I think Olivier has a question.

>> OLIVIER CREPIN-LEBLOND: Is it Megan Kruz or Keen? I think that Megan Kruz, it is someone else.

>> DEV ANAND TEELUCKSINGH: I'm looking at the page. It is Meagan Keen, good catch on that.

Thank you for catching that, Olivier.

Any other comments or questions to Glenn?

A final follow-up, I know that time is running short: Is it that you would recommend, you know, would you recommend other people to go to this type of event? It does look like a large event in terms of lots of sessions and so forth.

>> GLENN McKNIGHT: I submitted a request to do a session on accessibility. They didn't take my proposal, but they did take someone else on the Thursday. I showed up. The person didn't show up. They were doing some kind of marketing session by one of the people from the booths which was very disappointing. One of the key markets besides Indigenous people in Canadian NGOs was to reach out to the accessibility community within the not-for-profit sector and my honest opinion, I would not go back.

I think it jumped the shark. Much of the stuff, the tools, you can find with a little hard work.

You can, you know, just read the discussion threads or

follow people, you can see the blogs. These people have vanity blogs. They're very keen to get out there. They have a nice shiny bobble. They have a new tool that they want to share. I think like a lot of conferences, they're not relevant anymore. I went there for outreach and engagement. Because I didn't find the people I wanted I said, well, I have to make my time valuable, whether it is Birds of a Feather or going to a local radio station to promote like I did talking about the ANA transition last year. This time I would say no. I would say it has jumped the shark. That's a term for people who don't realize is it is related to TV shows when it is just -- when it -- when it is not as relevant as it used to be. No. I don't recommend someone going back. I'm not proposing it for myself.

>> DEV ANAND TEELUCKSINGH: Thank you for that. Olivier, I see a hand raised on that? Go ahead. Old hand. Okay.

We have 15 minutes left and we have three Agenda items. We'll see if we can do each in 5 minutes. The next Agenda item, it is a report on the conferencing solutions and I note that, yes, we do have several tools we want to test and to look the Echo, Zoom, GlobalMeet. We have to decide which ones we want to decide we want to do and arrange a special purpose call in which to test the tools. The other is to report on the report on the conferencing tools themselves. There is a lot of information on the wiki but it is already tested and it is the time it takes for somebody to put together the slides. What are the features we're looking for? Here are the tools we looked at, these are some pros, cons. I don't know if you want to go through every single tool but maybe we could do that as an appendix and highlight the ones we thought were the three best ones we thought may be beneficial to at-large and so forth.

Two questions, which conferencing tool do we want to test first?

Anyone have any objection to test Echo? I know it was in the IPF meeting in Argentina. It was recently. Anyone have an objection? Let's try Meet Echo as a tool to test and we'll have a special time to test that tool and to get it setup in order for us to test it.

All right.

Next, the actual reporting itself. I'm very busy with so many other things, I would -- is there anyone that would will be willing to help work on the Google presentation to help do the editing to the conference tools and so forth?

All right. I'm not seeing anyone to step forward. I'm not saying that you would be working on it entirely by yourself. I tend to work in sub teams. It is good to have a sub team look at the Google presentation, get the feedback and one person handles one slide, I handle another slide.

Judith, we'll put a call on the list, good idea. We'll see who responds to that. We'll add that action item for a call to help with the reporting on the conferencing solutions.

Seeing no further hands raised, we'll move ahead to the ATLAS II recommendations. I don't want to go through all the recommendations but there are several tools we were to look at. Some of the tools are regarding discourse, which is the forum-based software. I found a solution called Echo software, EXO Software which has the ability potential to be a possible policy management process system because it integrates profiles, wikis, forums, all in one type of tool. Each person has the activity streams to have the realtime messaging component to it, so forth. The challenge, thank you, Glenn, for posting that link to that in the chat, I don't know. We were supposed to look at group chat solutions but I get a sense of -- of, well, hesitation. Hesitation in the sense that, okay, if we're to pick a tool that we want to test, which one? I think the bigger question is how do we get -- how do we get buy-in, more people to use such tools. Any comments or suggestions on this? Do we want to test these for the group chat? How do we want to -- how do you want to -- the challenge is you have to then run the test with members, generate a report and then update the ATLAS II recommendation as to whether it was useful, not useful, so forth.

Seeing no immediate hands raised, may I suggest then let's -- well let's -- let's -- I'll put forward it and see how best forward to move with this. All right. Then the fact which tool we want to test as a priority in order to get the staff's help to set up the tool.

Okay.

Finally, very quickly, it is really you, what do you want the TTF to work on? Are there issues that the TTF needs to be working on that we're probably not? That's -- I just want to give the floor to anyone that has any ideas or suggestions. Judith?

>> JUDITH HELLERSTEIN: We only have a few minutes left, I think that still you yahoos the survey for the captioning that we want to make sure that people fill out and I think she wants to give a little talk, we wanted to get feedback on the captioning on the call and how it helped them and what -- how it helped them increase engagement. This is -- we want input as we gather the metrics for when we finish the pilot. We have asked for an expansion and extension of the pilot. Terri will post the survey. I guess she'll post that to the list and we're not going to do it onsite, is that -- I assume that's what Silvia is saying? Yes. So send it by e-mail. Okay. Yeah.

>> DEV ANAND TEELUCKSINGH: Okay. I think -- go ahead.

>> SILVIA VIVANCO: We have 5 minutes. We could try to do it now and also send it by e-mail if everybody is okay with that. We could try to --

>> Judith HELLERSTEIN: Yes.

>> DEV ANAND TEELUCKSINGH: Certainly. Yes. Go ahead.

>> SILVIA VIVANCO: Can you hear me? Can you please put the survey on the Adobe Connect?

>> TERRI AGNEW: We have 10 questions at this time. The survey now appears in the bottom right-hand corner. The question is how do you rank the webinar in terms of quality of information.

Cast your vote now. It appears in the bottom right-hand corner of your screen.

Question number 2, how was the presenter's delivery today? Please cast your vote in the bottom right-hand corner.

Question number 3, do you plan on using the information directly with your ALS? Yes or no. Please cast your vote now.

If you do, please explain.

Moving on, any further comments or recommendations about the content of this webinar?

Moving on, the captioning features of the Adobe Connect room is part of a pilot. Please choose the suitable term, very helpful, helpful, less relevant, not helpful.

Next, please self-identify all categories that describe who you are: A Person with Disabilities; a participant for whom English is a second language; participant who do not speak English; a participant who has limited or low bandwidth.

Moving on to question number 8, what benefits did you get from accessing the captioning stream? A greater understanding of the topics? Ability to understand the call? Correct spelling of the technical terminology, personal benefits of being appreciated, able to be -- able to more fully participate and engage with the presenter?

Where else do you think captioning should be required?

One moment. I do apologize. I'll get that fixed for you.

Now you'll be able to type your responses.

Again, apologies about that.

Where else do you think captioning should be required?

Please add all the Committees, ad hoc and working groups.

Finally, the last survey question, here you can leave any final comments you would like. I will now leave this up and turn it back over to Dev Anand at this time.

>> DEV ANAND TEELUCKSINGH: Thank you.

Okay. Thank you for that.

I see, Judith, you have the hand raised. Go ahead? Is it an old hand? Okay.

I do note there is some comments and maybe there wasn't the

correct survey. Judith, Glenn, there's another item? You want it take the floor?

>> GLENN McKNIGHT: Yeah. When we originally designed it, it was just the captioning questions and then it got expanded to include questions for the capacity building webinar. I do apologize. The first set of questions seem wonky, there is really only the last group of five questions, which are applicable to today's session using the Adobe Connect. We'll make sure whatever captioning happens again, it is only the applicable questions. I'll take a look at the wiki questions today.

I did notice that with a chat with Alfredo, he was having challenges using it with the tablet. More feedback from people from different platforms I guess.

>> DEV ANAND TEELUCKSINGH: Indeed. I think that was mentioned, that the pod, the scribe pod doesn't work in the Adobe Connect application. Judith, you have a quick follow-up? We're at 4 minutes past the hour.

>> JUDITH HELLERSTEIN: I don't know that but it was said that for people that English is not their native language, it was going too fast for them. Maybe we will send them out on e-mail, not try to do them at the end of each call and make sure we have the right survey we're sending out.

>> DEV ANAND TEELUCKSINGH: Understood.

That's probably a good idea. Thank you, Judith.

Silvia, you have --

>> SILVIA VIVANCO: Yes. Thank you.

I just wanted to clarify that the staff, we have used the survey which was provided to us and that one includes the questions, the five questions, they're related to the substantive aspects of whatever call is being captioned and the other questions are related to the captioning feature. I would like to ask the Chair of the captioning Working Group, Judith and Glenn to be kindly reserve carefully the survey and to perhaps they want to customize it for each call. The survey we're using is the survey that's been used for all the webinars that's so far been with the calls with captions. Please assign to review and the staff would be more than happy to run the survey methods in a different manner if you would prefer to do that.

Thank you.

>> DEV ANAND TEELUCKSINGH: All right. Thank you for that.

Okay. At 6 minutes past the hour, I think we can probably end the call.

Again, the emphasis on the technology issues, again, if you have any issues regarding the technology, how you interact with ICANN and ICANN at-large, let us know and review what's on the

wiki page itself so that we can add your comments or concerns.
All right.

I would like to thank everybody in the call. Thank you for the staff. Thank you to the captioning person for doing this task beyond 7 minutes past the hour and this call is now adjourned.

Thank you, have a wonderful day, evening, night, morning.

>> TERRI AGNEW: The meeting has been adjourned.

Thank you for joining. Please remember to disconnect all remaining lines and have a wonderful rest of your day.

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