Satisfaction Survey ccNSO Meeting Days

Overview of the pro's and con's of the different methods to collect input from participants

Contents

A. Background

Survey results ICANN55:	https://www.surveymonkey.com/results/SM-ZYG8NQDS
Feedback on feedback ICANN55:	http://ccnso.icann.org/workinggroups/ccnso-meeting-feedback-mar16-en.pdf
Concern:	very low response rate
How to improve the response rate?	- increasing the engagement (via AdobeConnect polling) - revising the questions asked - promote the questionnaire even further via social media - promoting the survey during the meeting introduction
Possible way forward:	keep the online satisfaction survey, to allow remote participants to contribute as well, but revise the questions asked. On top of that, potentially distribute an identical paper survey in the room.
Question marks:	1. Define the questions in the online survey. Comments or suggestions regarding the proposal in chapter B of this document? 2. Use AdobeConnect polling? a. If so: Comments or suggestions regarding the proposal in chapter B of this document? 3. Distribute a paper survey? Y/N 4. Online survey and/or paper survey: per meeting day, or 1 survey for both meeting days?

B. Online Survey

PRO	CON
You can remind people about the different topics/sessions, if you phrase the questions differently. This reduces the amount of effort people need to invest into answering the survey	People say it is hard to remember what happened during the meeting days, if you wait a couple of days before answering
Easy to distribute	The response rate is lower and lower
Easy to track results	
Allows those that participated remotely to provide their feedback as well	
Respondents can answer the survey at a moment in time which they choose themselves	

Current questions (used for ICANN55)

1. What session(s) did you like most, and why?
2. Which three presentations did you like most?
3. What session(s) did you like least, and why?
4. What would you like to see changed at future meetings?
5. How did you interact during the meeting?
   - o Participated as a panelist/presenter
   - o Participated in discussions
   - o Asked question(s) to panelists/presenters directly
   - o Asked question(s) in Adobe room
   - o Emailed question(s)
   - o Did not interact
   - o Other (please specify)
6. What issues would you like to see on the ccNSO agenda at ICANN56?
7. Who would you like to see as a presenter during the next ccNSO meeting?
8. 8. Would you be interested in joining the ccNSO Programme Working Group?
   - o Yes
   - o No
   - o I am already a member of the Programme WG
9. Should you wish to participate in the Programme WG: kindly insert your email address below. We will contact you regarding the next steps. Your e-mail address will not be publicly visible.

Draft – future meeting satisfaction survey

Survey questions for ICANN56 could look as follows: *(DRAFT! Just an example. Depending on the final agenda).* These questions could be distributed via an online survey, or in paper format. By listing the various sessions and presentations, people do not need to reflect on how the agenda looked like, when they answer the survey few days later.

Proposal ICANN56

1. **Which session(s) were most informative, interesting to you? Please select all that apply.**
   - ccTLD News Session
   - Marketing Session
   - Legal session
   - ICANN/IANA update
   - WG updates
   - PDP session
   - ICANN accountability and IANA stewardship block 1
   - ICANN accountability and IANA stewardship block 2

   Specify why: *[free text answer]*

2. **Which session(s) were least informative, interesting to you? Please select all that apply.**
   - ccTLD News Session
   - Marketing Session
   - Legal session
   - ICANN/IANA update
   - WG updates
   - PDP session
   - ICANN accountability and IANA stewardship block 1
   - ICANN accountability and IANA stewardship block 2

   Specify why: *[free text answer]*

3. **Which three presentations were most informative, interesting to you? Please select all that apply.**
   - Presentation 1 (Name Session - Name presenter – title)
   - Presentation 2 (Name Session - Name presenter – title)
   - Presentation 3 (Name Session - Name presenter – title)
   - Presentation 4 (Name Session - Name presenter – title)
   - Presentation 5 (Name Session - Name presenter – title)

   Specify why: *[free text answer]*

4. **Which agenda topic(s) do you like to see included for the next ccNSO meeting?**
   [free text answer]

5. **In your opinion, how can the ccNSO member meeting be improved?**
   [free text answer]

6. *What did you appreciate most about the ccNSO member meeting?*
   [free text answer]

7. *How did you interact during the meeting? Select all that apply.*
   - Participated as a panelist/presenter
   - Participated in discussions
   - Asked question(s) to panelists/presenters directly
   - Asked question(s) in Adobe room
   - Emailed question(s)
   - Did not interact
   - Other

   Please specify *[free text answer]*

8. *What was your main reason for attending the ccNSO Member Meeting?*
   - Networking
   - Specific information from experts
   - Latest developments in the ccNSO environment
   - Other.

   Please specify *[free text answer]*

Thank you for answering this meeting satisfaction survey! The survey results and evaluation, the so-called "Feedback on Feedback" will be published on the ccNSO website.

Should you wish to actively contribute to shaping the schedule of future ccNSO sessions at ICANN public meetings, join the ccNSO Meetings Programme Working Group. Read more here, http://ccnso.icann.org/workinggroups/mpwg.htm and contact ccnsosecretariat@icann.org to receive instructions on how to join.

C. Adobe Connect Polling

PRO	CON
Immediate feedback	The polling happens at a particular moment in time, and if you miss that moment, you do not have the possibility to answer the poll-questions later on.
Quick input: short questions. You could for instance ask to rate a session on a scale from 1 to 5. (1 being excellent)	Due to the "fast character", the feedback you receive might not be "in depth"
Can be combined with an online survey. Or paper survey distributed during the meeting	Respondents need to be logged in to the AdobeConnect room
Results can be anonymous (depending on the setting), just like paper surveys and online surveys	Once the polling starts, the question-windows are "frozen" on your screen, and you cannot click them away
Live. Several polling moments could be organized throughout the meeting days.	Due to the fact that several polling moments could be organized throughout the meeting days, AdobeConnect meeting hosts need to shift their attention between managing the chat window, running presentations (uploading – moving slides), and running the poll. There are other tasks, outside of the AdobeConnect room, that need to be managed as well, in order to ensure a smooth meeting experience.
It is something "new", that attracts attention, and hopefully increases the response rate	

Draft – future meeting satisfaction survey

After each session or towards the very end of it, we could ask the following question via AdobeConnect polling:

> How satisfied are you with the usefulness of the information presented?
> [ ] very satisfied, [ ] satisfied, [ ] neutral, [ ] dissatisfied

The poll results should be anonymous. AdobeConnect polling can be used for quick ad hoc feedback, more in depth input can be collected via an online survey, potentially combined with a paper survey.

D. Paper Survey

PRO	CON
Can be distributed together with the paper documentation (agenda, potential additional material) shared with participants during the meeting days.	Not environmentally friendly

You receive the feedback "in the heath of the moment", since respondents still answer while they are onsite	Questions should be asked in a way where they require as least effort as possible (multiple choice – tick boxes)
Increased engagement with those onsite: delivered in person to ccNSO secretariat	Manual processing survey results
It is something "new", that attracts attention, and hopefully increases the response rate	Needs to be combined with an online survey, to allow those that attend remotely to contribute
Respondents can answer the survey at a moment in time which they choose themselves, but during the meeting	
Input can be anonymous, but does not need to be	

Draft – future meeting satisfaction survey

Ideally the paper survey should ask the same questions as the online survey. The paper survey, if distributed, should be printed in a manner most friendly to the environment.