TERRI AGNEW:	Good morning, good afternoon, and good evening. Welcome to the At-Large Capacity Building Program 2016, Tenth Webinar, on the topic, "CROPP Program, How Does It Work." Friday, the 2nd of December, 2016. We will not be doing a roll call, as it is a webinar. But if I could please remind everyone on the phone bridge, as well as computer, to mute your speakers and microphones, as well as state your name when speaking, not only for transcription purposes, but to allow our interpreters to identify you on the other language channel. We have English, Spanish, and French interpretation. Thank you for joining.
	I would now like to turn it back over to our moderator, Tijani Ben Jamaa, Chair of the At-Large Capacity Building Working Group, as well as member of the At-Large Community Regional Outreach Pilot Program, CROPP Review Team. With this, I'll turn it over to you, Tijani, please begin.
TIJANI BEN JAMAA:	Thank you very much, Terri. Tijani speaking. Good morning, good afternoon, good evening everyone. This is our tenth webinar of the year, of 2016. It is today about CROPP. Why we chose this topic? It is because a lot of our community members think and said that the process and procedure of CROPP is too complicated.
	So this webinar is meant to explain the detail of the program for all the community, so that people, if they have team questions, they can ask them, and so that they will be able to use this possibility of outreach

that is now implemented as a pilot program, and perhaps it's the last year of the pilot program, perhaps next year it will be an official program, included in the budget. So, I will stop here and give the floor to Terri again for some housekeeping before I introduce our first speaker.

TERRI AGNEW: Thank you, Tijani. At today's webinar there's a couple different ways you can ask questions. You can wait until the presenter is done and ask verbal questions that end. Or you notice on the bottom left-hand side of your screen, there is a Q&A pod, you can type your question in there.

Also, at the end of the presentation, we will conduct a pop quiz question. The pop quiz question pod will appear at that time in the bottom right-hand corner, and at the very end of the webinar, we will have a seven question evaluation, if we could please ask everyone to stay on just for a few extra minutes to help fill out our evaluation form. Tijani, I'll now turn it back over to you.

TIJANI BEN JAMAA: Thank you very much, Terri. So our first speaker will be Benedetta Rossi, Policy and Community Engagement Analyst. She is working with Robitussin and Janice on the CROPP program. So, she will make a presentation about the guidelines, about all aspects of CROPP, as set by the CROPP program administrators. Benedetta, go ahead, please.

BENEDETTA ROSSI:	Thank you very much, Tijani. My name is Benedetta Rossi. As Tijani mentioned, I'm a Policy and Community Engagement Analyst, and the CROPP administrator for the GNSO. I am very grateful for the opportunity to talk to you today about the community outreach pilot program, as it's more usually known as the CROPP program, and how it works, and I look forward to your questions during and after the presentation or via email.

This community outreach pilot program was originally launched in the fall of 2013, in response to community leader requests for ICANN to further support outreach efforts. The goals of the CROPP program are the following: building local or regional awareness and recruitment of new community members; more effectively engaging with current members and/or reactivating previously engaged ICANN community members; and communicating ICANN's mission and objectives to new audiences. Recognizing that such a regional outreach program could contribute to the ICANN community's growth and development, the FY14 Budget allocated resources on a pilot basis.

Staff was directed to develop a community regional outreach program, and the program was to include a strong implementation and rigorous evaluation to determine whether this program should continue in future fiscal years. This explanation sort of explains to you why the CROPP Wiki space is in the process and why each step is recorded on the Wiki and is accessible to everyone to view. The CROPP program is designed for RALOs and GNSO Constituencies to use within each fiscal year on a pilot basis, and we are now in the 4th consecutive pilot year of this program.

For the purpose of this presentation, I will focus on the allocations for At-Large, since the GNSO program is slightly different from the At-Large program. I'd like to start off with some statistics about the program to date, just as sort of background information for you to hear. So on this slide, you can see the aggregate results from a regional perspective, for both the RALOs and the GNSO Constituencies combined. These numbers include overall statistics from the beginning of the CROPP program, through to the end of FY16. As you can see, over the course of the last 3 fiscal years, participating communities have reached all ICANN geographic regions using the CROPP program.

This slide shows the final statistics for FY16 which concluded on June 30th, 2016. The data indicates that 4 of the 5 RALOs achieved 100% utilization of their allocated CROPP trips and the entire community achieved 80% overall. Another interesting factor that you can see from this slide is that At-Large took extensive advantage of the draft proposal capability within the Wiki space, meaning that 20 outreach trip events were initially proposed, and then 12 were selected and approved internally, in coordination with the ICANN Stakeholder Engagement team.

Although the first year's activity overall underachieved its original planned volume, FY15 and FY16 results were demonstrably higher. In FY16 the At-Large RALOs completed 80%, so 20 out of 25 of their trip allocations, whereas the GNSO Constituencies utilized over half of their authorized trips, so, 56%. There was a slight decreased of the CROPP use in FY16 from the At-Large side, due to unforeseen cancellations and trip proposals which had to be withdrawn. But overall there was a 68%

utilization rate in FY16, which was only slightly below the achievement in FY15 of 76%, so the GNSO and RALOs combined.

The CROPP program provides each RALO with 5 regional trips to be used during the fiscal year, meaning before June 30th, 2017. Each trip includes airfare, hotel, and per diem for 3 nights and 4 days for traveling. This standard allocation was increased from 2 nights and 3 days for this fiscal year, following consultation and feedback received from community members.

We really appreciated the At-Large contributions and feedback about the program and the ongoing collaboration between members of At-Large and staff, which helped assess that the program parameters were actually somewhat limiting outreach at certain conferences, because most events were 2-day events, and the CROPP program didn't include the required travel time. We hope that this year's increase in trip allocation will be well received for the At-Large community, and that it will allow each RALO to identify outreach opportunities more easily with other constraints of the allocation.

All trips are booked by ICANN's Constituency Travel Department, and this is for consistency purposes and for tracking purposes. Therefore, no community member is allowed to book flights or hotels directly for the purpose of the CROPP program.

CROPP eligibility: There's only one real eligibility requirement to use the CROPP program, and that's for each RALO to complete an outreach strategic plan for the fiscal year. This step was introduced last year to

further enhance collaboration between the GNSO and At-Large community and the ICANN Regional Team. The purpose of the outreach strategic plan is to outline the RALO's outreach goals, strategies, and expectations, and how the CROPP program will help achieve targets. It is then used to coordinate with ICANN's regional engagement team to coordinate activities throughout the fiscal year and it should help in the long run to deepen the collaboration and relationships with the regional VPs. It is also useful to see what the overall outreach strategy is, and how each trip fits into the foreseen goals for each RALO within the fiscal year. In terms of the process, once the outreach plan is drafted, it needs to be uploaded on the CROPP Wiki space and be approved by the RALO leadership, and then submitted to the ICANN Regional VP. Once this step is completed, each RALO can begin submitting applications on the CROPP Wiki space to use up to 5 regional trips during the fiscal year.

CROPP procedures: On this slide, you can see the general CROPP procedures and the various steps to use the program. So, I've touched on the outreach strategic plan. So, once this step is completed, the CROPP program is ready to be used by each RALO. Please note that on this presentation I'm speaking about the general CROPP procedures set forth within the ICANN Staff Process, since the CROPP program was set up in a flexible manner, recognizing that individual communities might set up their own processes to use this resource, and large communities did this with creation of the CROPP Review Team, and that will be covered by Tijani, since staff doesn't actually manage this side of the procedures.

So, once the outreach plan is validated, members of each eligible community can submitted draft trip proposals on the Wiki space. The proposals must be submitted on the Wiki space a minimum of 6 weeks prior to the travel date, and the 6 weeks include all relevant approvals. I'll discuss approvals on the next slide in more detail, but just always remember that the minimum timeframe is 6 weeks including all approvals. Once a trip has been completed, the final step is for the traveler to submit a trip assessment on the Wiki space, outlining the outcomes from the outreach activity against the foreseen goals and expectations. The trip assessment must be submitted within 3 weeks of returning from the outreach activity. As I mentioned earlier, all CROPP related activities are to be completed within the fiscal year, so for this year it will be before June 30th, 2017, for the FY17 fiscal year. Any trip which has not been taken cannot carry over to the next fiscal year.

The minimum requirement for CROPP trip submissions on the CROPP Wiki space is 6 weeks from travel, and this ensures that there is enough time, no matter what region travel is taking place from, or the time of year the travel is occurring, for the ICANN Travel team to process the CROPP program application, as well as for any visa requirements to be met on the traveler's side. The clock starts ticking once the proposal is complete.

This is an important clarification to be made, as it has provided some confusion in previous fiscal years. The CROPP is complete once all information is entered regarding the trip and all approvals are marked on the form, itself. The approvals include the community approval from RALO leadership or the RALO mechanism for approving CROPP trips,

ICANN VP approval, and the CROPP program administrator approval, noting that the trip proposal meets the CROPP guidelines. All three levels of approval need to be included in the confirmation section of the trip proposal form on the Wiki.

The CROPP program's goal is to further enhance the existing partnership between ICANN staff and community members, with the goal of targeted outreach activity. This is why we have specific roles and responsibilities assigned within the program to both staff and community participants.

I'll start with the CROPP program administrators, which are staff members. So, for example, I'm the program administrator for the GNSO, and Janice Douma-Lange is the equivalent for At-Large. Our roles are to provide guidance and interpretation of the CROPP guidelines and procedures as necessary, confirm that all trip proposals meet the principles and criteria for the program, and have been authorized by relevant parties, and coordinate with other ICANN departments as necessary.

From a community standpoint, each RALO is responsible for assigning 1 to 2 pilot program coordinators, or PPCs from their communities. Their roles are to consult with members and RALO leadership as necessary for drafting and submission of the regional strategies and any of the trip proposals. Their role is also to facilitate and manage trip approvals within the RALO leadership and ICANN regional VPs, and ensure the submission of the trip assessment and conferring with RALO leadership.

The global stakeholder engagement VP's role is to review each trip proposal to ensure that it is in line and supportive of all the regional strategies, plans, goals, and objectives, communicate approval to the community PPC and the CROPP program administrators, and collaborate with community representatives as necessary. For additional information regarding the CROPP program, you can refer back to this slide, I know it has been posted on the Wiki space, and follow some of the links on this slide. You'll find information on how to complete the various templates on the CROPP Wiki space, or who to contact for specific questions. There's also sort of a CROPP 101 overview of the program itself, which might be useful for newcomers to the program.

This concludes my presentation about the CROPP program. I would be more than happy to answer you questions that end of the webinar, but if you do have any followup questions once the webinar is over, please don't hesitate to contact the CROPP team using the email address which is on the screen, that's cropp-staff@icann.org, and we will readily respond. Please also continue to provide us with feedback and input on the program to ensure we capture it and take it into account prior to the end of the fiscal year.

At the end of the year we always draft a report on the success or challenges encountered during the program, so we really welcome your input, and we will continue to do our best to made the CROPP program a success for your groups to conduct outreach across some of the various regions. Thank you again for the opportunity to speak to you

today, and I'll hand it back over to Tijani, now. Thank you. Over to you, Tijani.

TIJANI BEN JAMAA: Thank you very much, Benedetta. Thank you for this presentation. I hope it is now clearer for our community, what is the procedure, what are the guidelines of the CROPP program. I think that if any of our community members follow all those guidelines as it is presented now, and get approval of the RALO Chair, of the VP of the region, and the pilot program coordinators from the region from the RALO, I think that their application or their request would go forward. The CROPP Review Team that ALAC created, it was created to more facilitate, to help, to make our community more comfortable and to present requests that are acceptable by the CROPP administrators.

So, ALAC decided to create the CROPP Review Team to assist the applicants for a trip, to fill in the request in the correct way, according to the requirements. Also to give them advices to make their request acceptable by the CROPP program administrators, according to the CROPP guidelines and also given them advice about how to make the goals and outcomes of the trip consistent with the regional outreach strategic plan.

So, the CROPP Review Team is composed of 10 persons who are the pilot program coordinators of the five regions. Each RALO has two members on the CROPP Review Team, who are the two PPCs of this region. One PPC is necessarily a member of the Finance and Budget

Subcommittee, and the other is also necessarily a member of the Outreach and Engagement Subcommittee.

The CROPP Review Team requires two additional weeks to do what I explained at the beginning, to help or assist and to make the request acceptable. They need two additional weeks to the six weeks presented by Benedetta, so the applicants should submitted their online request at least 8 weeks before the starting date of the trip, and inform one of their RALO PPCs, so that the CROPP Review Team starts working on the request swiftly.

I would like to answer that CROPP is the Community Regional Outreach Program. That means that the main goal of this program is outreach, and it is regional outreach. It means that all the outreach should be done in the region, because this year we are fielding requests for outreach in other continents, which is not acceptable.

So the main objective is outreach, and why the program is open for any member of the RALOs, it is not an advantage that we have to share equally among all the members. It is not to attend events, it is to make outreach with good results, that the traveler must report on as soon as possible, and no longer than 3 weeks after return of the traveler. I invite all of you who have an outreach project during a regional event, because it is now, so far, all the outreach we are doing, we are doing them during events in the region.

So, I invite all of you who have an outreach project during a regional event, with a clear goal to reach, to please submit your online requests

	as soon as possible, and not later than 8 weeks prior to the trip. I will stop here, and go back to Terri for the quiz. We have a lot of time this time to give you the floor and to have you ask your questions. So, Terri?
TERRI AGNEW:	Thank you, Tijani. We have 3 pop quiz questions. As a reminder, they now appear on the right hand side of your screen. Pop Quiz Question 1: Is the outreach strategic plan a requirement to be completed before CROPP trip allocations can be used? Yes or No. Please cast your vote now. And Benedetta, if you could please provide us the correct answer?
BENEDETTA ROSSI:	I think we have 100% success rate on this question. The answer was yes.
TERRI AGNEW:	Thank you. Pop Quiz Question 2: Can these trips be used in the next fiscal year? Yes or No. Please cast your answer now. And Benedetta, if you could please provide us the proper answer?
BENEDETTA ROSSI:	The right answer was no, they cannot be used in the next fiscal year. The trip allocations do not carry over from one fiscal year to the next, so they need to be used within the fiscal year.

TERRI AGNEW: Thank you. And our last pop quiz question, who many regional trips are allocated to At-Large? Please cast your answer now. And Benedetta, if you could please provide us the answer?

BENEDETTA ROSSI: The answer was 5 regional trips per RALO, it's a bit of a trick question, because I realize it was, the answer was 5, it looks like it was number 1, but no, it's number 2, 5 for each RALO.

TERRI AGNEW: Good question. Thank you. I'll now turn it back over to our speakers for any questions you have. As a reminder, you can type your question in the Q&A pod, type it in the chat, or raise your hand and ask it verbally.

TIJANI BEN JAMAA: Thank you very much Terri. So now it is the moment for you to ask questions, and I really advise you to ask any question you have to better understand and to make use of this possibility for you to make outreach.

CARLOS VERA: Carlos Vera from Ecuador, I have a question, please, may I have the floor?

TERRI AGNEW: Yes, immediately, go ahead.

CARLOS VERA: Good morning, this is Carlos Vera from Ecuador. I would like to ask the following question. The requests for the CROPP are submitted through the RALOs, or any ALS may able to submit a request? That is my question, thank you.

TIJANI BEN JAMAA: I will take this question, if you don't mind, Benedetta. Any member of the RALOs may submit a request for trip, but this request will not go, will not be completed, if he doesn't have 3 approvals. The first one is approval of the RALO Chair. So, he must go through the RALO. Second, the approval of the Vice Chair of the region. And third, one of the PPCs should complete and say that this traveler committed to follow the guidelines. So if there are not those 3 signatures, the request cannot go. Is it clear? Do you have anything to add, Benedetta?

BENEDETTA ROSSI: No, thank you Tijani, that was a very thorough answer.

TIJANI BEN JAMAA: Thank you. Olivier, go ahead.

OLIVIER CREPIN-LEBLOND: Yeah, thank you very much, Tijani. Olivier Crepin-Leblond speaking. And I'm afraid I have to correct you on this, because what you said was wrong. You said the Vice Chair of the region, no, it's the regional vice

president that has to do this. Because some regions have a Chair and a Vice Chair, so that would be confusing. So the Chair of the RALO, the regional Vice President, and the CROPP. So, that's one thing.

Now, on the other hand, please, and I'm hoping no one takes this personally or anything, but I'm a little disappointed by what we've discussed here today. Because the title of this webinar was "How Does It Work". It says here, CROPP program, how does it work, and we haven't gone into that. What we've done is to describe the CROPP program in a presentation that we've seen 1000 times already, we've also seen -- had the same repeating of what the CROPP program is, and so on, but we haven't done is to actually go into how it works.

And how it works, I would have hoped that we would have had an example, going through a CROPP application, in other words, sharing somebody's screen, going into the page, say how do you fill that page up? Because remember, you just said it, every member of the RALO can do that, and this unfortunately is what is really baffling. Once you're on that page, where is the page, once you're on that page, how do you fill it up, what do you have to put in there?

And perhaps even show some examples of completed applications that would actually show how you complete those, because some of the questions might be a bit ambiguous, especially for people that don't speak English as a native language. And then, I would have also liked to see a diagram showing what the process, and then what needs to be done afterwards with an example of the type of report that needs to be filed afterwards. Because frankly, and I've spoke to our CROPP

travelers, they have no idea what kind of report they need to file, whether it's 5 pages, whether it's 5 lines, and so on. So, I'm a little disappointed, and I hope that we could have that in a future webinar. Thank you.

[BACKGROUND CONVERSATION, INAUDIBLE]

Someone might be muted here, because there is silence on the line.

TIJANI BEN JAMAA: Yes, you're right, I was muted. So, thank you for this remark, Olivier. I would like to tell you that it wasn't the intent to make such demonstration during this webinar, and if you ask for it, and if there is support for it, I don't have any problem to make a webinar about that, taking people from their hand and tell them, here, there is written name, you have to put your name, here there is something that concerns the event, and you have to put the name of the event. If you want us to do that, and if there is support for that, we are ready to do that. But at the origin it wasn't the intent to do such a demonstration. I will give the floor to Benedetta, perhaps she has something to add.

BENEDETTA ROSSI: Thank you, Tijani.   Yes, I didn't realize that this was what you interpreted in terms of the goal for this webinar, but if you think that it would be useful to have a followup presentation, and a sort of step by step tutorial about how to use the program, I'd be more than happy to provide that.

TIJANI BEN JAMAA:	Yes, exactly. So there is no problem, if there is a need, if people ask for it, no problem, we can do it. As for the report, Olivier, it depends on your activity during your trip. If you spent your 3 days or 4 days working hard on outreach, reaching everyone, doing everything, you have to write perhaps more than 1 page about your report, but if you just got there and speak to one participant in this event, I don't think that you will write more than one paragraph. So it depends on the volume of the work you did. You already, when you make your request, you define the target, you define the objective, and after the report has to give us what you did according to those objectives, according to those targets. So, there is no formal length or form that you have to use. You have only to say what you did, what was the result of your trip. Benedetta, go ahead.
BENEDETTA ROSSI:	Thank you, Tijani. Just to clarify, for this fiscal year, we've enhanced the actual form for the trip assessment, since in previous fiscal years it seemed to be unclear what level of detail was required in the trip assessment. So, rather than just having 1 question, there are multiple questions now to further explore what should be included in the trip assessment. So hopefully for this fiscal year, even just by looking at the trip assessment form, it should be clearer what kind of information should be included and what level of detail should be included.

TIJANI BEN JAMAA:	Thank you, Benedetta. Any other questions or remarks? Yes, Judith, go ahead.
JUDITH HELLERSTEIN:	Judith Hellerstein from NARALO. I put in the chat some helpful comments, because some people had trouble filling out the form, or when they fill it out, it doesn't get saved, and they so frustrated and so annoyed. We reached out to Ken Ballard, who is a consultant expert, and I posted in the chat his very helpful comments. And if people read that beforehand, I think it would be a lot easier, because a lot of those reasons are why the form is problematic.

And once we know that, we can see, oh, the Wiki is a little temperamental, and why things may disappear, why it won't let you save, why it won't be on there, and I think it's very helpful. So, he has really helpful advice to people, and if they have problems, I suggest to the CROPP RTs to reach out to him, because he is really helpful.

Also, Glen and I did a feedback form, and I don't know if Glen wants to talk about that, whereas after the trip, a few months later, we check in with our people and see how the outreach has been going. And that I think is also helpful, and it's a simple Google doc. But getting back to the original thing about the strategic plan, our region has no plan. We've tried to ask for a regional plan, and Benedetta knows this, we have talked about this. But we are told in North America you don't need one, and we disagree with that. So, wondering, what can be done?

TIJANI BEN JAMAA: Thank you Judith. Thank you very much for those remarks. I think that each RALO has its way to work the CROPP. I think that the very good thing of the CROPP Review Team is that it is gathering all the PPCs together, and this is the way of feedback and interaction, and assessing the requests, and during this assessment we exchange experience. And I know about the way in North America they are doing, and it is very good, I think, perhaps it is a good example that people should use. Our next question comes from Maureen. Maureen, go ahead.

MAUREEN: Thank you, Tijani. I was just concerned about Glen's comment, where he said that his regional goals were dissimilar to that of the RALO leadership, and my question was, is it not a prerequisite for VPs and regional leaders to discuss and agree on regional goals? [AUDIO BREAK]

TIJANI BEN JAMAA: Maureen you were cut during the last part of your question. Can you please repeat at least the last part?

MAUREEN: About my question? The question was shouldn't VPs and RALO leaders be discussing and agreeing on regional goals, strategic goals? Otherwise, who can they plan anything?

TIJANI BEN JAMAA: Okay, thank you very much for the question. First of all, we are speaking about two strategies, two goals, two objectives. One is the RALO outreach strategy, and this is compulsory, this is something that no one can have any trip if this strategy is not there and approved. So this is already, Maureen, a consultation between the RALO and the VP, since the VP has to agree on our outreach strategy before we start making request for the trip.

I think you are speaking about another thing. About the region strategy or the region goals. For Africa, for example, we have an African strategy. For the Middle East, we also have a Middle East strategy. For the other regions, I don't know. But what we are speaking about in the procedure here, in the CROPP procedure, in the CROPP guidelines are outreach strategies of the RALO, which is something necessary for the program to run. Because not all regions have global strategies. As you said, in North America they told you, you don't need. Did I answer your question?

MAUREEN: Thank you, Tijani. I think so.

TIJANI BEN JAMAA: Okay, thank you. And Benedetta, do you have something to add on this point?

BENEDETTA ROSSI:	No, I don't have anything to add, I just wanted to answer the Judith comment on the chat, if that's okay, about the regional strategy for North America. I'll be more than happy to bring it back to the attention of the North American VP, if that would help, just to reinforce the fact that it would be useful for NARALO to actually have a regional plan and strategy. Especially to be able to use the CROPP program. So if you agree, I'd be more than happy to discuss it with the VPs on your behalf.
JUDITH HELLERSTEIN:	Yeah, this is Judith. We would love to discuss. We have a CROPP strategy, we have a RALO strategy, we just don't have a strategy for the North American region like you have the Africa strategy, the Middle East strategy, that's what we are missing, a strategy for North American outreach.
TIJANI BEN JAMAA:	Thank you very much, and thank you Benedetta for that. Alan Greenberg?
ALAN GREENBERG:	Thank you. Judith's last comment cleared up what the discussion is, because we're talking at mixed purposes here. It is correct that North America does not have a regional strategy like the African strategy or Latin American, Caribbean strategy. That's the choice of GSE, and I don't think we can tell them how to, sort of effectively run their business. In the cases of the other regions, one could claim, although

it's not necessarily written in law, that the CROPP strategy has to exactly follow the regional strategy. In the case of North America, there isn't a regional strategy, so it takes the constraint off of the RALO. One could have a philosophical discussion with GSE as to whether there should be a North American strategy or not, and I think one could easily have that discussion, but I'm not sure how relevant it is to the discussion of CROPP program. Thank you.

TIJANI BEN JAMAA: Thank you, Alan. I agree with you. And perhaps to comment on what you said, RALO outreach strategy has to be approved by the vice president, if it is not exactly approved, the vice president has to say if it is part of his region's strategy. It is, how to say, concurrent with our African strategy. But anyway, I think that the main thing for us, for the CROPP program, is to have RALO outreach strategy approved by the vice president of the region. This is the way the program can run. The regional strategy, the global regional strategy, is not mentioned here in this procedure, in this process. Any other question? We have time. Okay, Maureen, go ahead.

MAUREEN: Thank you, Tijani. With all the different strategies, and you say, the Middle East one, we have the Asia Pacific IP hub which works with us and with APRALO with relation to the Asia Pacific strategy, and we do have Silvia who works within the Oceania area, as well, and although we don't have an Oceania strategy, there is something that we could also

be considering. Which means that it's quite a large area, three different strategies trying to coordinate this within APRALO, makes it a little bit difficult for everyone wanting to have CROPP slots. So it makes 5 CROPP slots for all these outreach opportunities. Can someone comment on that, please?

TIJANI BEN JAMAA: Okay, Maureen, I think that the remark of Alan Greenberg is very, very relevant here. Because for the CROPP guidelines, it is necessary to have RALO, RALO means APRALO, no Middle East, no Oceania. It is APRALO. RALO strategy for outreach. And this is the condition. This is the reference for this program for APRALO, as it is the reference for Africa, AFRALO outreach strategy is the reference for the African part. The other, when you speak about the Middle East strategy, it doesn't have any link, any relation with the CROPP program. So this is the confusion that Alan wanted to avoid, and I think that he is absolutely right. And your question now demonstrates that this confusion is there. Maureen, have I answered your question?

MAUREEN: Thank you, Tijani. I just actually am again returning back to a previous comment, that was mentioned [AUDIO BREAK]

TIJANI BEN JAMAA: Okay, Maureen I don't hear you anymore, so I will give the floor to Benedetta.

BENEDETTA ROSSI: Thank you Tijani. I just wanted to respond to Maureen's comment on the chat about the fact that the outreach strategy must meet the regional strategy. I think there's a little bit of confusion here. What I meant when I said that is that one of the key goals of outreach within the CROPP program is also to enhance the collaboration between the GNSO Constituencies and the RALOs with the regional team of ICANN.

[FOREIGN LANGUAGE CONVERSATION]

Sorry, a little bit of background noise there. Sorry, I was saying that the fact that the RALO outreach strategy must meet the regional strategy shouldn't hinder the RALO strategy itself. It should sort of enhance the collaboration between the RALOs and the regional VPs, and that's where the regional VP's role kicks off within the CROPP program. It's not actually your responsibility to make sure that your strategy is aligned with the regional strategy, it's the regional VP's responsibility to check that your strategy meets what their foreseen goals are for the fiscal year within their region. So, they'll look at your plan and then with their concurrence, they're saying yes, this is fine, this meets our goals, you can go ahead and use CROPP, or they might turn around and give you feedback, saying, okay, you're suggesting that you want to conduct outreach in your region by doing A, B, C, but based on our experience, we would recommend that you change your goal, and they might give you some feedback as to what needs to be changed to meet their regional strategy.   So this type of discussion is supposed to take place between the RALOs and the VPs. There's no requirement that

says it's your responsibility to look over their strategy before drafting yours. I don't know if that clears it up a little bit.

TIJANI BEN JAMAA: Thank you very much, Benedetta. I think it is clear now. Any other questions? I don't see any. We still have time, 6 minutes.

I come back to this correlation between the RALO's outreach strategy and the regional strategy, the Vice President for Africa, when we asked him to approve our outreach strategy, the RALO outreach strategy, he responded, saying yes, your strategy is concordant with the regional strategy, so this was his answer. That means that he says that our strategy goes well with the African strategy. But this is for the CROPP program, it is the RALO outreach strategy which is needed. Yes, it must be approved by the Vice President. So, the most important thing is not to mix the regional global strategy with the RALO outreach strategy. Any other questions? We still have 5 minutes. [AUDIO BREAK]

TERRI AGNEW: Tijani, this is Terri, your line cut out slightly. Are you ready to go to the evaluation questions? Thank you very much. We will now proceed to the evaluation questions. They will appear on the right hand side of your screen. We have 7 questions.

Question 1: How is the timing of the webinar for you?

Question 2: What region do you live in at the moment?

Question 3: How many years of experience do you have in the ICANN community?

Question 4: How is the technology used for the webinar? Example, the audio, the phone bridge, the Adobe Connect.

Question 5: Did the speakers demonstrate mastery of the topic?

Two more evaluation questions to go, we do appreciate your feedback.

Question 6: Are you satisfied with the webinars?

And our last question, I will leave it on there, so you have time to answer, as well. What topics would you like us to cover for future webinars?   Once again, I'll leave that on, so you can type your answer at your own leisure.   So, Tijani, I'll turn it back over to you for any closing comment.

TIJANI BEN JAMAA: Thank you very much, Terri. This last question is the content of an email that I sent to the whole community, asking for topics that they prefer to have for next year, for 2017. So please, send your topics. Send them to help us so that we respond to your needs. Please don't hesitate to express yourself so that our program will be the one that you wish. Thank you very much. If there is a last question? We are on top of the hour. If not, I thank you all for attending and for participating. I would like to think, particularly, Benedetta for her availability and for her work, for preparation of the presentation. Thank you very much, Benedetta.

I would like also to thank our staff and our interpreters, they are always helping us, and without them, our webinars wouldn't be organized and wouldn't be successful. I would like to also remind you that with the help of Betsy or Elizabeth, in the future we will have on the ICANN platform all our webinars, and with a lot of facilities. So please, if you don't attend any webinar, you can go and retrieve it, exactly as if you attended the webinar. Thank you very much, everyone. This webinar is adjourned.

TERRI AGNEW: Thank you. Once again, the meeting has been adjourned. Thank you very much for joining. Please remember to disconnect all remaining lines, and have a wonderful rest of your day.

[END OF TRANSCRIPTION]