2016 Capacity Building Webinar Analysis
Ariel Liang, Evin Erdogdu | CBWG Teleconference | 17 January 2017
Q1. How is the timing of the webinar?

- **23 Mar 2016 - At-Large Working Groups: Best practices in Chairing, Organization, Participation**
  - Too early: 78%
  - Just right: 86%
  - Too late: 13:00 UTC

- **21:00 UTC**

- **06 Apr 2016 - The IANA Transition: What it means to At-Large and ICANN**
  - Too early: 73%
  - Just right: 86%
  - Too late: 13:00 UTC

- **13:00 UTC**

- **11 May 2016 - How ALSes can be more engaged in At-Large and ICANN: an ALS Guide to participating**
  - Too early: 71%
  - Just right: 100%
  - Too late: 14:00 UTC

- **100%**

- **13:00 UTC**

- **21 July 2016 - Work Stream 2 Topics**
  - Too early: 100%
  - Just right: 71%
  - Too late: 21:00 UTC

- **21:00 UTC**

- **15 June 2016 - ccTLD Delegation and Relegation before and after the IANA Transition**
  - Too early: 71%
  - Just right: 100%
  - Too late: 13:00 UTC

- **3 June 2016 - ccTLD Managers and Registrars: What is the Impact of the new gTLDs on the ccTLDs’ registration and growth?**
  - Too early: 50%
  - Just right: 100%
  - Too late: 21:00 UTC

- **21:00 UTC**

- **19 October 2016 - Current security trends impacting registrants and end users**
  - Too early: 100%
  - Just right: 71%
  - Too late: 13:00 UTC

- **3 June 2016 - ccTLD Delegation and Relegation before and after the IANA Transition**
  - Too early: 50%
  - Just right: 100%
  - Too late: 21:00 UTC

- **21:00 UTC**

- **21 December 2016 - Public Technical Identifiers (PTI)**
  - Too early: 81%
  - Just right: 100%
  - Too late: 13:00 UTC

- **13:00 UTC**

- **21 December 2016 - Impact of the IANA Transition on Internet End Users**
  - Too early: 23 Mar 2016 - At-Large Working Groups: Best practices in Chairing, Organization, Participation
  - Just right: 100%
  - Too late: 13:00 UTC

- **21 December 2016 - Public Technical Identifiers (PTI)**
  - Too early: 81%
  - Just right: 100%
  - Too late: 13:00 UTC

- **21:00 UTC**
Q2: How is the technology used for the webinar?

Very Good & Good = 80.5%
Q3: Did the speakers demonstrate mastery of the topic?

Extremely Strong & Strong = 97.5%

- Extremely strong
- Strong
- Sufficient
- Weak
- Extremely weak
Correlations (1): Timing, Speakers, Technology

Timing: -0.71
Speakers: 0.86
Technology: 0.18

Timing is just right
Speakers demonstrate extremely strong mastery of the topic
Technology used is very good

0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

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21 July 2016 - Work Stream 2 Topics
19 October 2016 - Current security trends impacting registrants and end users
02 December 2016 - CROPP Program: How does it work
12 December 2016 - Impact of the IANA Transition on Internet End Users
21 December 2016 - Public Technical Identifiers (PTI)
Q5: What region do you live in at the moment?
Q5: What region do you live in at the moment?

- Africa: 14%
- Asia, Australasia and the Pacific Islands: 17%
- Europe: 22%
- Latin America and the Caribbean Islands: 14%
- North America: 33%
Q6: How many years of experience do you have in the ICANN Community?

![Bar chart showing percentage of respondents with different years of experience in the ICANN Community.](chart_image)

- Less than 1 year: 21% (23 Mar 2016 - At-Large Working Groups: Best practices in Chairing, Organization, Participation)
- 1-2 years: 26% (06 Apr 2016 - The IANA Transition: What it means to At-Large and ICANN)
- 3-5 years: 17% (11 May 2016 - How ALSes can be more engaged in At-Large and ICANN: an ALS Guide to participating)
- 5-10 years: 23% (3 June 2016 - ccTLD Delegation and Relegation before and after the IANA Transition)
- More than 10 years: 26% (15 June 2016 - ccTLD Managers and Registrars: What is the Impact of the new gTLDs on the ccTLDs' registration and growth?)

- More than 10 years: 25% (21 July 2016 - Work Stream 2 Topics)
- Current security trends impacting registrants and end users: 21% (19 October 2016 - ccTLD Delegation and Relegation before and after the IANA Transition)

- Impact of the IANA Transition on Internet End Users: 26% (02 December 2016 - CROPP Program: How does it work)
- Impact of the IANA Transition on Internet End Users: 21% (12 December 2016 - Impact of the IANA Transition on Internet End Users)
- Public Technical Identifiers (PTI): 21% (21 December 2016 - Public Technical Identifiers (PTI))
Q6: How many years of experience do you have in the ICANN Community?

- **5-10 years**: 33%
- **3-5 years**: 25%
- **More than 10 years**: 17%
- **1-2 years**: 14%
- **Less than 1 year**: 12%
Correlations (3): ICANN Experience

- Less than 1 year
- 1-2 years
- 3-5 years
- 5-10 years
- More than 10 years

Extremely satisfied with the webinar:
- < 1 year: 0.25
- 1-2 years: -0.32
- 3-5 years: 0.03
- 5-10 years: -0.34
- > 10 years: 0.24

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Correlations (4): Pop Quizzes

Number of questions
Participation Rate in Pop-Quiz
Extremely satisfied with the webinar

Participation in Pop-Quiz: -0.60
Extremely satisfied: 0.41
Summary

1. **Participation Rate**
   Participation rate in pop-quizzes and feedback average around 50% of total attendance.

2. **Timing**
   13:00 UTC starting times work best. But timing is not extremely important in determining attendees’ level of satisfaction.

3. **Speakers**
   Speakers’ mastery of the topics is extremely important in determining attendees’ level of satisfaction.

4. **Regional Representation**
   Participation from EURALO and NARALO is low. Their members who participated also expressed lower levels of satisfaction. Need to select topics that interest those RALOs.

5. **ICANN Experience**
   Need to select more topics that target and interest members with less than 2 years of ICANN experience.

6. **Pop Quizzes**
   Future webinars should incorporate more pop quiz questions, which seem to positively correlated to attendees’ levels of satisfaction.
Thank You