

NPOC Testimonial of the Community Mentorship Program

“The Community Mentorship Program aims to welcome and retain new community members in order to integrate them into meaningful work at ICANN. It seeks to lower the entry cost of engagement at the new comer stage by offering fast track of capacity building, information, orientation and community integration.

The Non-for-profit Operational Concerns Constituency (NPOC), as part of the GNSO, gives a space to an specific stakeholder to develop policy for the Generic Top Level Domains. NPOC has yet a lot of challenges to accomplish, one of them is to incorporate, retain and meaningful engage new members in order to fully fulfill its mandate.

Since NPOC deals with a very specific issue and with a very diverse stakeholder, usually under-prepared, unfunded and already overworked, having a proper way to welcome newcomers to make their engagement easier is crucial. The Program address this by understanding the stakeholder journey and helping each constituency to create the due process and materials of their own that will increase newcomers engagement. It was community asked for, community maned, community driven and their content, result and success will remain in the community itself.

For NPOC, the welcoming letter, toolkit and other materials developed here can make a big difference to a newcomer, as they are meaningful and immediately applicable communication pieces. However, it's not just the materials that make this such a valuable resource; it is the expertise behind them. This Program brings many diverse community members together across the complex ICANN's structure to break silos and build upon sharing experiences, knowledge and tools. The most exciting part is that the group formed is truly committed to ensure success for their communities to engage newcomers.

For the first stage of the program, Janice's consultative and collaborative approach was crucial in ensuring it's growing. We are confident that this Program will have a lasting impact on our community and on ICANN itself.”

Agustina Callegari and Martin Silva