ICANN60 interviews: meeting satisfaction assessment

13 face-to-face interviews with ccTLD community members were conducted. The interviewers were the ccNSO appointed mentor in the Community On boarding Programme (Jelena Ozegovic, .rs) and the ccNSO Secretariat (Joke Braeken), and the interviews were taken on site, following conclusion of the ccNSO Members Meeting in Abu Dhabi. At least one person per region, except for the North-American region, has been interviewed. Please find the feedback received via the interviews below.

1. How did you feel about the ccNSO Members Meeting here in Abu Dhabi?

- Very involving
- The ccNSO Members Meeting conflicted with regional activities (e.g. Africa Strategy Meeting). This was unfortunate. The regional sessions could have been scheduled at a later moment during the day. Suggestion: ask the ccNSO Secretariat to talk to the regional VPs regarding the scheduling
- This was one of the better meetings
- Very convenient meeting venue
- Good meeting
- High representation from the middle east, which brought added value.
- Diversity of the group, also in terms of the topics covered
- Nice to see IDNs discussed and developed
- Quite structured this time, lots of issues covered
- Better structure and topics. Diversity was good
- New topics such as the internet governance session are a good trigger to learn new things. However, preference for more practical concrete things, of use to the daily management of ccTLDs.   How is internet governance applied within ccTLDs? This would have been an interesting approach
- Overall program setup is good. The technical Day of course is more useful for tech people of registry.
- The overall feeling is great. Conference facilities are great, almost perfect, my flying was OK too as it didn't take me too much time to travel to UAE.
- In general, I welcome such meetings as a major venue for the community to get together and discuss issues of mutual concern. That said, while I was there just for Day 1 and must admit that a 9.5h marathon is too exhausting an exercise for anyone. The agenda was great, though, but overwhelming, particularly for newcomers and those who do not frequent ICANN meetings.
- Tech Day is very useful for operational point of view. It covered latest development in the field of registry operation.
- It's a good and friendly platform for ccNSO members to share information and discuss issues.
- Everything was great, and I would mark it with very high grades.
- It was very informative butt a little too long for the ones who are attending it for the first time.
- This was my first ccNSO members meeting day and since I'm not familiar with the ccNSO, I took the time to listen and learn on what happens in the community. The introductory guide for newcomers helped me a lot and is a great material for this.

2. What did you like best about the ccNSO Members Meeting?

- Learned a lot: e.g. PDP session
- You need a broad coverage of topics, and this was good mixture.
- Personal favourite: the ccTLD News Session. It is important to share best practices and to learn how to grow in the future
- WG updates are useful.
- How does the ccNSO fit into the overall ICANN community: useful
- ccTLD News Session
- highly appreciated Tech Day and the TLD-OPS WS. Stability and security is important
- focus for topics that are relevant to our core business
- ccNSO is our organization to meet and discuss all issues. Its opportunity to share each other experiences and knowing with equal access is the best part
- I very much liked the WG updates so we are able to share information and see what happens in the groups.
- The opportunity to network, catch up with recent developments, and get certain complex issues broken down to capture.
- I think its good opportunity to network with ccNSO members from around the world and better platform to know all issues under ccTLDs and ccNSO itself to enhance knowledge of all these ongoing processes.
- Information sharing
- Dialog with the Board and WG updates were great.
- Sharing experiences with other ccTLDs – especially regarding IDN, security and DDoS mitigation. This benefited us a lot, since we are in the process of applying for our IDN.
- Tech day and this initiative for domain abuse exchange information within the ccTLDs and DAAR initiative within the ICANN – I would like to see these topics more covered within the ccNSO sessions.

3. Suppose that you could make one change that would make the program better. What would you do?

- Have interpretation facilities
- Is it possible to have a participation acknowledgement? This could be very useful within the industry. Also, council members have a prestigious position: it would be helpful to confirm this position via a certificate.
- No in favour of breakout sessions: the current structure gives us the opportunity to meet as a family. If you fragment the ccNSO, you end up overspecializing in a small section. The cross-sector approach allows you to learn from areas where you are not an expert
- Better time management
- Display of the slides
- Do not re-hash material. Avoid too long presentations. Preference for quick community updates, especially useful for newcomers
- Very strict adherence to the time given. People might have other appointments
- Try out bigger blocks: policy in the morning, marketing in the afternoon
- The questions from the ccNSO to the board were circulated, but the questions from the board to the ccNSO were not circulated prior to the meeting. Could we please do this next time?
- It is a bit hard to follow the WG meetings if we do not respect the agenda.
- The same people talk all the time. Are there ways to improve the interaction?
- Could we have catered lunch in the ccNSO room?
- I would organize a meeting with the newcomers in the ccNSO and have time to introduce them and tell them more about the role of ccNSO and the community.
- It is more about the planning of the overall meeting because parallel sessions that happen trough the meeting force you to choose what sessions you will attend. That is of course hard to solve and falls within the meeting strategy. For example, if you are small ccTLD registry and don't have a lot of people attending the meeting, you just can't be at more than one session at the same time…
- I would certainly think of work in teams over a certain problem and more interaction in general.
- I am fine with the current
- Adding more slots or informal changes to encourage members to share information or experiences and to promote more cooperation among members
- I'd like to join more such above session and share more experiences and discuss more with other members.
- I would enable translation for ccNSO members meeting days as part of the technical support. We do need translation and all the other constituencies have it (and we are contributing to ICANN on a yearly basis and still don't have it).
- I would invite more Arab countries to the meeting because I saw that they didn't participated enough. I haven't seen a lot of Arab people at the meeting besides the sponsors. Bahrain and Yemen representatives – I've seen them on few sessions, but they weren't speaking. I would like to hear their experiences and like to make them more visible in the community.

4. What topics do you like to see addressed at the next ccNSO Members Meeting?

- Marketing training: sharing experiences and best practices
- The ICANN ecosystem has been out of focus for a long time, but the accountability discussions forced us to focus again.
- Joint meetings with other SO/ACs are useful
- GDPR, especially relevant for the European registries
- Data privacy, combined with consumer protection
- Open data
- Cooperation between ccTLDs
- Generally, focus on topics of relevance to our core business
- Trends and statistics: something similar to what some regional organisations are doing, or the Verisign domain name industry brief. Have ccTLD explain for instance why their numbers are increasing?
- I want some more technical session regarding DNS monitoring and security as a newcomer
- There are continuous topics that just come back all the time, such are GDPR, CCWG and others that are being repeated trough out this and the previous meetings. I would like to see innovation in topics, maybe just because I'm a technical guy. Tech day was great, and it was a GDPR free zone! I would also like to hear more about the WHOIS…
- With our mandate as ccTLDs being really narrow, how about blitz crash sessions on very specific topics, master classes, assembling best practices on the spot (Lego-style exercise)?
- Registry update from a technical perspective
- ccNSO experience sharing
- We need to address something more about the WHOIS services because of the GDPR. I would like to see this topic be more discussed and all the ccTLD's well informed.
- I would like to see more hands-on and practical workshops that would deal with DNSSEC and DDoS mitigation. That kind of workshops can be part of the Tech days.
- I would like to see more on how ccTLDs are supporting their local communities. I think that it is an important topic and that nobody is speaking about it. In the end whole ICANN is about what should you do best to support your own community. More specific examples of local activities, that should be more present in the ccNSO members meeting days.