

# Quick Guide to ICANN's Community Onboarding Program (COP) and ccNSO involvement

## About the Community Onboarding Program (COP)

### *Aim*

*The Community Onboarding Program (COP) is a mentorship-based program with an objective to improve engagement and retention of new participants within ICANN by creating a structured, year-round (not meeting-focused) onboarding process, anchored in mentorship, tailored by and for each community group.*

### *Background*

The COP has been launched in January 2016, as a result of discussions between the community and the ICANN organization starting at ICANN49 and concluding at ICANN51. Driven by the IANA functions stewardship transition's growing demands on the community, this broader consultation process sought to address **volunteer burnout** and **improve newcomer retention rates**.

The program gathers representatives from the Supporting Organizations (SOs) and Advisory Committees (ACs) of ICANN. Each of the SOs and ACs is represented by a pair of a **mentor and a mentee**, who are working together to create a way to introduce their respective communities to the newcomers.

An experienced community member (a mentor), works with a fairly new community member (a mentee), who also serves as a tester of the program's outcomes, gives feedback and suggestion for its improvement. Together, they work on creating **the onboarding journey** – a set of materials, steps and helpful practices that will be passed on to the newcomers in their communities.

The COP has evolved through the time, leaving the pilot phase to start the implementation phase in ICANN 60, which means that onboarding procedures need to start being formalized by the communities and that a budget has been approved to allow mentor and mentee pairs to be funded by this program.

### **More info about the COP:**

<https://community.icann.org/display/COP22/Community+Onboarding+Pilot+Program>

# ccNSO participation in the COP

ccNSO is being represented in the COP by Alejandra Reynoso Barral (.gt) - a mentor to Jelena Ozegovic (.rs). For FY18, Jelena Ozegovic (.rs) – mentee of Alejandra Reynoso (.gt), will serve as a mentor and as a support to a new mentee - Suraj Adhikari (.np).

## Achievements

1. An onboarding document for the newcomers interested in ccNSO called: **“Quick Guide to the ccNSO”**, has been produced. It is being distributed to the newcomers in both online and printed versions. The guide is available here: <https://community.icann.org/display/COP22/ccNSO>
2. **An ICANN Learn Course: “Introduction to ccNSO”**, has been produced based on the onboarding document. Around 80 people have already enrolled in the course during the first month of promotion. The course is available here: <http://learn.icann.org/p/ccnso-onboarding>
3. Newcomer awareness & welcoming has been added during face-to-face ccNSO Member meetings.

The table below shows the flow of the activities and the way these milestones were achieved from January 2016 when the program is established, until August 2017.

January - March 2016	<b>First draft of ccNSO onboarding document</b> written and presented by Alejandra Reynoso Baral (.gt) and Miguel Ignacio Estrada (.ar) at ICANN55
June 2016	ICANN 56: Draft of the document presented at Mentor Pilot Program session and reviewed with the Chair and the Secretariat of ccNSO
June 2016 – February 2017	Second draft edited and produced into the third version, with the contribution of Jelena Ožegović (.rs). Draft shared with the Chair and the Secretariat
March 2017	ICANN 58: “ccNSO onBoarding document” (the third draft) presented to the Onboarding Program team and reviewed with the Chair and the Secretariat
March – April 2017	<b>The final “Quick Guide to the ccNSO”</b> document created after a meeting call with the Chair and Secretariat was held and final inputs were shared
May 2017	<b>ICANN Learn Course created</b> and published based on the final document
June 2017	ICANN 59: <b>Printed edition of the quick guide</b> presented and distributed to the newcomers at ICANN 59 meeting. The final guide presented to the Community Onboarding Program team meeting session
August 2017	<ul style="list-style-type: none"> <li>→ “Introduction to ccNSO” – ICANN Learn Course <b>intensively promoted</b> on ICANN’s social media channels and through NextGen and Fellowship mailing lists. <b>Around 80 people enrolled in the Course</b> and had the opportunity to use it insofar.</li> <li>→ Preparations to the ccNSO mentor / mentee program are launched</li> </ul>

## Future goals

As for the future work, the following goals were proposed to the ccNSO Secretariat by Jelena and Alejandra:

1. Set basis for a permanent mentor/mentee program that will enable easier newcomer journey within the ccNSO. Run the pilot mentor/mentee program at ICANN60 and define guidelines for the next period.
2. Reach to at least two experienced ccNSO members to engage in the mentor/mentee process during ICANN60 and connect with the new mentee.
3. Draft and define the structure of the ccNSO newsletter until ICANN61.
4. Continue promoting the "Introduction to the ccNSO" ICANN learn course in relevant mailing lists and ICANN newsletter in Sept/Oct 2017.
5. Fill the ccNSO wiki space with as much links and materials as possible. Tentatively it ought to be done until the beginning of ICANN60. (DONE!)  
<https://community.icann.org/pages/viewpage.action?pageId=66085237>
6. Identify data and metrics that can demonstrate the usefulness of the materials and activities. Track the usefulness and the way people use the existing document, ICANN learn course and after ICANN60 and the pilot mentor/mentee program, set data and metrics that will be used for future tracking.
7. Develop a ccNSO fact sheet. Proposed deadline: ICANN61
8. Develop a ccNSO Infographic. Proposed deadline: ICANN61

## Goal 1: Mentor/mentee activities for ICANN60

Setting a base for a permanent mentor/mentee program that will enable easier newcomer journey within the ccNSO. In order to reach this goal, a list of activities for both mentor and mentee has been included below. List of activities for mentor/mentee at and leading up to ICANN60:

### BEFORE THE MEETING

1. The mentor is to organize a Skype call for introduction before the meeting. Meet the mentee, get to know more about his work and interests within the ccTLD market and ccNSO. Mentor and mentee can do so initially without involvement from the ccNSO Secretariat. To be followed up with a meeting with the ccNSO Secretariat on-site, at ICANN60.
2. The mentor is to share the ICANN learn course and additional necessary information about the ccNSO's work with the mentee.
3. The mentor is to coach the mentee with the travel documents, visa and following documentation if necessary.
4. The mentor is to explain the way COP works, its structure and members.
5. The mentor is to motivate and prepare the mentee to give a short presentation about himself and his expectations at the COP team meeting.
6. In cooperation with Alejandra, the mentor is to draft the set of questions that will be used as a tracking tool and as a template for the mentor/mentee report after the meeting.
7. In cooperation with Alejandra, the mentor is to draft the set of expected results for the first iteration of this program to be able to monitor and evaluate it.

### DURING THE MEETING

1. The mentor and mentee should briefly meet in person with the ccNSO Secretariat at the start of ICANN60. (tentative: Saturday/Sunday) to go over the programme and activities for the rest of the week.
2. The mentor and mentee are kindly invited in helping to locate newcomers during the welcome part of day 1 of the ccNSO Members Meeting.
3. An important goal for the mentor/mentee, is to individuate potential Working Groups which they could join in a later phase, or to individuate other ways to contribute to the work of the ccNSO. To that end, the mentor and mentee will attend the following sessions:

- a. Team meeting of the COP
  - b. newcomers day
  - c. certain ccNSO WG meetings
  - d. ccNSO Tech Day
  - e. ccNSO members meeting
  - f. ccNSO cocktail
  - g. the ccNSO Council face-to-face meeting.
  - h. one of the public forums.
4. A second important goal for the mentor/mentee, is to individuate ways to further improve onboarding in general for ccTLD community members, within the ccNSO. Activities that could be undertaken to that end may include:
- a. Try to organize encounters with the experienced ccNSO members (maybe even with few members of the Council), during the meeting, for an informal chat and sharing experiences and advices for future engagement.
  - b. Consider setting encounters with ccNSO WG members that are active. The goal would be to introduce the mentor/mentee, and learn from the WG members' experiences. Possibly, draft few questions about the set of skills those members of WG have, how did they become members, what was their work, what results they achieved, among others.
5. The mentor/mentee are invited to assist the secretariat with satisfaction interviews. As authorised by the ccNSO Meeting Programme Working Group, the ccNSO secretariat is collecting feedback after each ICANN meeting, to ensure the relevance of the ccNSO Members Meeting for the ccNSO and the broader ccTLD community, and to introduce improvements where needed. Input is collected via 2 channels: via an online satisfaction survey, and via face-to-face interviews at the meeting itself. The secretariat will brief the mentor/mentee about the questions to be asked and the expected reporting, latest at the face-to-face meeting at the very start of ICANN60.

## **AFTER THE MEETING**

1. Report on the satisfaction interviews to be provided to the ccNSO secretariat, no later than 7 November 2017.
2. Both mentor and a mentee will write a short report and share the impressions about the pilot ccNSO mentor/mentee program implementation.
3. Evaluating the implementation, analyzing the challenges for the future...
4. Talking to Suraj and motivating him to prepare a short written testimonial that can be shared with the COP team

## **Expected results**

1. Mentor and mentee will have a clearer picture about the ccNSO community, its work, structure and a place within ICANN
2. Mentor and mentee will consider ways to contribute to the work of the ccNSO (e.g. through WG participation)
3. Mentor and mentee will submit a written report about their participation at the sessions, evaluate the process and suggestions for future improvements
4. Mentor and mentee will be motivated to share their experience during the meeting in their local community and motivate its members to get to know more about ICANN
5. Members of the COP and the Secretariat will have a clear picture on what would be the needs of a newcomer, and how the onboarding and continued participation can be improved.

Based on the reports of mentor and a mentee, their feedback, challenges and impressions, a guideline and a structure for future implementation will be set.