

# Feedback on feedback

## ccNSO Members Meeting in Panama ICANN62

### July 2018

## Introduction

This document aims to evaluate the community feedback received regarding the ccNSO Members meeting in Panama, and provides the feedback from the ccNSO Meetings Programme Working Group in response. Read more about the ccNSO Meeting Programme WG here:

<https://ccnso.icann.org/workinggroups/mpwg.htm>

Feedback from the community on the ICANN62 ccNSO Members Meeting in Panama was collected via 2 channels:

### **1. online meeting satisfaction survey**

The survey-questions were similar or identical to those used for previous satisfaction surveys. The survey was shared via e-mail, social media and via an announcement on the ccNSO website with the ccNSO Members and ccTLD community on day 2 of the ccNSO Members Meeting. The survey closed on 11 July 2018, 23:59 UTC. 21 answers have been received, compared to 12 for ICANN59, the 2017 ICANN Policy Forum. Consult the ICANN62 satisfaction survey results here:

<https://www.surveymonkey.com/results/SM-KSGJTLHWL/>

### **2. interviews**

9 face-to-face interviews with ccTLD community members were conducted. The interviewers were the ccNSO appointed mentor (Jelena Ožegović, .rs) and mentee (Ignacio Velázquez Guachiré, .py) in the Community Onboarding Programme. The interviews were taken on site, following the conclusion of the ccNSO Members Meeting in Panama. The interviewers tried to take into account geographical diversity.

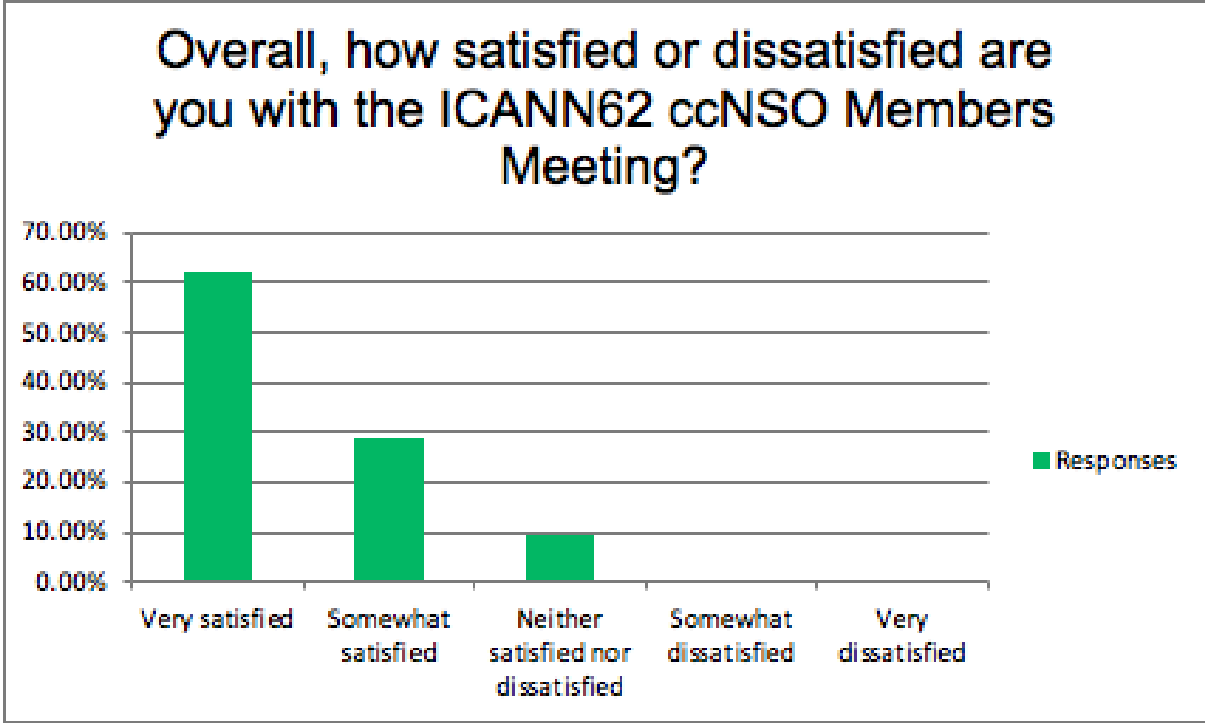
Consult the feedback received via the interviews here:

<https://docs.google.com/spreadsheets/d/1AhUYNeCsigLkQ20JiiYoXzGiuVexEuOWcTznpkKL9sk/edit?usp=sharing>

On behalf of the Secretariat and Programme Working Group members, many thanks to all those that provided feedback: your input is valuable to us, and helps us in shaping future ccNSO Member Meetings.

# Feedback by the ccNSO Meeting Programme Working Group on the community feedback

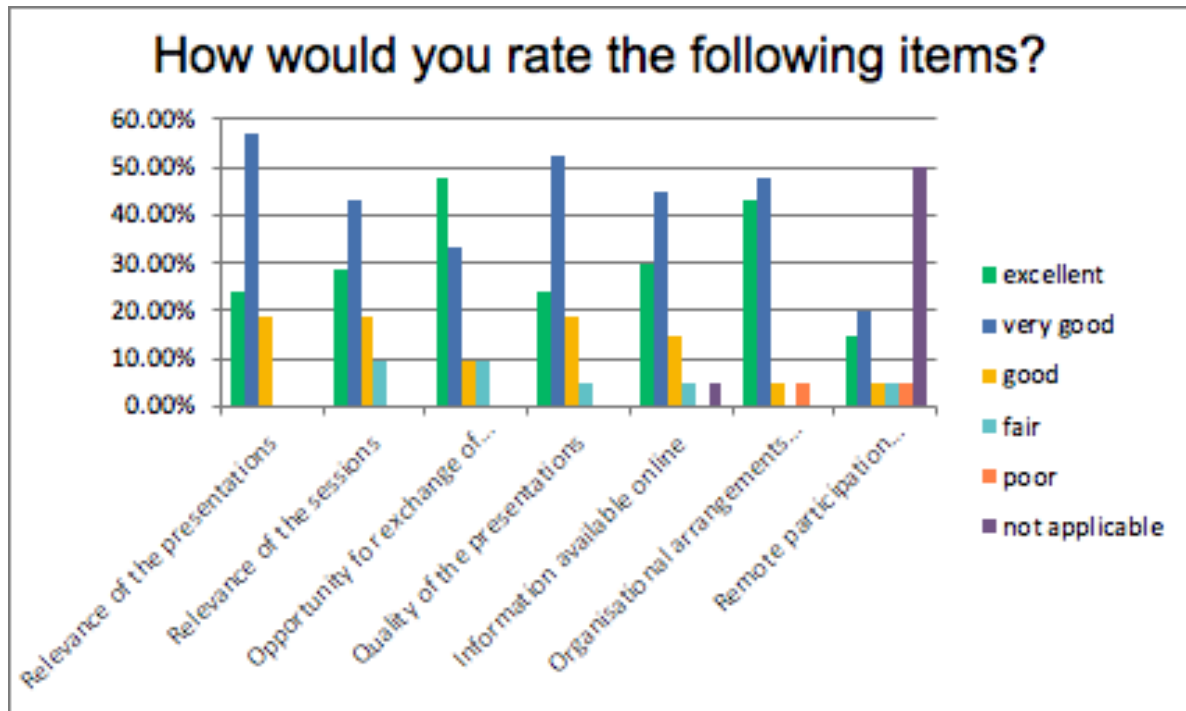
Overall, how satisfied or dissatisfied are you with the ICANN62 ccNSO Member Meeting?



### Response

The Meeting Programme WG values your appreciation. We will continue to strive to meet the needs of the ccTLD community.

## How would you rate the following items?



### Response

Two respondents commented that it might be challenging for newcomers or those that do not follow the work of the ccNSO closely, to follow all discussions. The ICANN environment is not an easy environment for newcomers, however various initiatives try to make the onboarding of newcomers easier. Among others: the quick guide to the ccNSO and the document with the members meeting session summaries. The ccNSO Secretariat remains available to assist newcomers wherever needed. Session chairs and presenters are asked to speak slowly and clear, and ensure that the topic is as clear as possible for those that are not so familiar with the topic or the work of the ccNSO. Overall, the individual items in the table above were rated positively, and the programme WG members are grateful for this encouraging feedback. The ccNSO Meeting Programme Working Group believes the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is room for improvement. Even though most of the respondents of the survey didn't use the Remote Participation, the programme WG encourages its use for those interested in following ccNSO sessions, when traveling to the ICANN meeting is not possible.

## Survey: What aspects of the ccNSO Member Meeting went particularly well?

### Interview: What did you like best about the ccNSO Members Meeting?

- Relevant topics
  - Excellent speakers
  - Timing was respected
  - Nice combination of tech & policy topics
  - Friendly atmosphere, less commercial frictions compared to in other SO/ACs
  - Well planned, well executed
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- The avoidance of conflict with the cross-community sessions was appreciated
  - Break-out session
  - Session on disaster recovery and business continuity
  - Tech day
  - Joint session between the ccNSO and GNSO councils
  - Session on how to increase participation of the ccNSO
  - Sessions on Tuesday morning (day 1 ccNSO Members Meeting)
  - ccNSO council and WG updates were appreciated
  - ccTLD News Session
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- Good networking opportunities
  - Excellent location

### Response

Thank you! Within the Programme WG we believe sharing best practices and concerns and/or recommendations from various players is fundamental. We take this opportunity to thank all the presenters for sharing their experiences with the community.

As for the need to have more interactivity: The ccNSO secretariat organized in Panama an on-site briefing session with the session chairs, prior to the ccNSO Members Meeting, where session chairs are invited to engage even more with the audience, to ensure sufficient interaction and involvement. This type of prep sessions have been organised for every ICANN meeting since 2017. The meeting programme WG realises that the opportunity for interaction should be a key focus during the agenda setting. The session chair or moderator plays a fundamental role here as well. It is worth noting that not all sessions are suitable for a workshop-style approach. Nonetheless, the ccNSO Meeting Programme WG recognizes the need to potentially test new formats.

## Survey: What aspects of the ccNSO Members Meeting need improvement?

### Interview: Suppose you could make one change to make the programme better. What would you do?

- More exchange of information in the style of the ccTLD News Session Updates.
  - Dedicate less time to what is going on within ICANN during the meeting, and share updates online, unless there is a crucial development
  - Have more time for open debate
  - Have more topical discussions, like in the past
  - Have a better balance between workshop-style sessions and mere updates
  - WG updates are repetitive
  - Topics to be addressed: operational, policy, marketing
  - Have more technical sessions
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- Online information sharing, including prior to the meeting
  - The ccNSO website is not user-friendly: it is hard to browse and to find the info you are looking for
  - Continue to coach session chairs so that they are able to do a better job
  - Make sure people stay in the meeting
  - Remind everyone to take into account the fact that there are newcomers.
  - No changes needed.
  - Preference not to sit in rows. Tables prevent easy participation
  - Have more geographical diversity
  - Presenters should speak loud and clear

### Response

The ccNSO Members Meeting typically allows for discussion and interaction with the audience, whereas the joint sessions with other SO/ACs or the ICANN Board takes the form of briefings, rather than discussions. The ccNSO Meeting Programme WG recognizes the need to potentially test new formats. Networking opportunities are part of a good meeting. The Programme WG thanks the sponsors of the ccNSO Cocktail.

The ccNSO is a very diverse community, and ccNSO Members Meetings should be a valuable platform for all participants equally, including those that are non-native English speakers. Unfortunately, there is no budget for on site interpretation or translations. However, the ccNSO Secretariat will remind all session chairs and presenters that supporting slides should be an added value, helping out those that have difficulties understanding English. Speakers are invited to speak loud and clear.

The ccNSO Meetings Programme WG and Secretariat will aim to ensure the ccNSO Member Meetings remain interesting and relevant, and are conducted in an efficient manner.

## Survey & Interview: Which agenda topics do you like to see addressed at the next ccNSO Members meeting?

Among others, the following suggestions were raised:

- Policy development process
- Business opportunities, share best practices and project updates.
- Timelines and budgets
- How to ensure more active participation by the ccNSO membership
- New business opportunities for ccTLDs
- Growth strategies
- Cybersecurity projects by ccTLDs
- ccTLDs and the upcoming ITU meeting
- Marketing
- Regulation
- Business continuity planning
- GDPR compliance
- Security issues
- Business Continuity Planning
- TLD-OPS
- Marketing
- More ccTLD News updates
- More interactive sessions
- Changes within ICANN Org
- Role of the ITU into regulating the technical layer of the internet
- Transpacific Partnership Agreement (TPP) and its impact on WHOIS
- Geo names at the top level
- Universal acceptance
- Registrar compliance
- Dispute handling
- DNSSEC
- Migration IPv4 to IPv6

### Response

Up-front consultation with the community on the cross-community topics will continue to take place. Community members are welcome anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting.

The ccNSO Meetings Programme WG and the secretariat will strive to put together a relevant programme for the ccNSO members and the broader ccTLD community. Regarding the suggestion to focus more on technical topics: the ccNSO Members Meeting has a different audience and purpose than Tech Day, and overlap should be avoided. However, occasionally the same topic can be approached from different angles: disaster recovery and business continuity is an excellent example of a topic that was addressed both at Tech Day, and from a policy-related angle during the ccNSO Members Meeting.

## Other comments

- Thank you for the excellent staff support
- Great session on how to promote participation in the ccNSO. What will the ccNSO do with the input received from that session?
- Give more time to those presenting during the ccTLD News Session
- Discuss GDPR, and invite gTLD registry operator counterparts
- Discuss Business Continuity Planning, and invite gTLD registry operator counterparts
- The policy forum is not much different from the other ICANN meetings

## Response

Thank you!

The ccNSO is a platform for and by ccTLD managers, and the exchange of information, best practices, and knowledge is a cornerstone of what makes the ccNSO so valuable. The numerous efforts by volunteers are a fundamental aspect to the success of the ccNSO, being driven by and for the community. General information sharing on what is happening in the ccTLD environment is a core focus for the Programme WG when drafting the agenda of the ccNSO Member Meeting.

The Programme WG recognizes the fact that attendants appreciate the exchange of information and best practices, but at the same time appreciate even more the opportunity for discussion. The ccNSO Meetings Programme WG welcomes the idea to allow for sufficient discussion time and interaction opportunities in the agenda of the next ccNSO Members Meeting.

The ccNSO Meetings Programme WG and Secretariat will aim to ensure the ccNSO Members Meetings remain interesting and relevant, and are conducted in an efficient manner.

The ccNSO secretariat realizes that communication is important: we will strive to efficiently share information with the community, in a timely manner, both via the ccNSO mailing lists, social media channels, ccNSO website and ccNSO wiki.



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