

ccNSO Community Onboarding Programme (ccNSO COP)

Status of this document

This document aims to propose options for a ccNSO Community Onboarding Programme (ccNSO COP), designed to improve engagement and retention of new participants within the ccNSO by creating a structured, year-round onboarding process tailored by and for the ccNSO. The proposal is submitted to the ccNSO Council for its consideration.

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Preamble

The ICANN Community Onboarding Programme was born out 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. In January 2016, the COP Pilot was launched in order to develop an individualized, tailored mentorship process. The Programme concluded at the end of FY18. The objective of this proposal is to assess all relevant issues related to a possible continuation of the COP exclusively within the ccNSO environment, and to recommend a course of action to the ccNSO Council.

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1. Background

The ICANN Community Onboarding Programme was born out 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. In January 2016, the COP Pilot was launched in order to develop an individualized, tailored mentorship process. The Pilot concluded at the end of FY18.

Read more:

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

The ccNSO's contribution to the ICANN COP has proven to be a valuable one, exemplary to the ICANN community. The ccNSO's participation in the COP resulted in the following deliverables:

- The development of a [quick guide to the ccNSO](#): a brochure with a concise overview of the structure and work by the ccNSO. The Quick Guide is available both online, and as a printed version at ICANN public meetings.
- A [ccNSO training course on ICANN Learn](#), an online learning platform requested by and built for the global ICANN community. The ccNSO course covers the basics of what the ccNSO does, how to get involved, and more.
- Welcoming newcomers at the start of each ccNSO Members Meeting, and pointing them to the mentor, mentee and ccNSO Secretariat Staff present, who are available to assist and answer any questions.
- The COP mentor and mentee assist the ccNSO Secretariat and ccNSO Meeting Programme WG with outreach to ccNSO members attending ICANN public meetings, by interviewing members on site, and collecting feedback as input for the meeting satisfaction surveys.
- A draft of the [Community Onboarding Program \(COP\) - ccNSO Mentor/Mentee Guideline](#)
- [Timeline of activities for the mentor and the mentee](#)
- ICANN Community Onboarding Program (COP) [Testimonial by Alejandra Reynoso](#)

Since the ICANN COP was discontinued, the ccNSO Council at ICANN62 discussed the possibility to build upon the success of the programme, and to propose a continuation, entirely tailored for and by the ccNSO.

Action Item 142-02:

The Secretariat along with Alejandra Reynoso, Margarita Valdes and Jelena Ozegovic to develop an options paper for the Onboarding – Mentor/Mentee program by the August or September Council meeting. Elements from current program, including tracking, should be included.

2. About the ccNSO COP

2.1. Goal

The ccNSO COP seeks to improve broader ccTLD community newcomer engagement and retention rates through mentorship knowledge and experience sharing.

The program defines a mentor as an experienced member of the community best suited to share knowledge and experience in the ccNSO environment. A mentee is defined as a relatively new member of the community who has demonstrated both the potential and desire to actively engage and participate in the work of the ccNSO.

2.2. Methodology

Very much like in the ICANN COP, ccNSO COP participants are expected to contribute in the following ways:

- Actively participate in calls and discussions leading up to a public ICANN meeting
- Attend the face-to-face meeting
- Develop materials and tools to support community newcomers
- Engage in capacity development activities
- Share knowledge and experience

On-boarding resources and materials include:

- **information** on how to facilitate entrance into the work of the ccNSO
- **mentorship** within the community to continue the newcomer's journey for continued engagement and investment into the ccNSO

The program consists of three pillars:

1. **Welcome:** timely welcome of the mentee as a new community member
2. **Onboarding:** structured courses, materials and tools for individuals to learn about the ccNSO and how to participate
3. **Mentoring:** individualized peer-mentoring for the selected individual or individuals

2.3. Actors

- Mentor requirements:
 - Be fluent in written and spoken English.
 - Possess good understanding of ICANN and specifically the ccNSO, their mission and model.
 - Be someone that contributes actively in the ccNSO community.
 - Have a good understanding on what the Community Onboarding Program is and its goals.
 - Have the time/bandwidth to perform the duties.

- Be an experienced member of the community able to share knowledge and experience from the ccNSO environment
- Mentee requirements:
 - Be fluent in written and spoken English.
 - Have a basic knowledge of the ccNSO, its mission and model.
 - Be a fairly new community member to the ccNSO.
 - Show genuine interest to contribute to the work of the ccNSO.
 - Have the time/bandwidth to perform the duties.
- Selection committee that appoints mentor and mentee
 - At least one of the members on the Committee should be a member of the ccNSO Council.
 - The ccNSO Council will appoint the members of the committee. In appointing members, the Council should take into account the need for a broadly based Committee membership, including regional diversity.
- Support provided by the ccNSO Secretariat

1. Eligibility of ccNSO appointed mentor and mentee to the ccNSO COP

Individuals from all ccTLDs, independent of membership of the ccNSO, can apply to be mentor or mentee under the ccNSO COP

2. Requirements of ccNSO appointed mentor and mentee to the ccNSO COP

The requirements, including role and expected deliverables, are included in the draft guideline: <https://docs.google.com/document/d/1yKSLpvmoyTP3zY40N4z3ewDqkRDLbsdN9dQ2uRJmc9A/edit?ts=5a2f1d33#heading=h.d6hc0hzdyoak>

3. Term of appointment

The term of appointment for both mentor and mentee shall be one (1) year.
 A mentor may be re-appointed for two additional terms (in total 3 terms).
 A mentee can not be re-appointed.

2.4. Nomination and Selection Process mentor/mentee

1. Call for volunteers / Expression of Interest (Eoi)

The ccNSO Council will instruct the Secretariat to prepare a call for volunteers, including a description of the required skills, and after adoption by Council, the Secretariat will publish the call within two business days following the instruction by the ccNSO Council. The call for

volunteers/ Expression of Interest will be sent to the ccNSO members and other relevant ccTLD community email lists. This call for Expression of Interest shall include all relevant information and the closing date, which shall be not earlier than two weeks after the call for Expression of Interest has been issued at 23.59 UTC. Responses on call for volunteers/Expressions of interest received after the closing date will not be considered.

The first working day after closure of the call for volunteers/Expression of Interest, the Secretariat will send the information received from the interested community members to the individual Councillors eligible to select candidates.

2. Selection candidates

Based on the Terms of Reference of the Selection Committee.

2.5. ccNSO Travel support

The ccNSO Travel Support Programme is provided by ICANN and aims at advancing the work of the ccNSO as a whole and is therefore aimed at supporting the attendance to ICANN public meetings for community members that are contributing towards its work.

ICANN provides support for a limited number of ccNSO recipients. Candidates from all regions and sectors, including the ccNSO COP mentor and mentee may apply for ccNSO travel support. Decisions on whether to award travel support to an application shall be based on the merits of each application and the criteria included in the [ccNSO Travel Support Guideline](#) as published on the ccNSO website.

2.6. Metrics & Tracking

The work of mentor and mentee needs to be tracked so that community can follow the success of their onboarding journey.

Key performance indicators (KPI's) for mentees

- **During/after the first ICANN meeting:** The mentor introduces the mentee to the work of the ccNSO, and to certain key people within the ccNSO environment. The aim is to ensure a good understanding by the mentee of the ccNSO's structure and its role within the ICANN environment.
- **During/after the second meeting:** the mentee is actively networking and meeting with the people in the ccNSO community, and actively searches for a way to contribute to the

work of the ccNSO.

- **During/after the third meeting:** the mentee is contributing to the work of the ccNSO as a member of a working group/study group/working party.

Metrics

- Report on the satisfaction interviews delivered to the ccNSO Secretariat, no later than one week after the end of the ICANN meeting.
- Both mentor and a mentee submit a report that must include:
 - The list of the mandatory and other sessions that mentor and mentee attended.
 - The impressions about the ccNSO mentor/mentee participation at the sessions, evaluating the onboarding process and suggestions for future improvements.
 - The answers of the mentee to [the questionnaire](#) prepared by the mentor.
 - The future work of the mentor and mentee to contribute to the ccNSO (e.g. through WG participation) in between the next ICANN meeting; with enough detail to be able to monitor and evaluate progress.
 - The report must be delivered to the ccNSO Secretariat no later than three weeks after the end of the ICANN meeting.
- A short testimonial of the mentor and a mentee submitted, as part of the report or separately.