

# Community Onboarding Programme (COP): Interviews

Monday, 28 September 2020

By Joke Braeken

## Staff Recommendation

Staff suggests dissolving the ccNSO Community Onboarding Programme Selection Committee and incorporating the tasks of the ccNSO COP Selection Committee – following a review of those tasks - into a new (still to be created) - oversight committee, which serves as an umbrella for the various ccNSO onboarding, outreach and involvement initiatives.

## Introduction

In May 2020, the ccNSO Secretariat conducted interviews with the members of the COP Selection Committee (Alejandra Reynoso, Biyi Oladipo, Laura Margolis), the COP mentor (Mary Uduma) and the COP mentee (Tayo Iortim). The aim was to collect their findings about the ccNSO Community Onboarding Programme. This document provides an overview of the interview highlights, as input for the ccNSO Council, when determining the next steps in the outreach and engagement efforts by the ccNSO.

## Interview highlights

- All interviewees have a good understanding of the objective of the COP: namely, to engage newcomers, assisted and guided by more experienced community members.
- Even though newcomers are targeted, they need to have some basic pre-knowledge in order to be able to contribute meaningfully to the work of the ccNSO.
- All interviewees agreed that the objective was not fully met, due to various circumstances, especially hindered by the fact that the mentor and mentee could not attend an in-person ICANN meeting together.
- The mentee especially was enthusiastic about the learning process, and the fact that new knowledge was brought back into the ccTLD registry.
- The mentor and mentee appreciated the fact that they were both living in the same time zone, speaking the same language.
- All interviewees stressed the need for the mentor and mentee to be able to attend an ICANN meeting in person, at the same time.
- Success of the COP could be translated into a new generation that contributes to the work of the ccNSO. This could be via working group participation, but not only.
- One selection committee member pointed out that all efforts are focused on only 2 people, namely the mentor and mentee. If they do not succeed, the programme fails.
- Some interviewees expressed the need to promote the programme even further, to make sure all ccTLD managers are aware of the possibilities and benefits.
- It is important that the mentor/mentee can indeed deliver, and that there is sufficient backup for the engagement efforts by the respective employers. Careful selection process needed.

Detailed interview notes are located here:  
<https://docs.google.com/spreadsheets/d/18lX3ToyQhgFyvcltCn5tFuv0HMTDqDCxzG7ssf-HiDU/edit?usp=sharing>

## Background COP

Design of the programme: to increase retention of new participants. What has been completed in 2019?

- Terms of reference adopted. See <https://ccnso.icann.org/en/about/cop-selection>
- Selection committee appointed: Biyi, Alejandra, Laura
- around ICANN64: Selected a mentor and a mentee, namely Mary and Tayo. Both were appointed for a 1-year term. The mentor is eligible for reappointment (2 additional terms), but Tayo is not eligible for reappointment, according to the COP Term of Reference: <https://ccnso.icann.org/en/about/ccnso-draft-cop-06dec18-en.pdf>
- COP Selection Committee had several meetings with mentor and mentee throughout the year.
- Positive feedback from mentor and mentee via survey and intermediate report. (July-Aug 2019)
- ICANN65: due to late appointment, no funding was available for the mentor and mentee
- ICANN66: Mary and Tayo were unable to attend ICANN66 due to visa issues
- As per Council decision 145-03 from 24 October 2018, the ccNSO COP selection Committee has been introduced on an experimental basis, and the experimental nature of this programme implies an evaluation of its success after a certain time. To ensure a proper administration of the programme itself, and an appropriate evaluation that allows to make an informed decision on a possible continuation of the programme after 1 year, the ccNSO COP Selection Committee will report back to the ccNSO Council at the start of 2020.

## Preparing for the next steps

At ICANN66, the ccNSO Council held a workshop to begin prioritizing areas of improvement for the ccNSO. The ccNSO Triage Committee will lead this project and is developing a work plan to guide prioritization efforts over the next few months. Recommendations for improvement were gathered from the [Final Report of the Second ccNSO Organizational Review](#) and the [Cross-Community Working Group on Enhancing ICANN Accountability Workstream 2 recommendations](#). In light of the work related to the areas of improvement for the ccNSO, Joke prepared an overview of the various outreach, engagement and capacity building activities within ICANN org and the ccNSO. Please find an overview here:

<https://docs.google.com/spreadsheets/d/12Qwzpc48d2qvFLJEcM1zkB0hINKxwJ0MFg2aNRks5W0/edit?usp=sharing>