Feedback on feedback | ICANN70, Cancun

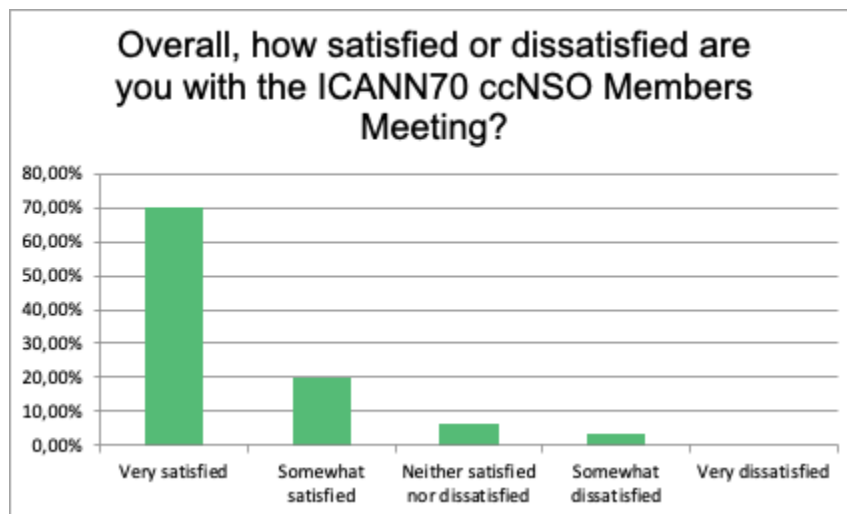March 2021 | Virtual ccNSO Members Meeting

Introduction

This document aims to evaluate the community feedback received regarding the Virtual ccNSO Members meeting at ICANN70, and provides the feedback from the ccNSO Meetings Programme Committee (MPC) in response. Read more about the ccNSO MPC here: https://ccnso.icann.org/workinggroups/mpwg.htm

Feedback from the community on the ICANN70 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. The survey was shared via email, social media and via an announcement on the ccNSO website with the ccNSO Members and ccTLD community. The survey was open for 2 weeks and closed 7 April 2021 (23:59 UTC). 30 answers have been received. For comparison: we received 25 answers for ICANN66 in Montreal, 25 answers for the virtual ICANN68 Policy Forum and 21 answers for the virtual ICANN69 Annual General Meeting. The ccNSO did not meet as part of the ICANN67 Community Forum. Consult the ICANN70 satisfaction survey results here: https://www.surveymonkey.com/results/SM-888DPW689/

On behalf of the MPC members, many thanks to all those that provided feedback: your input is valuable to us, and helps us in shaping future ccNSO Member Meetings. ICANN70 marked the third virtual ccNSO Members Meeting. Although this year's virtual conferences are a temporary response to a crisis, there may be elements worth keeping. The MPC would like to make the experiment an investment in the future by actively surveying attendees — both about what they found missing and what they found uniquely attractive.

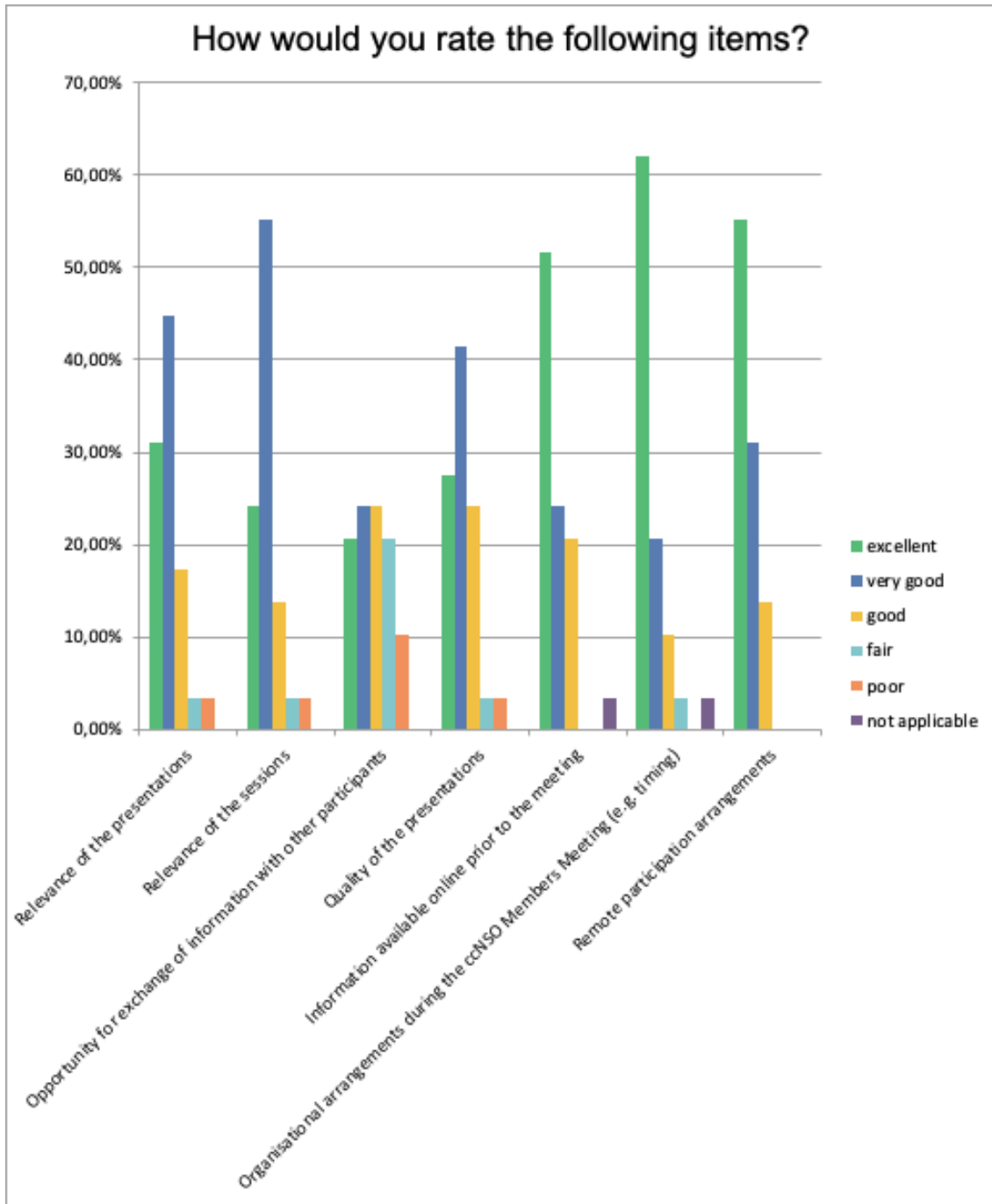## Feedback by the ccNSO MPC on the community feedback

1. Overall, how satisfied or dissatisfied are you with the ICANN70 ccNSO Member Meeting?

Response

The Meetings Programme Committee values your appreciation. Thank you to all those that answered the survey: The MPC very much appreciates the dialogue about the experience, and we will continue to strive to meet the needs and expectations of the ccTLD community.

2. How would you rate the following items?

Additional comments received (texts are copied as written in the survey):

- I very much appreciate the planning and preparations for these sessions.
- I am sorry to say, but I didn't find anything new/revealing in the few sessions I attended (Governance, Board meeting, Future of ccTLDs, IGLC). Lots of repetition of what everyone already knows.
- Having the information of ccTLD session prior to the meeting was helpful.
- Timezone was a bit unfortunate for me but sessions were nice

Response

A special thanks goes to the moderators and session chairs: they had a key role in engaging the audience via question rounds, their enthusiasm and chairing skills, in an extra challenging fully remote environment. Even though the MPC dedicated to selecting a limited number of sessions, a lot of preparatory work went into organising those sessions. Thanks to all those involved in shaping the sessions, and to the presenters for sharing their experiences in sometimes challenging times of the day and night.
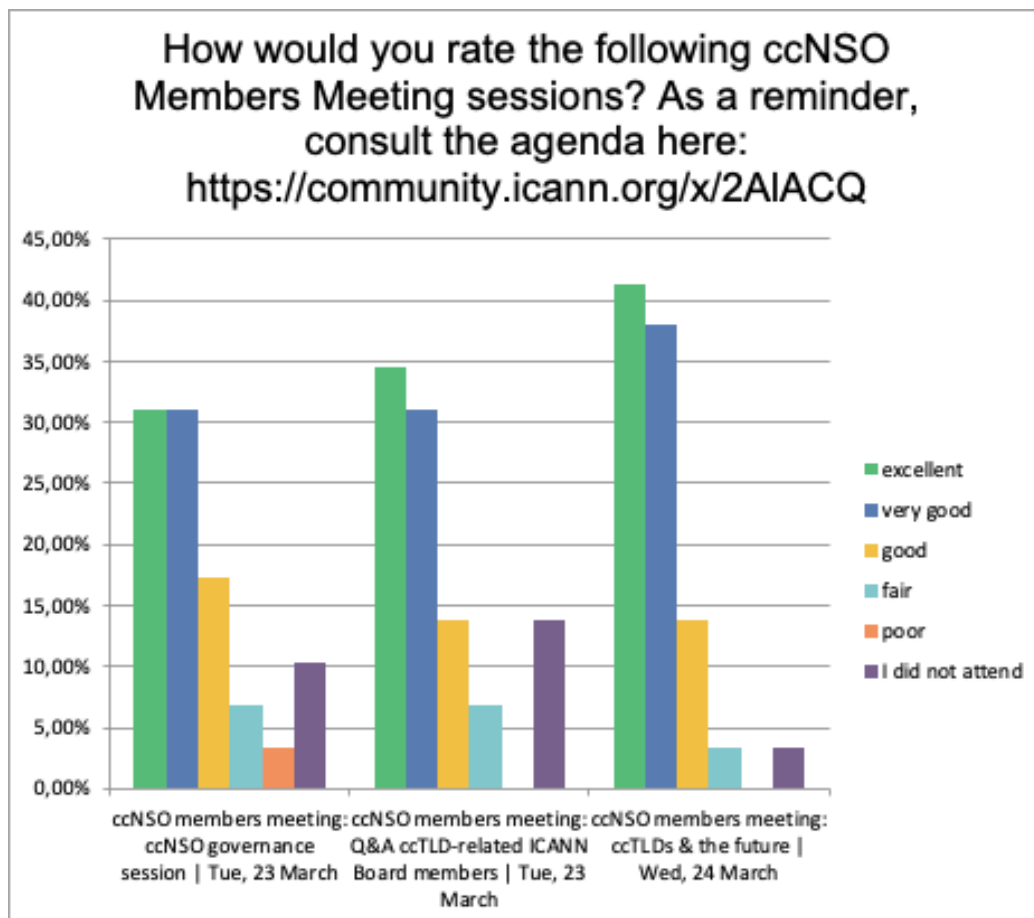
Overall, the individual items in the table above were rated positively, and the MPC members are grateful for this encouraging feedback. Responding to the criticism of repetition in the topics discussed, as ICANN organizes 3 meetings per year some topics are discussed in more than one meeting. Moreover, some topics are sufficiently important and long lasting that they must be talked about in succeeding meetings. MPC, however, strives to find new and innovative topics by conducting surveys in order to collect inputs and proposals from the community. In July 2020, the ccNSO Council agreed that from their perspective the value and purpose of the ccNSO for the ccTLD Community and other stakeholders is that:

- The ccNSO provides a global platform for ccTLD managers to:
    - o Undertake policy and policy-related work
    - o Cooperate and learn
    - o Engage with other stakeholders
- While the ccNSO is one of the supporting organizations at ICANN, it uniquely targets ccTLD managers. The ccNSO is an ICANN decisional participant through which the ccTLD Managers act.

This overall value and purpose of the ccNSO was reflected in the session selection for ICANN70:

The governance session addressed the obligations the ccNSO has as part of the ICANN Bylaws, and the interaction between ccNSO members and the ccNSO Council in the governance of the ccNSO. The Q&A session on the other hand is an example of stakeholder interaction between the ccNSO and the ICANN Board of Directors, especially between the ccNSO membership and the 2 ccNSO appointed ICANN Board members, whereas the third and last session as part of the ICANN70 meeting on the future of ccTLDs provides insights on how ccTLD address certain challenges, providing food for thought and allowing others to learn from the experiences.

2. **How would you rate the following ccNSO Members Meeting sessions? As a reminder, consult the agenda here: https://community.icann.org/x/2AIACQ**

Additional comments received:

- *WHy is the IGLC session which was appalling, not listed?*

Response

The ICANN70 MPC satisfaction survey focuses exclusively on those sessions organised by the MPC itself. Working Groups and Committees self-organise their meetings.

4. What aspects of the ccNSO Member Meeting went particularly well? (texts are copied as written in the survey)

- *Governance session*
- *"1) live discussion between chair and panelists*
- *2) thought-provoking sessions were*
- *3) Q&A session with the Board looked like a live discussion, not too scripted and arranged."*
- *breadth of presentations & participation*
- *Presentations and panel*
- *Presentations & Points of view of the participants*
- *organisation and communication prior and during meeting by secretariat*
- *TechDay*
- *good Interactive between chair (moderator) and panelist, and audiences as well*
- *Everything*
- *topics*
- *The interaction during the sessions.*
- *I liked how thought-provoking the sessions were, all in their own different ways. I was very pleased the discussion with the Board did not become too scripted.*

Response

When looking at the feedback received, it seems that the 2 elements that were most appreciated are the information-sharing and the natural feel of the interaction between presenters and audience, as well as the at times provoking nature of the presentations. But at the same time, those elements continue to be subject to improvement (see feedback on question 5).

The ccNSO Secretariat shares as much information as possible once it becomes available, including details on the schedule, how to participate remotely, the agenda, preparatory material (if any) and a summary of the sessions covered during the ccNSO members meeting. All materials are posted on the ccNSO wiki, ccNSO website, shared via email and social media, and included in the ccNSO monthly newsletter.   Moreover, the ccNSO Chair will again hold a webinar, prior to ICANN70, targeted at newcomers from the ccTLD community and those that want to learn more about the ccNSO. The aim is to allow participants, including those that are relatively new to the ccNSO, to have an informed discussion while attending the ccNSO members meeting and to provide an overview of the structure and what is currently happening in the ccNSO. Interested parties are encouraged to subscribe to the monthly ccNSO newsletter, to ensure staying informed on all relevant updates. Stay in touch!

5. What aspects of the ccNSO Members Meeting need improvement? (texts are copied as written in the survey)

- *N/A*
- *"1) inclusion participants from different regions.*
- *2) interaction during the session"*
- *I do not know*
- *Masive participants inclusion from other regions of the world (LAC & Africa)*
- *It's about the best we can do online. But it's online...*
- *Relevance, Interaction.*
- *some presenters can not find the slides before he session even after too*
- *interaction during the session*
- *Nothing*
- *Translation*
- *None that I can think of right now.*
- *The chance to meet in person again!*

Response

The ccNSO Meetings Programme Committee and Secretariat aim to ensure the ccNSO Member Meetings remain interesting and relevant, and are conducted in an efficient manner, which is extra challenging in an exclusively virtual environment. Another challenge the MPC faces is how to ensure a solid participation from all geographical regions. . Nevertheless, some ccNSO members have a rather low level of engagement when it comes to ccNSO-related matters. How to address their needs and make sure they become actively involved? One respondent commented that translations would be helpful. Currently there is no budget foreseen for simultaneous translation of sessions. However, and hopefully to meet the needs of some parts of the community, for the first time, ICANN org introduced a machine-based real time transcription service during all ICANN70 sessions. The MPC hopes this innovation was helpful.

Regarding the session selection: Following a consultation with the community prior to the June 2020 ICANN meeting, the MPC decided to adopt the same criteria, when selecting the sessions as part of ICANN70:

- Is the topic relevant to ccTLD managers, as suggested for instance via the post-meeting satisfaction survey?
- Is the session necessary?
- Is the session necessary as part of ICANN70?
- Does the session enhance the role of the ccNSO as a global platform for ccTLD managers to cooperate and learn?
- Does the session fit into the role of the ccNSO as an ICANN Decisional Participant?
- Is the topic interesting for ccTLD managers from at least 2 different ICANN regions?
- Seen the remote set-up, is the session short and concise?
- What does the overall ccNSO schedule look like? Is meaningful participation possible, without overloading the participants?

A small reminder about the purpose of the ccNSO:
The Country Code Names Supporting Organisation (ccNSO) is a body within the ICANN structure created for and by ccTLD managers. Since its creation in 2003, the ccNSO provides a platform to nurture consensus, technical cooperation and skill building among ccTLDs. Moreover, the ccNSO is one of the Decisional Participants of the Empowered Community (EC). The sole purpose of the EC is to exercise its rights and perform its obligations under ICANN's Articles of Incorporation and the ICANN Bylaws. The ccNSO Members Meeting is an ideal platform to inform the community about current and possible upcoming activities of the ccNSO as Decisional Participant and other topics related to the ccNSO's role within the ICANN environment.

6. Which agenda topics do you like to see addressed at the next ccNSO Members meeting? (responses are copied as written in the survey)

- *DNS Abuse efforts by ccTLDs.*
- *"1) data accuracy for ccTLD*
- *2) cooperation with ICANN, role of ccNSO in policy making*
- *3) role ccNSO in new gTLD round "*
- *"1. Abuse - how ccTLDs deal with it - what has changed - what can we measure*
- *2. Data accuracy - how do ccTLDs deal with it - how do they measure - what is the effect on abuse - what is the effect on registration process - what do registrars think*
- *3. What do we as ccNSO expect of ICANN org on the two issues above? "*
- *ccNSO's role within ICANN, participation in policy making and EC -- as oppposed to information exchange and topics covered in regional ccTLD organizations; ICANN org's increased number of 'DNS projects' and spillover into ccTLD space*
- *Security in ccTLDs*
- *Cybersecurity aspects*
- *ccTLDs, geopolitics, IG and non-sovereign or disputed countries.*
- *"overview of the remaining issues re subsequent round ngTLDs*
- *discussion with GAC (representation) on relevance discussion on PICs, abuse mitigation and data accuracy for ccTLDs"*
- *no specify*
- *Internet Governance, ccNSO for newcomers live guidance, ccNSO Rules updates*
- *ccTLD news, ccNSO Governance, IANA update.*
- *More on our future and how it's changing within the ICANN system due to the pandemic.*

Response

Community members are welcome anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting, by writing an email to ccnsosecretariat@icann.org. The MPC and the secretariat will strive to put together a relevant programme for the ccNSO members and the broader ccTLD community. Some of the suggested topics will be covered, but not necessarily during the ccNSO Members Meeting or during the ICANN meeting week.
The draft agenda for the ICANN71 ccNSO Members Meeting in June 2021 will aim to accomodate the request by the community to focus on topics relevant to ccTLD Managers. The MPC expects to share a draft ccNSO schedule for ICANN71 latest by mid May.

7. Other comments (responses are copied as written in the survey)

- *Thank you all for your efforts.*
- *Great job!*
- *Well done, team!*
- *No*

Response

Thank you! 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 MPC when drafting the agenda of the ccNSO Member Meeting. See you at ICANN71!

https://facebook.com/ccnso

https://twitter.com/ccNSO

https://ccnso.icann.org & https://community.icann.org/category/ccnso (workspace)

ccnsosecretariat@icann.org