

Terms of Reference: ccNSO Community Onboarding Programme (ccNSO COP)

Version 1

Date of adoption by the ccNSO Council: 6 December 2018

1 Introduction and Background

The ccNSO COP is designed to improve engagement and retention of new participants within the ccNSO by creating a structured, year-round onboarding process and mentorship structure, tailored by and for the ccNSO.

The ICANN Community Onboarding Programme results from discussions between the community and the ICANN starting at ICANN49 and concluding at ICANN51. This broader consultation process sought to address volunteer burnout and improve newcomer retention rates. In January 2016, the ICANN COP Pilot was launched to develop an individualized, tailored mentorship process. The programme concluded at the end of ICANN's FY18. The objective of the ccNSO COP is to continue a COP tailored to the needs and within the limits of the ccNSO environment.

2 Purpose of the Terms of Reference

The Terms of Reference (ToR) document processes and procedures pertaining to the ccNSO COP, and defines roles and responsibilities of those involved in the application, assessment and decision-making processes regarding the ccNSO COP.

3 The ccNSO COP Selection Committee

There shall be a ccNSO COP Selection Committee which shall have four members. The ccNSO Council will appoint the members of the committee.

3.1 Makeup of the ccNSO COP Selection Committee

The ccNSO COP Selection Committee (the Committee) shall consist of a non-voting member from the staff of the ccNSO Secretariat and three Councillors: 1 NomCom appointed councillor, and 2 elected councillors, preferably from different regions. In appointing voting members, the Council should take into account the need for a broadly-based Committee membership, including skills as well as regional diversity.

3.2 Terms of Service

The term for the initially appointed members are:

- for member 1 – one (1) year;
- for member 2 – two (2) years;
- for member 3 – three (3) years.

The ccNSO Council decides on the terms of the initially appointed members. After the initial appointment the regular term of appointment shall be three (3) years. Committee members are not eligible for re-appointment. Members may resign at any time if circumstances arise that prevent them from effectively performing their function. If a member resigns, the ccNSO Council may appoint a replacement, who will serve for the remainder of the period. The non-voting member from the staff of the ccNSO Secretariat does not have a term-end.

3.3 Role of the ccNSO COP Selection Committee

The ccNSO COP Selection Committee is responsible for receiving and assessing all applications by candidate mentors and mentees under the ccNSO COP. The committee will ensure that a simple mechanism exists by which applicants may apply for mentor or mentee-ship. The Committee will assess the applications according to the selection criteria included in this guideline. The ccNSO COP Selection Committee makes decisions online and meets either in person at an ICANN meeting or via conference call where convenient.

4 ccNSO COP mentor and mentee

4.1 ccNSO COP mentor: role

A mentor is defined as an experienced member of the community best suited to share knowledge of and experience in the ccNSO environment.

The role of the mentor:

- Be available to the mentee through previously agreed upon communication channels, at reasonable time frames throughout the experience (pre-, during and post- an ICANN meeting)
- Guide the mentee through all available resources and share relevant information
- Respond in a timely manner to any queries from the mentee
- Facilitate introductions to Community Members, for instance while attending ICANN meetings
- Provide an update the ccNSO Council and/or Secretariat when requested to do so
- Whenever possible, attend ccNSO-relevant sessions at ICANN meetings.

4.1.1 ccNSO COP mentor: Term of appointment

The term of appointment shall be one (1) year. A mentor may be re-appointed for two additional terms (in total 3 terms).

4.2 ccNSO COP mentee: role

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.

The role of the mentee:

- Be available to the mentor through previously agreed upon communication channels, at reasonable time frames throughout the experience (pre-, during and post- an ICANN meeting)
- Read the available ccNSO onboarding materials, and where possible provide suggestions for improvements
- Be a good listener and have an open mind to allow guidance through the ccNSO activities
- Work towards the goal of contributing to the work of the ccNSO
- Provide an update the ccNSO Council and/or Secretariat when requested to do so
- Whenever possible, attend ccNSO-relevant sessions at ICANN meetings.

4.2.1 ccNSO COP mentor: Term of appointment

The term of appointment shall be one (1) year. A mentee cannot be re-appointed.

4.3 ccNSO Travel Support

The ccNSO Travel Support Programme is provided by ICANN to advance 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 slots. 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.

The ToR of the ccNSO COP are internal rules of the ccNSO in accordance with Article 10 section 3.11 and Article 10 section 4.2 of the ICANN Bylaws. These ToR should also be considered in conjunction with the internal procedure of the ccNSO to select ccNSO funded travelers, which remains paramount.

5 Application to become a ccNSO COP mentee/mentor

The application (see annex A) needs to include at a minimum: the full name and contact details (e-mail address) of the applicant as well as a short description of how they intend to fulfill their role as ccNSO COP mentor/mentee. Applications need to be submitted in English. In addition, if the applicant is employed, the name and e-mail address of the employer needs to be included in the application form. By submitting its application, the applicant is required to agree to have its application publicly archived, and agrees that personal data will be processed in accordance with the ICANN Privacy Policy (<https://www.icann.org/privacy/policy>), and agree to abide by the website Terms of Service (<https://www.icann.org/privacy/tos>).

If the applicant is successful in being awarded the role of ccNSO COP mentor/mentee, it will be a condition that they have their name published on the ccNSO website

5.1 Timeline

A notice soliciting applications shall be sent to the ccNSO members and other relevant ccTLD community email lists and published on the ccNSO website. This notice shall include all relevant information for potential applications and clearly state the closing date of the application period, which shall be not earlier than two weeks after the notice. On the first working day after closure of the call for applications, the Secretariat will send the applications received to the ccNSO COP Selection Committee members.

6 Application Assessment and Decision-Making Process

6.1 Selection Criteria

People associated with a ccTLD manager, whether members or non-members of the ccNSO, may apply for the role of ccNSO COP mentor/mentee. Decisions on whether to award the role of ccNSO COP mentor/mentee shall be based on the merits of each application and the criteria included in this Guideline. The ccNSO COP mentor and mentee will be selected based on how well the application material they submitted meet the following set of criteria:

Requirements for mentees:

- Able to work and communicate in written and spoken English
- Have a basic knowledge of ICANN and specifically the ccNSO
- Be a fairly new community member
- Show genuine interest to contribute to the work of the ccNSO
- Should be employed or have active backing by a ccTLD manager and should demonstrate the support by the ccTLD manager in respect to the required time commitment to participate actively in the ccNSO COP

Requirements for mentors:

- Able to work and communicate in written and spoken English
- Have a good knowledge of ICANN and specifically the ccNSO
- Actively contributes to the work of the ccNSO
- Be approachable and accessible, with the goal of advancing the onboarding experience of the mentee
- Ability and willingness to share best practices and experiences
- Should be employed or have active backing by a ccTLD manager and should demonstrate the support by the ccTLD manager in respect to the required time commitment to participate actively in the ccNSO COP

6.2 Decision Making Process

The Committee decides, based on the above documented criteria, which of the candidates will be appointed as ccNSO COP Mentor (max 1) and ccNSO COP mentee (max 1). Only if a candidate is considered to meet the above criteria the following diversity criteria should be taken into account:

- Geographic regions;
- Gender diversity;
- Type, experience and size of ccTLD manager.

The ccNSO COP Selection Committee members will compile a list of their preferred candidates. If more candidates apply than are needed, the Committee members will each compile a list of their up to top 5 candidates, based on the Selection Criteria, by assigning 5 points to the most preferred candidate, 4 points to the second preferred candidate, etc. The committee members should base their preference and be guided by the required skills and expertise included in the relevant application. Each of the Committee members should send her/his list of preferred candidates to the e-mail address of the Secretariat Staff support, within 5 working days after having received the list of candidates and their application material. Based on the individual committee members' rankings, the secretariat will prepare the overall ranking of the candidates and report the ranking to the Committee latest 2 working days after having received the rankings from the individual Committee members. If, after compiling the list, it is possible to identify the preferred nominees unambiguously, the selection process is closed.

The ccNSO Council chair and vice-chairs will make the final decision, should the committee remain deadlocked. The Committee does not have to give reasons for declining any application, but it may do so if it chooses, or may give other feedback on the application. Applications received prior to the opening date or after the closing date will not be considered.

6.2.1 Conflict of Interest

A Committee member should declare a conflict of interest at any stage. After such a declaration, the Committee member ceases to be involved in the appointment process. The ccNSO Council chair and vice-chairs will make the final decision in this case.

6.2.2 Reporting on the Decision-Making Process

The Secretariat must inform all applicants on the outcome of the application within five business days of the Committee concluding its deliberations. The Secretariat will publish the names of the ccNSO COP mentor/mentee on the ccNSO website within 3 business days.

7 Miscellaneous

7.1 Omission in or Unreasonable Impact of the ToR

In the event the ToR does not provide guidance, and/or the impact is unreasonable to conduct the business of the ccNSO COP, the ccNSO Council, or the Chair of the ccNSO, may decide to override these ToR.

7.2 Publication and Review of the ToR

The ToR will be published as part of the rules and guidelines of the ccNSO after adoption by the ccNSO Council. The ToR will be reviewed one year after adoption by Council, with a view on whether to continue the programme. The ToR will also be reviewed after any changes to the relevant sections in the related procedures or otherwise adjusted when considered necessary. Any amendment becomes effective after adoption by Council and publication on the ccNSO website. Before publishing the updated Guideline, the Secretariat will update the version number and insert the date the ToR were reviewed and amended by the ccNSO Council.

ANNEX A

Application form

Instructions

Fill in the form below. All applications should be submitted in English.

Next Steps?

Once the application window closed, the ccNSO COP Committee members will evaluate all applications. The outcome of the Committee's deliberations will be published on the ccNSO website. All applicants will receive a personal notification as well.

1. **First/given name: ***

2. **Last/family name: ***

3. **Gender: ***

Female

Male

Other

4. **E-mail Address: ***

.....

5. **I am employed by a ccTLD manager, or have the support of a ccTLD manager. ***

yes

no

If yes, please specify which ccTLD, and the e-mail address of your employer:

.....

If yes, please select the relevant ICANN region for your ccTLD

Africa

Asia-Pacific

Europe

Latin America / Caribbean

North America

6. **I have the support by my ccTLD manager in respect to the required time commitment to participate actively in the ccNSO COP. ***

yes

If yes, please submit supporting documentation

no

7. I am applying for the position of *

ccNSO Community Onboarding Programme Mentor

And I intend to fulfill my role as ccNSO COP Mentor as follows:

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ccNSO Community Onboarding Programme Mentee

And I intend to fulfill my role as ccNSO COP mentee as follows:

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8. I am currently contributing to the work of the ccNSO. *

yes

If yes, please specify:

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no

9. In the future, I intend to contribute to the work of the ccNSO. *

yes

If yes, please specify:

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no

10. I currently am an active member of the broader ccTLD community. *

yes

If yes, please specify:

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no

11. I have an interest in becoming an active member of the broader ccTLD community. *

yes

If yes, please specify:

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no

not applicable

12. Any additional information you would like to share?

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By submitting my personal data, I agree that my personal data will be processed in accordance with the ICANN Privacy Policy (<https://www.icann.org/privacy/policy>), and agree to abide by the website Terms of Service (<https://www.icann.org/privacy/tos>).

I agree.*

[S E N D]

Thank you.