Feedback on feedback | ICANN73, San Juan (PR)

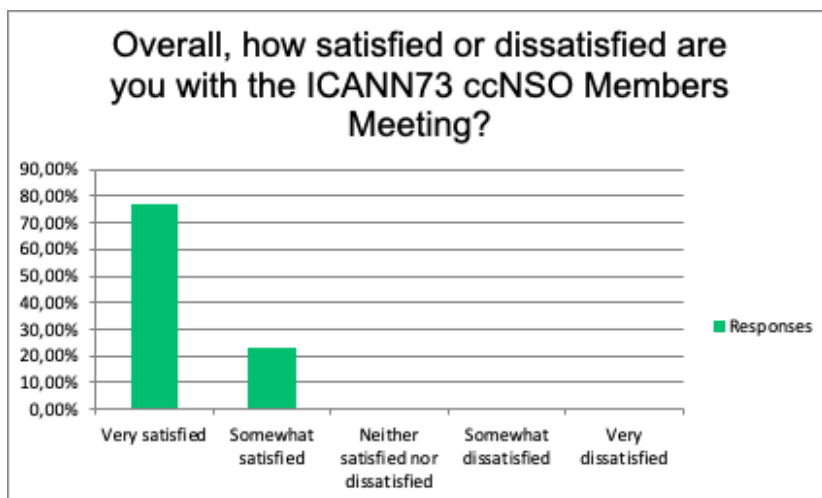March 2022 | Virtual ccNSO Members Meeting

Introduction

This document aims to evaluate the community feedback received regarding the Virtual ccNSO Members meeting at ICANN73, 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 ICANN73 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. The survey was shared with the ccNSO Members and ccTLD community via email and via an announcement on the ccNSO website. The survey was open for 2 weeks. 13 answers have been received. For comparison: we received 14 answers for ICANN72, 21 answers for the virtual ICANN69 Annual General Meeting, 30 answers for the Virtual ICANN70 Community Forum and 16 answers for ICANN71. Consult the ICANN73 satisfaction survey results here: https://www.surveymonkey.com/results/SM-_2Fu_2BWmIYgZLkg_2BS6_2F_2BoDe4A_3D_3D/

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. ICANN73 marked the sixth virtual ccNSO Members Meeting. Although the virtual conferences are a temporary response to a crisis and considering that ICANN74 in the Hague will be held as a hybrid meeting, there may be elements worth keeping. The MPC actively surveys attendees — both about what they found missing and what they found uniquely attractive.

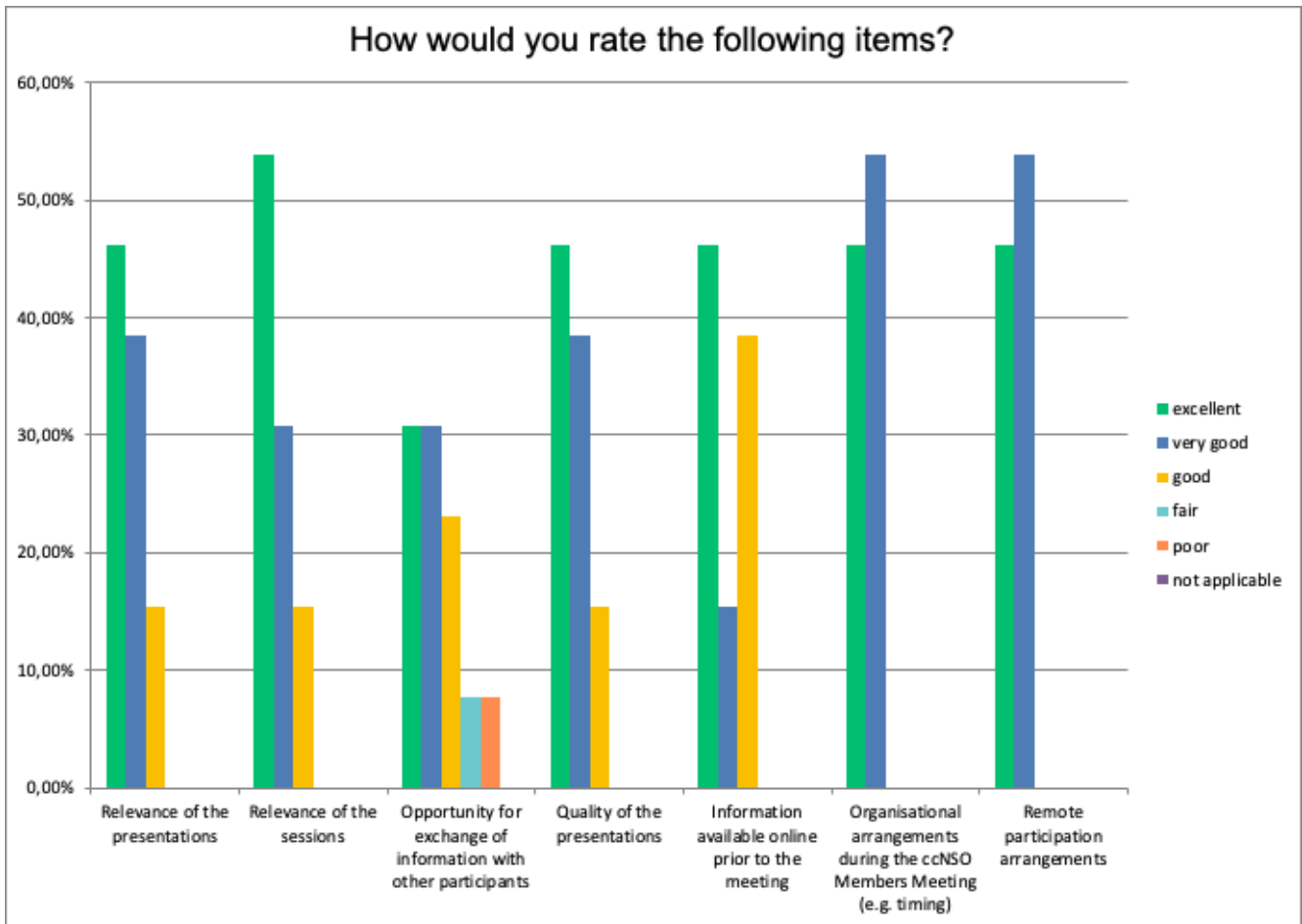## Feedback by the ccNSO MPC on the community feedback

1. Overall, how satisfied or dissatisfied are you with the ICANN73 ccNSO Member Meeting?

Response

The ccNSO MPC welcomes the high satisfaction rate, recognizing the limited number of responses to the survey. 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.
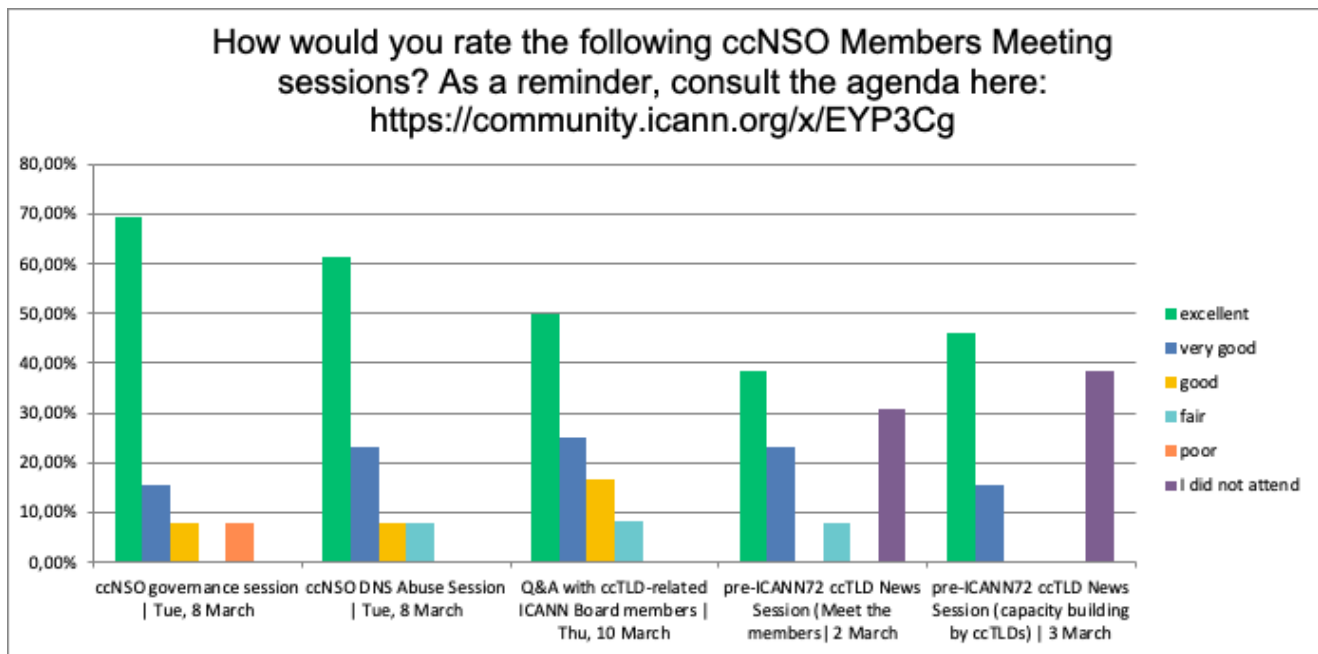
2. How would you rate the following items?

How would you rate the following items?

Legend:
- excellent
- very good
- good
- fair
- poor
- not applicable

Categories:
- Relevance of the presentations
- Relevance of the sessions
- Opportunity for exchange of information with other participants
- Quality of the presentations
- Information available online prior to the meeting
- Organisational arrangements during the ccNSO Members Meeting (e.g. timing)
- Remote participation arrangements

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

- *none*

Response

The MPC is pleased to see that the high satisfaction rates are well distributed among the various sub-items for the sessions. Regarding the opportunity for exchange of information with other participants: this was given lower ratings. The ccNSO also avoids webinar-Zoom rooms whenever possible, to ensure participants can request the floor easily, and can use the chat-function. Both the MPC and ICANN org invested time and effort to enrich virtual meeting arrangements, yet the nature of virtual communication unfortunately hinders interaction.

3. How would you rate the following ccNSO Members Meeting sessions?

How would you rate the following ccNSO Members Meeting sessions? As a reminder, consult the agenda here: https://community.icann.org/x/EYP3Cg

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

- *None*

Response

Thank you! The sessions required considerable preparation, and the MPC is pleased to see that the intense prep time reflected on the quality of the sessions. Thank you to all presenters, session chairs and moderators for their invaluable contributions! We fully realise the time zone the meeting was held was not convenient for all. Therefore, a big thanks to all those that attended the live sessions, and a reminder to those interested: the recordings have now been posted on the ICANN public schedule.

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

- *Indeed, the sessions went really good overall. Despite there was limited time to discuss issues of each topic, the hosting worked propperly to allow participation actions.*
- *The type of presentations and the presenters*
- *Relevance of the presentations*
- *Presentations and choice of subjects.*

Response

Thank you! The MPC continues to strive the make the sessions interesting to and relevant for the broader ccTLD community.

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

- *I think that virtual experience is accurate while the pandemic restriction get flexible. It would be great planning a hybrid session on Icann 74.*
- *allocation of more time for Q&A*
- *On questions/answers with Board members I would prefer to tackle ccNSO questions first, then Board questions.*
- *It should be better to keep ccTLD News less than 90min (or 75min).*
- *None*

Response

ICANN announced that ICANN74 in June 2022 will convene as a Hybrid Policy Forum in The Hague, Netherlands, taking into account the continuing impacts of the COVID-19 pandemic, with in-person and virtual participation. At the same time, the ccTLD News Sessions will continue to be held virtually, prior to ICANN74. The MPC noted the wish to allow for discussions and interaction during the various sessions. At the Pre-ICANN73 ccTLD News sessions, the MPC experimented with a new concept: after a number of presentations, the audience was invited to join the presenters in their individual breakout sessions, to continue the discussions in an informal manner. The audience welcomed this opportunity. During the post-ICANN73 evaluation, MPC recognised the need to be short and concise, allowing for sessions with a maximum duration of 90 minutes, while at the same time allowing sufficient time for interaction. The planning teams for the ICANN74 sessions will keep this advice in mind when finalising the session formats.

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

- *Its important to keep working of the matters that were held in ICANN73, but specially, focus on DNS Abuse, Commercial Trending for ccTLDs and IDNs.*
- *Data Protection , WHOIS, Marketing of ccTLD's*
- *DNS abuse*
- *Security and metrics in DNS*

Response

Thanks to all offering ideas. At its meeting on 10 March, the ccNSO Council adopted the Roadmap for the role of the ccNSO with respect to DNS Abuse. As a next step, Council will soon launch a call for volunteers for the DNS Abuse Standing Committee (DASC). ICANN74 is an important momentum in the launch of the DASC. Recognizing that the topic of mitigating DNS Abuse and the role of ccTLDs in that regard remains relevant to ccTLDs globally, it is expected to be featured on the ICANN74 ccNSO agenda.
The ccNSO MPC determined that, due to the ongoing impact of the pandemic, the next edition of the ccTLD News Sessions will again be held virtually. ccTLD News Sessions have an excellent collection of case studies, statistics, new developments, trends and more. The ccTLD News Sessions have been a part of the ccNSO Members Meetings for several years and has provided a global platform for both experienced and new people to meet, share experiences and discuss ccTLD-related aspects. The ccTLD News Sessions are open to all, and will feature themes relevant to ccTLDs globally. Thank you for the topic suggestions. They are useful input to the MPC.

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 or OISC Chair typically hold a webinar, prior to the ICANN meeting, 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. The MPC is exploring additional ways to reach the right audience for its sessions, and welcomes any suggestions you may have.

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

- *Hope to knowing details about next forum.*
- *A strong thank you to ccNSO support staff for their excellent work on preparing for ICANN meetings.*

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 ICANN74!