ccNSO Meeting Days in Hyderabad
ICANN57, November 2016

Feedback on feedback

*The ICANN57 online meeting satisfaction survey was shared via e-mail, social media and via an announcement on the ccNSO website with the ccNSO Members and ccTLD community on day 2 of the ccNSO Members Meeting (7 November 2016). The survey closed on **22 November 2016, 23:59 UTC**. 13 answers have been received. Consult the survey results here:*
https://www.surveymonkey.com/results/SM-THJDVKBN/
This document aims to evaluate the community feedback received, and provides the feedback from the ccNSO Meetings Programme Working Group in response. Read more about the ccNSO Meeting Programme WG here:
https://ccnso.icann.org/workinggroups/mpwg.htm

Which sessions were most informative/interesting to you?

Top 3: The PDP session on the retirement of ccTLDs and the review mechanism for the decision on delegation, revocation and retirement of ccTLDs was considered to the most interesting/informative one, followed by the ccTLD News Session. On the 3rd position we find 4 sessions: the legal session, the joint meeting with the ICANN Board, the Working Group Updates, and the Q&A session with the nominees for the ccNSO Council and ICANN Board.

Response
The Meeting Programme WG values your appreciation. We will continue to strive to cover relevant topics for the ccTLD community.

Which sessions were least informative/interesting to you?

The update by the regional organisations was considered least informative/interesting, followed by the High Interest Topic hosted under the auspices of the ccNSO on how to do outreach within each SO/AC.
Somebody suggested to share written updates on the activities of the ccNSO Working Groups, and regretted the fact that those updates were duplicated on several occasions: for instance, during the joint meetings with GAC and Board, as well as during the ccNSO Members Meeting.

Response
- The ccNSO Meeting Programme Working Group realizes that the time slot dedicated to the ROs Update (20 minutes) was very short, therefore limiting the presenters. Having had a preliminary conversation with some of the ROs, more time has been requested for Copenhagen to have a meaningful interaction with the community. We would like to suggest the Regional Organisations to consider sharing written updates with the ccTLD community, prior to the meeting, including for instance an event calendar and reflections on past regional activities.
- On the last page you will be able to find further feedback regarding the HIT-session.
- Unfortunately, there is indeed an overlap between some topics addressed during the ccNSO Members Meeting, and the joint sessions. We will do our best to publish the agenda as soon as possible. This will help participants in making an informed choice on the sessions to attend. Please note that the ccNSO Members Meeting typically allows for discussion and interaction, whereas the joint sessions with other SO/ACs or the ICANN Board takes the form of briefings.

Which 3 presentations from the marketing, legal and ccTLD news session were most informative, interesting to you?

Position 1: Equal scores for two contributions from the ccTLD News Session, namely the one by Byron Holland (.ca) on CIRA's new product offerings – *How a ccTLD has reinvigorated itself in a maturing domain name market*, and the one by Russell Haworth (.uk) - *Building on the success of a ccTLD to innovate in new markets*. One respondent added that the contribution by .uk was "a compelling story".
On position 2 we find the contribution by Thomas Rickert (eco) and Michele Neylon (Blacknight) on data protection and privacy. A survey respondent added that this was an interesting idea, which could benefit from a follow-up during a next meeting.

Position 3 is shared by the following legal presentations: Vika Mpisane (.za) - *The changing domain name regulatory & management framework in South Africa*, Erwin Lansing (.dk) - *Results from the summer 2016 public consultation on how to fight cybercrime* and Hiro Hotta (.jp) - *Amendment of Japanese Telecommunications Business Law.*

Response
Thank you! Within the Programme WG we believe sharing best practices and concerns and/or recommendations from various players is fundamental, and appreciate the fact that certain topics are deemed valuable enough to merit a follow-up in the future. We take this opportunity to thank all the presenters on Marketing, Legal and ccTLD news sessions for sharing their experiences with the community.

Which agenda topics do you like to see included for the next meeting?

- *"I like the current set-up" versus "less of the same", and "more time for discussion"*
- *"Data protection and privacy", mentioned by 2 respondents*
- *"data analytics by the registry to help registrars", "statistical trends across the regions"*
- *"marketing experience from various regions"*

Response
The Programme WG recognizes the fact that attendants appreciate the exchange of information and best practices, but at the same time appreciate even more the opportunity for discussion. The ccNSO Meetings Programme WG continues to aim for a good balance between updates/briefings, and sufficient time for discussion. We will explore further the topic of data protection and privacy to see how and if it can be addressed in Copenhagen.

In your opinion, how can the ccNSO meeting be improved?

- *"More cross-community interaction and outreach, for instance with GNSO", which was mentioned by 2 respondents*
- *"The ccNSO meetings have greatly improved" and "good as it is"*
- *"Allot more time to single presenters"*
- *"Consult the community upfront on topics they like to see included"*

Response
The ccNSO recognizes the value of cross-community discussions, and joint sessions with other SO/ACs will be scheduled at ICANN58, taking into account the limitations that come along with the general ICANN meeting schedule.
We are pleased to hear about the positive evaluation of the latest meeting! At the start of December, the ccNSO members and broader ccTLD community were asked to submit topics that should ideally be included either as High Interest sessions, or during the ccNSO Member days. With your help, we aim to produce a programme with ccTLD relevance. Thank you!

What did you appreciate most about the ccNSO member meeting?

- *"Timing was well respected, making it a well-organized and efficient meeting"*
- *"The marketing, legal and ccTLD News session"*
- *"The opportunity to network with other ccTLD operators, including during the cocktail"*
- *"Remote participation arrangements worked very well"*
- *"Posting of presentations was most appreciated."*
- *"Informative as always, learning from other regions and ccTLDs"*

Response
The ccNSO is a platform for and by ccTLD managers, the exchange of information, best practices, and knowledge is the cornerstone of what makes the ccNSO so valuable. The numerous efforts by volunteers are a fundamental aspect to the success of the ccNSO, being driven by and for the community.Networking opportunities are part of a good meeting, and warm thanks goes out to the sponsors of the ccNSO Cocktail.

Did you attend any of the so-called high Interest Topics?

- 70% of the respondents attended the HIT-session on how to do outreach, whereas half of the respondents attended the session on the Q&A with ICANN's general counsel. Those were the two HIT-sessions hosted under auspices of the ccNSO.

Comments from respondents:

- *"I'm getting the impression that all those sessions were prepared in a couple of weeks before start of the meeting and with little to no support from general ICANN staff (other than staff that is already attached to specific AC's or SO's). It is like ICANN management decided to turn away from this and leave it entirely up to the AC's or SO's to come up with everything. If ICANN wants to showcase its work at the yearly AGM, it will have to come up with something that is much much better!"*

- *"liked the transparency of the second session. John suddenly became a living human being instead of a not so much trusted institute. Also compliments to Jay. Well prepared and done."*

Response

As for the HIT sessions, there was indeed very little time to prepare by the various SO/ACs. This issue has been addressed with ICANN's Meeting Strategy Team. The continuous interaction with the audience, for instance during the HIT session on how to do outreach within each SO/AC, was however a positive experience. In addition, general feedback from the ICANN's Meeting Strategy Team on how the community felt about ICANN57 will be published on the ICANN wiki, and will be considered for ICANN58. The SO/AC leaders regularly meet, leading up to Copenhagen, and will jointly propose so-called High Interest Topics. Ideas from the ccTLD community for High Interest Topics can be submitted to the ccNSO secretariat until 14 December 12:00 UTC (noon).

What was the main reason for attending the ccNSO Member Meeting?

75% of the respondents replied that information regarding the latest developments within the ccNSO environment is indeed why they attend ccNSO Member Meetings.

Response

Information sharing on what is happening in the ccTLD environment is and will remain a core focus for the Programme WG when drafting the agenda of the ccNSO Member Meeting. Thank you! We look forward to seeing you in Copenhagen.

On behalf of the members of the ccNSO Meetings Programme WG