ICANN58 interviews: meeting satisfaction assessment

16 face-to-face interviews with ccTLD community members were conducted. The interviewers were members of the ccNSO Meeting Programme WG and the Secretariat, and the interviews were taken during the ccNSO cocktail, and following conclusion of the ccNSO Members Meeting in Copenhagen. At least one person per region has been interviewed. Please find the feedback received via the interviews below.

1. How did you feel about the ccNSO Members Meeting here in Copenhagen?

- In general, this ICANN-meeting was calmer and better organized. Tech day and member meeting very solid. TLD-OPS workshop was worthwhile.
- Accountability session: was the worst one. 90% of the people tuned out. It is important to have a minimal briefing, without overloading people with details/. Trang had an important slide set. Too dense and too detailed. People lost interest for everything else.
- Do we need a ccTLD news session every time?
- RO's: Does not make sense that they chair their own session.
- WS2: I know it is important, but it is hard to remain interested in that session
- General impression: very good. Had the impression less people showed up?
- Sufficient variation in the topics
- Repeating certain updates is inevitable, but annoying. (e.g. the PDP update was repeated 3 times)
- I never realized the role of the chair is so important. I enjoyed the legal session a lot.
- The contribution by Bobby Flame (FBI) at Tech Day was very interesting
- Convenient facility
- Legal session was late in the day, but very good
- Interaction and interactivity is much appreciated. E.g. panel discussions on 1 topic with a good moderator.
- Useful to share information. CENTR is still better channel to share information, but ccNSO members meeting days are second best.
- Interesting, updates are good, because there you get information easy and "packed".
- I liked Member Meeting days in CPH, they are important meetings, even though it's sometimes a little bit far away from daily work life issues.
- Members Meeting days are both interesting and boring (PDP this time the most boring).
- Members Meeting days are variable, both + and -

2. What did you like best about the ccNSO Members Meeting?

- ccNSO-GAC was much calmer and productive than in the past.
- Session with Mike and Chris was good. Mike was frank.
- PDP session was good
- This was not the most exciting meeting, but it was the best structured meeting.
- Usually the ccTLD news session is the most interesting one. This should remain a fixed session on the agenda. The legal and marketing session are not needed every single time.
- I learned a lot. But please make sure to put things in perspective: do not assume everyone knows what is happening.
- Possibility to interact with the other ccTLD managers
- Legal Session. Peter Vergote (.be) is a very good chair.

- Session with the ccNSO appointed members to the ICANN BoD
- The WG updates, and the fact that people asked questions. The room was full, already early in the morning. In the past, the room only filled up for the free lunch
- Interaction. Accountability session and report from PTI was very important.
- Good discussion during the session with the ccNSO appointed members to the ICANN BoD
- Interactivity of the legal session. The least interesting part was the report by Trang.
- The ccTLD news session is always interesting
- Good to have the views from LEA and registrars
- Legal Session, because it was something concrete and GoDaddy was also presenting.
- Legal Session and data protection regulation topic.
- Review Mechanism (because it was hard to understand)
- Annebeth's update about CTN and CENTR update

3. Suppose that you could make one change that would make the program better. What would you do?

- Coffee and water in the room. At least in the morning.
- The welcome is usually followed by the WG updates. This is not an ideal way to start: it is not interactive at all. But I realise this type of overview is needed.
- More background info: people have their own dramas and do not necessary follow the ccNSO very closely on a regular basis.
- Allow people to participate in their own language
- RO reporting. Not that valuable. It is not a session that invited to ask questions. Suggested structure: like legal session: 5 min. presentation, followed by questions. Have a more global approach.
- I would take "empty updates" away, those which doesn't give any (new) information. I would like to see more discussion sessions with more interaction. Also "lessons learned" would be interesting session sometimes.
- Less presentations, more discussions.
- More speakers outside the ICANN community.
- One less formal session (few hours), where people could learn to know each other better and talk together. Information between ccNSO meetings is missing (more emails).
- Scarier chair is needed ;)
- We need also drinks and coffee (like ALAC is serving)

4. What topics do you like to see addressed at the next ccNSO Members Meeting?

- High interest topic. Board to present community the bylaw change. (Chris his proposal) 3 SO/ACs needed to support it. Ideally close to the beginning of the meeting as possible. Ideally to be dealt for decision during the council meetings, before the end of that meeting.
- ICANN board is scheduled to approve the budget at the end of the meeting. That will trigger the rejection petition period. That means organizing a session, explaining to our community, how they submit a petition, what needs to be in there for the council to consider it, and explain to community what needs in there. Very likely that the GNSO will come up with a petition against the budget, they will approach the ccNSO if we support that petition. The GNSO needs to solicit the support of at
least one other SO/AC. Requirements annex D regarding the content of rejection petition. 21-day clock after the approval of the budget.
- It is very interesting to step outside the TLD and domain name cocoon. We also talked about IP addresses, and websites. More outreach and involvement from registrars and third parties we interact with is appreciated.

- Tech Day is very important.
- A satisfaction survey with open-ended questions is good: this will allow people to give input.
- call for proposals cross-community topics ICANN59 geographical names. Jeff Neumann (GNSO) new subsequent procedures co-chairs. List the issues at hand. 21 April deadline for report CCWG-UCTN. 25 April webinar by GNSO on geographical names. Input paper from CENTR will be drafted. ccNSO could use a similar content for decision in the ccNSO council. As long as there is no common ground, please have a status quo. Should ccNSO send a letter to the Board?
- What are we doing to be profitable? How to survive? New businesses, some are increasing process?
- Content control, take down of domain names
- Basic explanation of the ccTLD world to e.g. GAC could be an idea. Tutorial style
- 3-letter CTN
- Update about internet governance
- Dealing with content in different ccTLDs
- Admin Session, registry policies
- Where are we with new gTLDs new round? ICANN budget update.
- Legal Governance, what can other ccTLDs do and what not
- Teasing ICANN board, more interaction with other communities, public session in the beginning and then a follow up.