

# ccNSO Members Meeting in Johannesburg

## ICANN59, June 2017 • Feedback on feedback

### Introduction

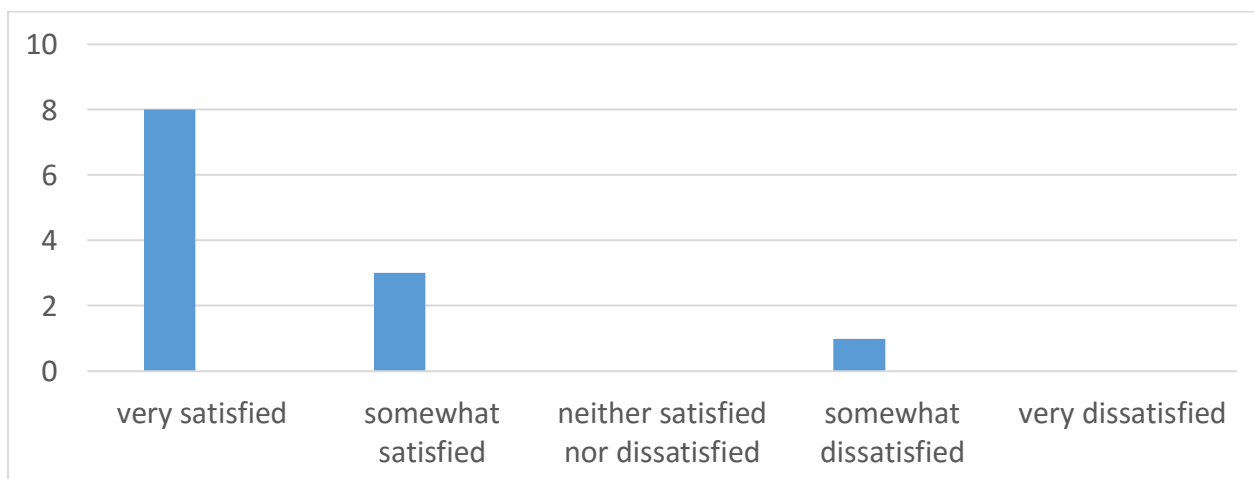
This document aims to evaluate the community feedback received regarding the ccNSO Members meeting in Johannesburg, and provides the feedback from the ccNSO Meetings Programme Working Group in response. Read more about the ccNSO Meeting Programme WG here: <https://ccnso.icann.org/workinggroups/mpwg.htm>

Feedback from the community on the ICANN59 ccNSO Members Meeting in Johannesburg was collected via an Online meeting satisfaction survey. The Copenhagen (ICANN58) online meeting satisfaction survey was refined and simplified, after consultation with the Programme Working Group. The same survey-questions were being used for ICANN59. The 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. The survey closed on 17 July 2017, 23:59 UTC. 12 answers have been received, compared to 26 for ICANN58. Previous only surveys resulted in on average 10 responses. Consult the survey results here: <https://www.surveymonkey.com/results/SM-67N6XSY6/>

On behalf of the Secretariat and Programme Working Group members: many thanks to all those that provided feedback: your input is valuable to us, and helps us in shaping future ccNSO Member Meetings.

### Feedback by the ccNSO Meeting Programme Working Group on the community feedback

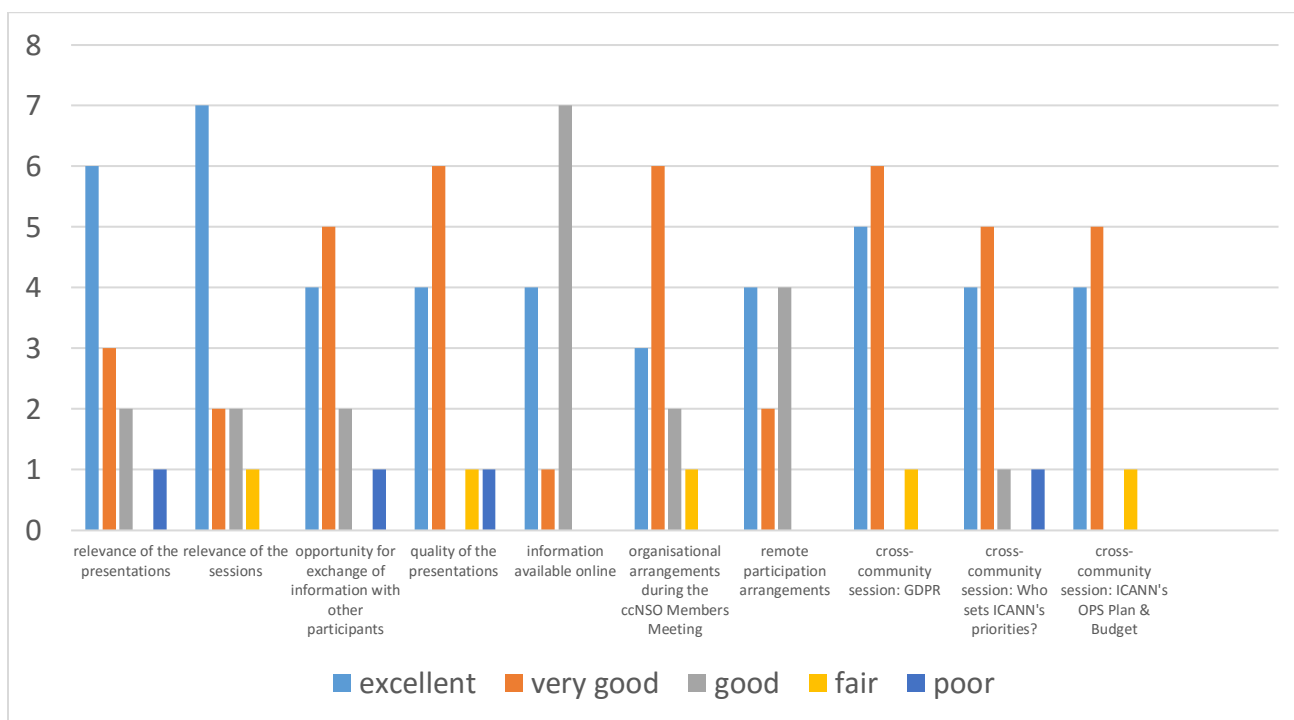
#### Overall, how satisfied or dissatisfied are you with the ICANN59 ccNSO Member Meeting?



#### Response

The Meeting Programme WG values your appreciation. We will continue to strive to meet the needs of the ccTLD community.

## How would you rate the following items?



### Response

Overall the individual items in the table above were rated positively. Many thanks for this. The ccNSO Meeting Programme Working Group believes the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is still room for improvement.

### What aspects of the ccNSO Member Meeting went particularly well?

- Interactivity is appreciated. It is important to allow the community to express their views, for instance via the temperature-of-the-room cards and the mock decisional participant wargame.
- Session arrangement and flow, together with other aspects.

### Response

Thank you! Within the Programme WG we believe sharing best practices and concerns and/or recommendations from various players is fundamental. We take this opportunity to thank all the presenters for sharing their experiences with the community.

The ccNSO secretariat organized in Johannesburg an on-site briefing session with the session chairs, prior to the ccNSO Members Meeting, where session chairs are invited to engage even more with the audience, to ensure sufficient interaction and involvement. The opportunity for interaction should be considered during the agenda setting. The session chair or moderator play a fundamental role here as well.

Networking opportunities are part of a good meeting, and special thanks goes out to the sponsors of the ccNSO cocktail, who made this possible.

## What aspects of the ccNSO Member Meeting need improvement?

- Meetings room with daylight are appreciated
- Allow for sufficient time to interact with other SO/ACs, and the session with the ccNSO appointed Board members could have been expanded a bit as well
- Focus less on background, and more on actual discussions, and issues sought guidance on.
- Advance preparation is key. If the opinion from the audience on a very important matter is asked, an email should be circulated to the mailing list prior to the meeting, to allow the community to formulate an informed opinion. (e.g. discussion on the EC mechanisms)
- Presentations should be available prior to the meeting. This will be especially helpful for remote participants.

### Response

- The ccNSO Members Meeting typically allows for discussion and interaction with the audience, whereas the joint sessions with other SO/ACs or the ICANN Board takes the form of briefings, rather than discussions. Hence, they are shorter as well.
- We agree meeting in a room where there is daylight is wonderful. Nonetheless, this is not something that can be chosen, nor influenced, by the ccNSO.
- The ccNSO secretariat realizes that communication is important: we will strive to improve the information shared with the community even more efficiently. The ccNSO is a platform for and by ccTLD managers, and the exchange of information, best practices, and knowledge is a corner stone 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.
- The ccNSO secretariat publishes the presentation slides as soon as possible on the overall ICANN schedule, while the ccNSO Members Meetings is still ongoing. Typically, the slides are uploaded shortly after – or even during – each session. The slides are then made available on the ccNSO website (<https://ccnso.icann.org/meetings/Johannesburg59/presentations.htm>) as well, latest few days after the meeting. Unfortunately, the presentation material often arrives to the ccNSO Secretariat at the last-minute. Behind the scenes, the ccNSO secretariat converts the slides provided into a format which is accepted by the AdobeConnect-room, ensuring a good user experience for remote participants and those attending in person. It is therefore not possible to upload the slides even sooner.
- The ccNSO Meetings Programme WG and Secretariat will aim to ensure the ccNSO Member Meetings remain interesting and relevant, and are conducted in an efficient manner.

## Which agenda topics do you like to see addressed at the next ccNSO Members meeting?

Among others, the following suggestions were raised:

- GDPR
- NIS directive
- The impact of new gTLDs on ccTLDs
- The implications of the new bylaws that are in place
- Discussion on ccNSO priorities
- Participation of the ccNSO, and other SO/ACs, in the empowered community and WS2
- Geographical names
- Collaboration among members

## Response

General information sharing on what is happening in the ccTLD environment is a core focus for the Programme WG when drafting the agenda of the ccNSO Member Meeting.

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 welcomes the idea to allow for sufficient discussion time and interaction opportunities in the agenda of the next ccNSO Members Meeting.

Up-front consultation with the community on the cross-community topics will continue to take place. Community members are welcome any time to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting.

ICANN60 is the annual general meeting, the 3rd public ICANN meeting in the three-meeting annual cycle. The duration is seven (7) total days. The ccNSO Meetings Programme WG and the secretariat will strive to put together a relevant programme for the ccNSO members and the broader ccTLD community.