

# Feedback on feedback | ICANN71, Den Haag

June 2021 | Virtual ccNSO Members Meeting

## Introduction

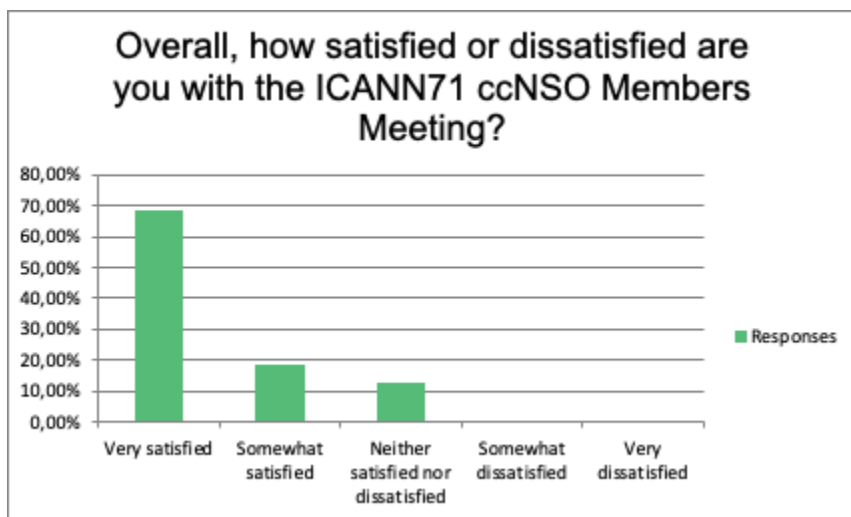
This document aims to evaluate the community feedback received regarding the Virtual ccNSO Members meeting at ICANN71, and provides the feedback from the ccNSO Meetings Programme Committee (MPC) in response. Read more about the ccNSO MPC here: <https://ccnso.icann.org/workinggroups/mpwg.htm>

Feedback from the community on the ICANN71 ccNSO Members Meeting was collected via an online satisfaction survey with questions similar or identical to previous satisfaction surveys. The survey was shared via email, social media and via an announcement on the ccNSO website with the ccNSO Members and ccTLD community. The survey was open for 2 weeks and closed 4 July 2021 (23:59 UTC). 16 answers have been received. For comparison: we received 25 answers for ICANN66 in Montreal, 25 answers for the virtual ICANN68 Policy Forum, 21 answers for the virtual ICANN69 Annual General Meeting and 30 answers for the Virtual ICANN70 Community Forum. The ccNSO did not meet as part of the ICANN67 Community Forum. Consult the ICANN71 satisfaction survey results here: <https://www.surveymonkey.com/results/SM-8THXPDM99/>

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. ICANN71 marked the fourth virtual ccNSO Members Meeting. Although the virtual conferences are a temporary response to a crisis, there may be elements worth keeping. The MPC would like to make the experiment an investment in the future by actively surveying attendees — both about what they found missing and what they found uniquely attractive.

## Feedback by the ccNSO MPC on the community feedback

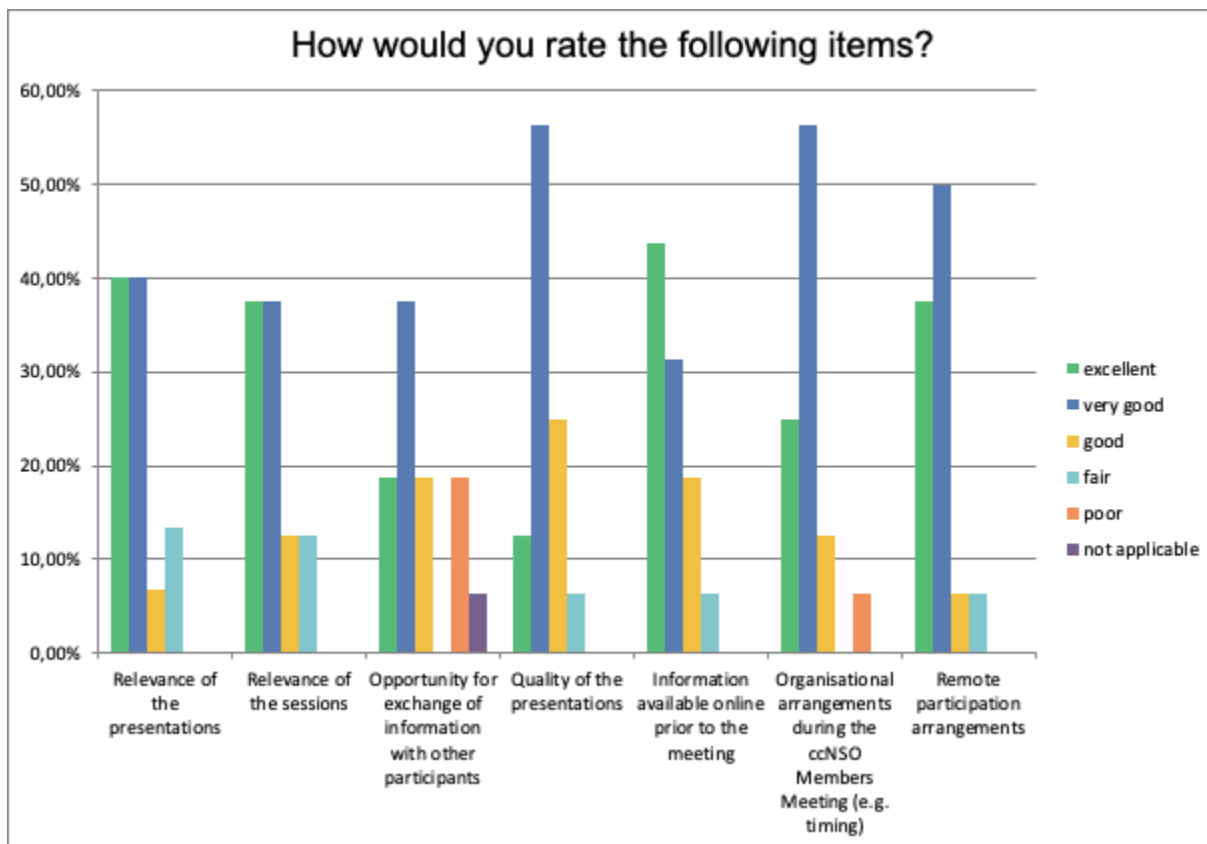
### 1. Overall, how satisfied or dissatisfied are you with the ICANN71 ccNSO Member Meeting?



### Response

The ccNSO MPC welcomes the high satisfaction rate which amounts to almost 90% top two choices combined. As ICANN71 is the fourth consecutive virtual meeting, some problems experienced in previous meetings such as long session duration are addressed in this meeting. The Meetings Programme Committee values your appreciation. 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?



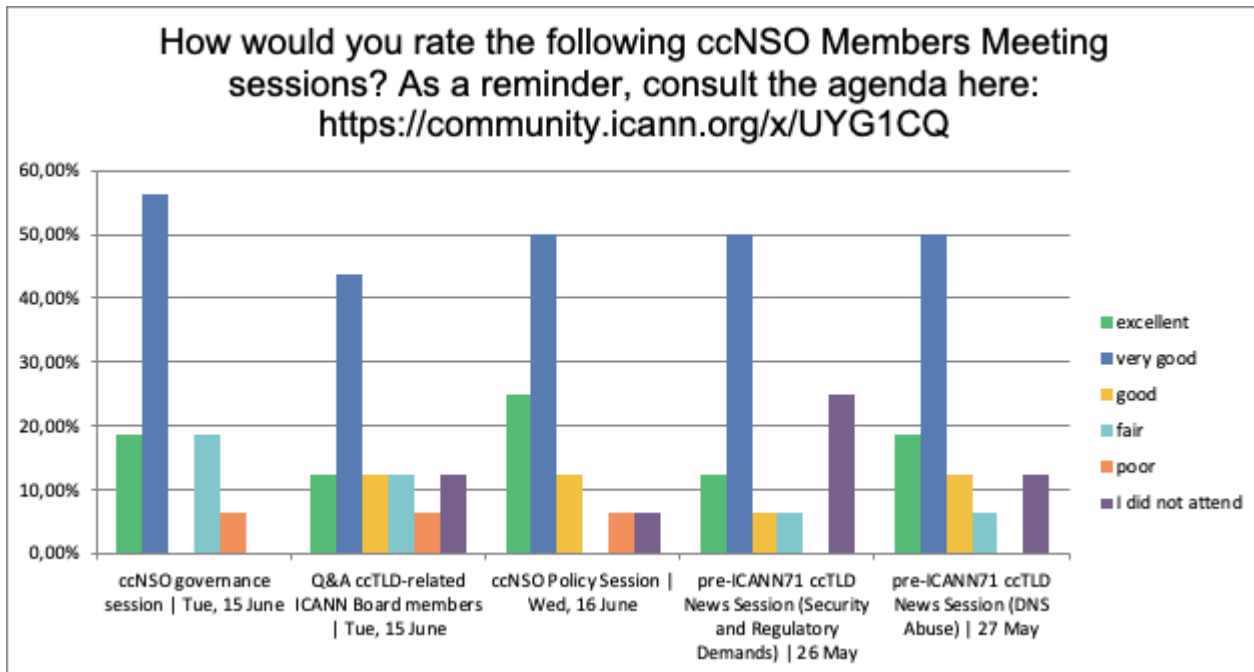
Additional comments received (texts are copied as written in the survey):

- none

### Response

The MPC is pleased to see that the high satisfaction rates (around 80%, roughly) are well distributed among the various sub-items for the sessions. Item number 3 “opportunity for exchange of information with other participants” was given lower ratings compared to others and we believe that this is mostly because of the virtual meeting settings. We did our best effort to enrich virtual meeting arrangements (which was embraced with a high satisfaction rate) yet the nature of virtual communication hinders interaction.

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



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

- *Policy session presentations could have been better. Presenters were just reading from the slides and lacked energy or connection to the audience. Interaction with polls and subsequent discussion was great, though there was not enough time. Maybe consider 90 minutes when high interaction from the community is expected?*

### Response

Thank you for the positive feedback! The Q&A session however was given a lower rating compared to the other sessions. The MPC will continue to evaluate potential improvements.

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

- *policy session*
- *Chairing by different ccNSO members was excellent as well as ccNSO member participation in ALAC session on cc governance.*
- *The sessions were well coordinated*
- *We are all more used to have a virtual approach by now.*
- *Good topics and interaction.*
- *None that I attended. Men talking about history and rules and no diversity*
- *All was perfect in general*

### Response

Thank you for the positive feedback. The MPC welcomes input from the community regarding topic selection, by conducting surveys or asking for feedback and recommendations.

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

- *Q&A ccTLD-related ICANN Board members*
- *More ccNSO members could be joining the meetings, whether with presentations or at the audience*
- *Timing of the sessions with high interaction. Both ccNSO Governance and Policy Sessions were short in time.*

- *Multiculturalism - doesn't feel representative of our global community*
- *Nothing*

## Response

Let's start with the positive feedback first. Someone mentioned *"Interaction with polls and subsequent discussion was great"*. It is encouraging that participants noticed our efforts to make the sessions more interactive and engaging. We try to take advantage of virtual meeting tools such as polls and surveys during the sessions.

Thank you very much to all those helping us to spot areas for improvement. We observe that there are two main topics here: duration of the session and diversity.

Regarding the duration of the sessions: this is a topic the MPC discussed to great length. We concluded that longer sessions are not preferable while the meetings are being held virtually, because of the attention span and zoom fatigue. It is a delicate balance between short and concise, and in-depth exploration of a topic on the other hand. Session preparation is key, and during dry-run sessions potentials areas for improvement can easily be fixed.

Secondly, regarding the lack of diversity: the MPC continuously strives to promote diversity both in terms of topics and session contributions, by inviting presenters, chairs and moderators with various backgrounds, cultures, regions and profiles. Obviously, this also considers availability of those invited, as well as skills, expertise, and subject-matter knowledge.

Finally, we want to point out that the meeting time is not always convenient for all participants from different parts of the world. Some participants watched the sessions later, via the recording. The secretariat also prepared daily announcements, so that participants do not miss sessions that might be of interest to them.

## 6. Which agenda topics do you like to see addressed at the next ccNSO Member's meeting? (Responses are copied as written in the survey)

- *DNS Abuse*
- *IDN and Universal acceptance*
- *New round of gTLD"*
- *influence of NIS2 to ccTLDs*
- *Role of ccNSO in IG*
- *Impact of COVID 19 on ccTLDs as we close 2021*
- *Suggestions: 1) strategies for the post-COVID-19 market for domain names 2) Communication strategies with ccTLD customers: best practices and examples*
- *Competition matters for authorised registrars, marketing activities, authorisation due diligence.data reporting*

## Response

This list is a rich resource for future meetings. Thanks to all offering ideas. We will discuss all these recommended topics and come up with a balanced content in the next meeting. We also welcome additional ideas.

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

- *Is there any chance to avoid after registration, problems with access to Schedule. To me it happens every time last few years*
- *Great showing by new chair Alejandra. Continuing a great tradition of great, well organized and fair ccNSO Council Chairs.*
- *Cities for hosting should be chosen based on herd immunity if in person and everyone should be vaccinated.*

## 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 ICANN72!