

Feedback on feedback | ICANN69, Hamburg

Virtual ccNSO Members Meeting

Introduction

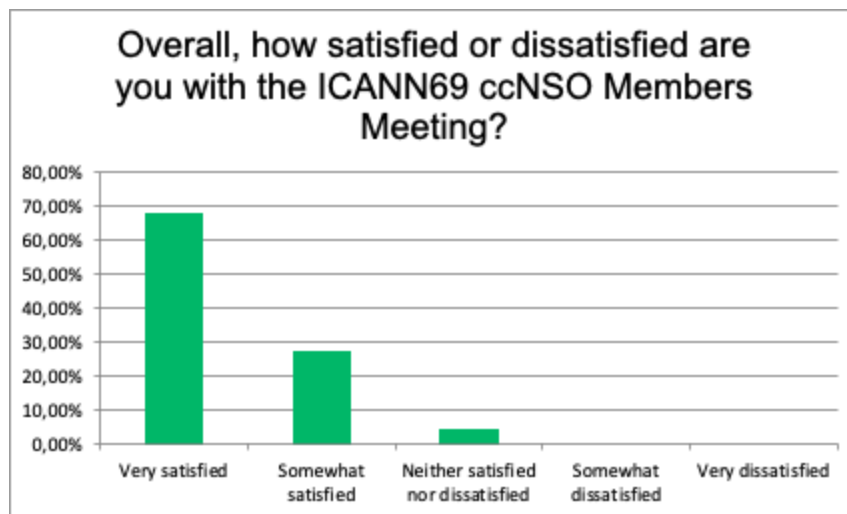
This document aims to evaluate the community feedback received regarding the Virtual ccNSO Members meeting at ICANN69, and provides the feedback from the ccNSO Meetings Programme Committee (MPC) in response. Read more about the ccNSO MPC here: <https://ccnso.icann.org/workinggroups/mpwg.htm>

Feedback from the community on the ICANN69 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 30 November 2020 (23:59 UTC). 22 answers have been received. For comparison: we received 20 answers for ICANN65 in Marrakech, 25 answers for ICANN66 in Montreal, and 25 answers for the virtual ICANN68 Policy Forum. The ccNSO did not meet as part of ICANN67. Consult the ICANN69 satisfaction survey results here: <https://www.surveymonkey.com/results/SM-XFTXKKY67/>

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. ICANN69 marked the second virtual ccNSO Members Meeting: the MPC appreciates the dialogue about the experience. Although this year's 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 from in-person meetings and what they found uniquely attractive in the virtual conference format.

Feedback by the ccNSO MPC on the community feedback

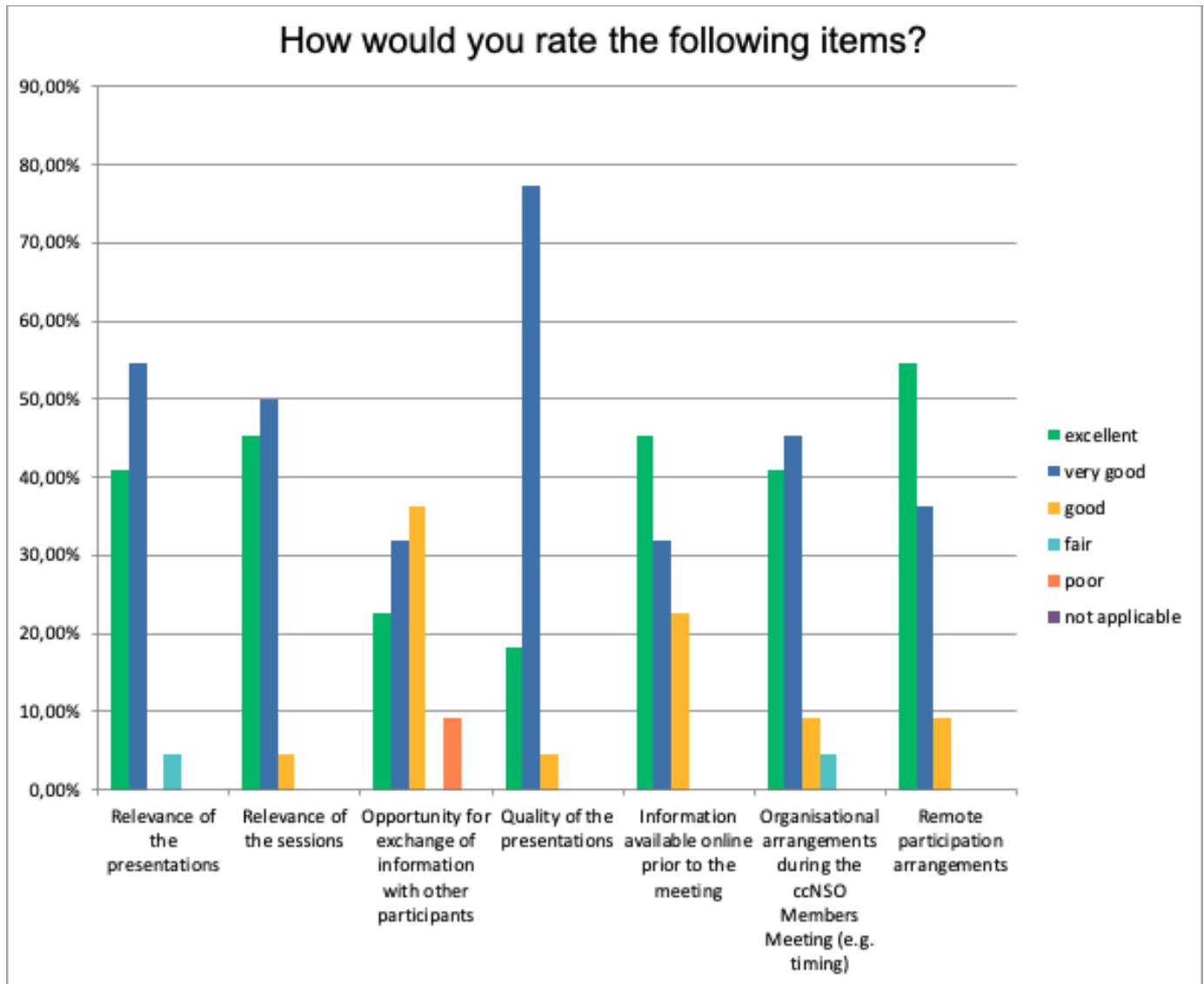
1. Overall, how satisfied or dissatisfied are you with the ICANN69 ccNSO Member Meeting?



Response

The Meetings Programme Committee values your appreciation. Thank you to all those that answered the survey: your input is very valuable to us, and we will continue to strive to meet the needs and expectations of the ccTLD community.

2. How would you rate the following items?



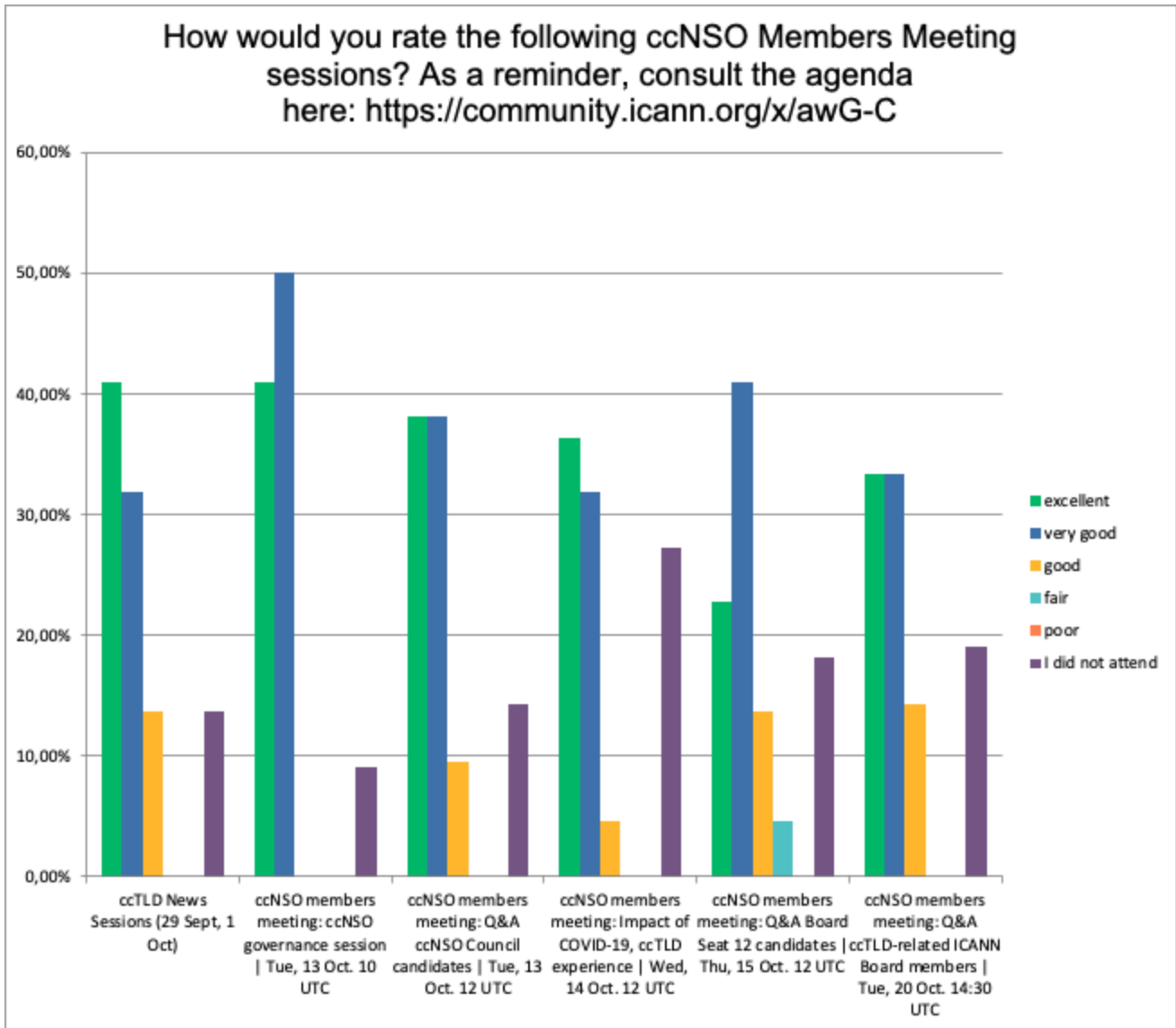
Additional comments received (texts are copied as written in the survey):

- I would appreciate a more smooth and automatic connection to the sessions. Too many clicks and authorizations, and starting again procedures takes too much time and energy. Very bureaucratic

Response

Overall, the individual items in the table above were rated positively, and the MPC members are grateful for this encouraging feedback. The MPC recognises that virtual meetings cannot replace face-to-face meetings and the opportunity for interaction with other participants is limited. Due to security concerns, all meetings held during ICANN68 (the June 2020 meeting) were held in zoom webinar rooms. Those rooms typically allow for less interaction, since the participant list is not visible, nor can participants use the chat box. At ICANN69, the ccNSO Secretariat was able to host the ccNSO members meeting sessions in regular Zoom rooms, which hopefully contributed more to the interaction. Sessions as part of the ICANN meetings need to adhere to a block schedule: for logistical reasons, it is not possible to extend sessions outside of the assigned slots, which had a duration of either 60 or 90 minutes at ICANN69, depending on the time of the day. That made it necessary to split up certain sessions into 2 parts, requiring participants to re-connect for the second part. Security remains a strong focus for ICANN's meetings team: hence participation links only became available 24h prior to the session start, and there was a requirement to register for the meeting upfront. It remains to be seen how ICANN org intends to address the security, accessibility and interaction concerns at ICANN70.

3. How would you rate the following ccNSO Members Meeting sessions? As a reminder, consult the agenda here: <https://community.icann.org/x/awG-C>



Additional comments received:

- *Sorry it has been difficult for me this time to follow the sessions. I was at the hospital with exams to be done during the first 3 days. So my appreciation here cannot be taken into account. My apologies.*
- *Gnso and ccNso council meeting; excellent*

Response

Thank you! A special thanks goes to the moderators and session chairs: they had a key role in engaging the audience via question rounds, their enthusiasm and chairing skills, in an extra challenging fully remote environment. Even though the MPC dedicated to selecting a limited number of sessions, a lot of preparatory work went into organising those sessions. Thanks to all those involved for agreeing to help shaping the sessions, and to the presenters for sharing their experiences in sometimes challenging times of the day and night.

Regarding the ccTLD News Sessions: the MPC noted that the time for interaction was rather limited: therefore the MPC is committed to explore alternative formats or options for future ccTLD News Sessions, allowing the audience to have a meaningful interaction with the presenters. Since the main audience is the ccTLD community, suggestion is to organise these sessions again ahead of the next ICANN meeting, and not as part of the ICANN70 meeting schedule, where the ccNSO typically focuses on sessions with a higher level of interaction across SO/ACs.

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

- *COVID Session, different approaches to one problem, live discussion*
- *Zoom meetings were flawless*
- *Governance Session*
- *hard efforts of the ccNSO Secretariat*
- *Everything was ok*
- *zoom rooms that allow to see the people connected to the meeting.*
- *Presentations*
- *Organizational arrangements and ICANN staff's performance were just superb. Moderators did better than before. Panelists are far better prepared.*
- *The meeting organization was excellent, time management was very good.*

Response

Melissa Allgood, Conflict Resolution Specialist at ICANN org, attended various sessions as part of ICANN69, and provided the following feedback regarding the covid19 session in particular, and some other ccNSO sessions: *"The ccNSO session on COVID19 is the new gold standard. This session had regional presentations on the impact of COVID19, then all presenters became panelists in the following moderated discussion. Community members put significant effort into creating focused discussions on compare and contrasting points rather than a standard Q&A. The ccNSO does a great job of using cameras and is strategic in its use of slides or agendas. This makes for a conversational, connective experience for the virtual participant."*

Overall, the feedback received allows the MPC to believe the direction of travel of the ccNSO Members Meeting is the right one, recognising that there is always room for improvement.

At ICANN69, the ccNSO Secretariat was able to host the ccNSO members meeting sessions in regular Zoom rooms, which contributed more to the interaction, since participants could use the chat box and see the list of other participants to the session.

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

- *more interactive during the session: ask question, poll, quiz.*
- *Add a small announcement before the start of the session, what to expect and when.*
- *Nothing to improve*
- *Having live transcription would help non native English speakers*
- *Panel discussions still lack dynamism; it is high time we went from slide-based sequence of presentations to real discussions; on some occasions it was clear that 1.5h -long sessions are too long and moderators struggled to find more issues to discuss instead of wrapping things up earlier than scheduled. They should be given the authority to decide so. Also, I think we should stop discussing COVID-19- enough said*

Response

The ccNSO Meetings Programme Committee and Secretariat aim to ensure the ccNSO Member Meetings remain interesting and relevant, and are conducted in an efficient manner, which is extra challenging in an exclusively virtual environment. Following a consultation with the community prior to the June 2020 ICANN meeting, the MPC decided to adopt the same criteria, when selecting the sessions as part of ICANN69:

- Is the meeting/session necessary?
- Is the meeting/session necessary as part of ICANN69?
- Is the topic interesting for ccTLD managers from at least 2 different ICANN regions?
- Seen the remote set-up, is the session short and concise?
- What does the overall ccNSO schedule look like? Is meaningful participation possible, without overloading the participants?

A small reminder about the purpose of the ccNSO:

The Country Code Names Supporting Organisation (ccNSO) is a body within the ICANN structure created for and by ccTLD managers. Since its creation in 2003, the ccNSO provides a platform to nurture consensus, technical cooperation and skill building among ccTLDs. Moreover, the ccNSO is one of the Decisional Participants of the Empowered Community (EC). The sole purpose of the EC is to exercise its rights and perform its obligations under ICANN's Articles of Incorporation and the ICANN Bylaws. The ccNSO Members Meeting is an ideal platform to inform the community about current and possible upcoming activities of the ccNSO as Decisional Participant and other topics related to the ccNSO's role within the ICANN environment.

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

- *business continuity*
- *online events*
- *online domain marketing*
- *Digital Services Act - the proposal is coming around the new year and it has the potential to become a game changer, not just in the EU (like GDPR)*
- *PDP4*
- *ccNSO Governance*
- *Legal session*
- *ccTLD news*
- *DNS security and abuse*
- *Data accuracy; small registries' problems and concerns; how to close the gap between the developed and developing registries*

Response

Community members are welcome anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting, by writing an email to ccnsossecretariat@icann.org. The MPC and the secretariat will strive to put together a relevant programme for the ccNSO members and the broader ccTLD community. Some of the suggested topics will be covered, but not necessarily during the ccNSO Members Meeting or during the ICANN meeting week.

The draft agenda for the ICANN70 ccNSO Members Meeting in March 2021 will aim to accommodate the request by the community to focus on topics relevant to ccTLD Managers. The MPC expects to share a draft ccNSO schedule for ICANN70 by the end of January.

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

- *I would like to welcome the fact that the ccNSO programme was very well planned, allowing a full participation from ccNSO members and interested people. In the whole I believe that the ccNSO is well structured and works fine.*
- *I need the agenda early in order to book my calendar in time. At ICANN69 I was so booked in advance with other tasks that I hardly had time to join the sessions.*
- *Special congrats for the Virtual cocktail and dancing party, great accomplish!*
- *Thank you to organizers*
- *Otherwise a good job, thank you, the ICANN team*

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.

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 will again hold a webinar, prior to ICANN70, 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.

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