ccNSO Members Meeting in Abu Dhabi ICANN60, November 2017 · Feedback on feedback

Introduction

This document aims to evaluate the community feedback received regarding the ccNSO Members meeting in Abu Dhabi, 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 ICANN60 ccNSO Members Meeting in Abu Dhabi was collected via 2 channels:

1. online meeting satisfaction survey
The survey-questions were those previously used for ICANN58 and 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 15 November 2017, 23:59 UTC. 24 answers have been received, compared to 12 for ICANN59. Previous online surveys resulted in an average of 10 responses. Consult the ICANN60 satisfaction survey results here:
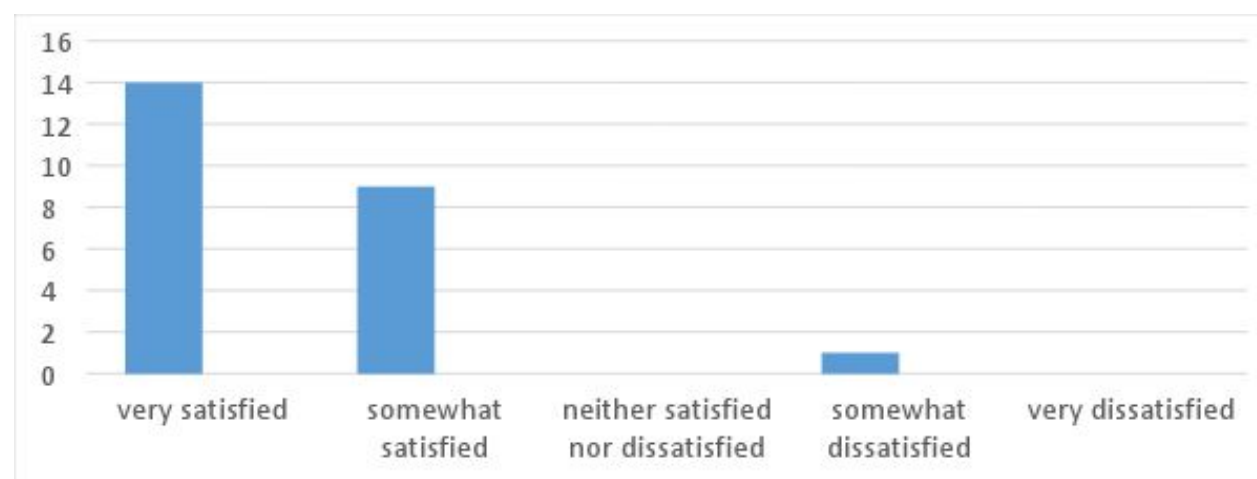https://www.surveymonkey.com/results/SM-GK8GVZVJ8/

2. interviews
13 face-to-face interviews with ccTLD community members were conducted. The interviewers were the ccNSO appointed mentor (Jelena Ozegovic, .rs) and mentee (Suraj Adhikari, .np) in the Community Onboarding Programme, jointly with the ccNSO Secretariat (Joke Braeken). The interviews were taken on site, following the conclusion of the ccNSO Members Meeting in Abu Dhabi. At least one person per region was interviewed, with the exception of the North-American region. Consult the feedback received via the interviews here: https://buff.ly/2AzHNRU

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
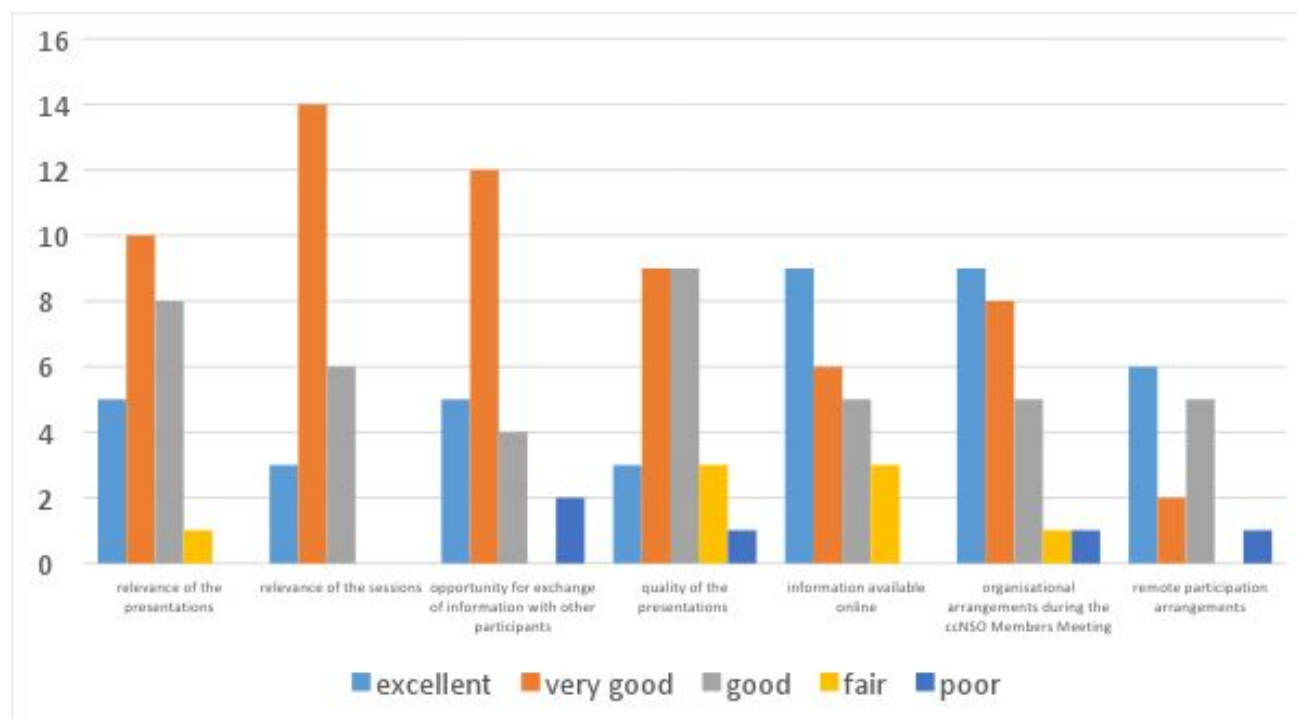
Overall, how satisfied or dissatisfied are you with the ICANN60 ccNSO Member Meeting?

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 encouraging feedback. 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 room for improvement.

Testimonial by Alejandra Reynoso (.gt):
"*This time I wasn't able to travel to Abu Dhabi, which gave me the opportunity to rely on the remote participation for the ccNSO sessions (or any other session for that matter). It was a very positive experience, since I had very good video and audio livestream, plus the chat window ready for any intervention. I encourage anyone unable to travel to ICANN meetings to use ICANN's Adobe Connect Platform and follow the sessions remotely, it is almost like being there in the room*."

Survey: What aspects of the ccNSO Member Meeting went particularly well?
Interview: What did you like best about the ccNSO Members Meeting?

- Interesting and relevant topics with a broad coverage, slides and speakers.
- Highlighted sessions/presentations: PDP discussion, Finance session, Regional organisations update, Q&A session for candidates, joint meeting between ccNSO and GAC, Internet Governance Session, ccTLD News session, GDPR, SSR2, PTI, WG updates.
- The format became too routine to engage the audience.
- Time management.
- Excellent attendance.
- Interactive discussions in some sessions.
- Katrina was an excellent moderator.
- The opportunity to network and catch up with recent developments.

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.

As for the feedback on the individual sessions, the Q&A session with the Board seat 12 and ccNSO council candidates is typically organized after a nomination period, and indeed provides a unique opportunity to

interact with those candidates, while attending an ICANN public meeting. Several respondents mentioned the ccTLD News Session as one of the favourite sessions, which is valuable feedback for the ccNSO Meeting Programme WG.

As for the need to have more interactivity: The ccNSO secretariat organized in Abu Dhabi 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. This type of prep sessions have been organised for every ICANN meeting in 2017. The meeting programme WG realises that the opportunity for interaction should be a key focus during the agenda setting. The session chair or moderator plays a fundamental role here as well.

It is worth noting that not all sessions are suitable for a workshop-style approach. Nonetheless, the ccNSO Meeting Programme WG recognizes the need to potentially test new formats. The upcoming ccNSO Meeting strategy review provides an excellent opportunity for the community to provide input. The consultation session in San Juan (ICANN61) aims to have a workshop-style approach.

Survey: What aspects of the ccNSO Members Meeting need improvement?
Interview: Suppose you could make one change to make the programme better. What would you do?

- No changes needed.
- Reduce the length of the meeting day.
- Deeper focus on fewer topics.
- Better time management.
- Have more networking opportunities. The ccNSO cocktail was missed.
- Look for ways to increase interaction.
- Avoid the numerous update sessions and the one-way communications they mostly are.
- For non-natives to understand oral English explanations and discussions, more detailed slides are desired.
- Have interpretation facilities.
- Have 2 types of sessions: information sharing on the one hand, and controversial topics with discussions and possibly decisions or sense-of-the-room on the other hand. Or policy on the one hand, and marketing on the other hand.
- Parallel sessions might sound appealing. But the risk is to divide the ccNSO family, and to over-specialize. Moreover, smaller registries might miss out on some sessions, due to lower attendance.
- Increase participation from Arab community.

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. The ccNSO Meeting Programme WG recognizes the need to potentially test new formats. The upcoming ccNSO Meeting strategy review provides an excellent opportunity to provide input.
- Networking opportunities are part of a good meeting, and unfortunately no ccNSO cocktail was organized in Abu Dhabi, due to logistical and financial constraints. The ccNSO Secretariat will assist to facilitate a cocktail at the next meeting in San Juan (ICANN61).
- Timing is indeed important. That is why the ccNSO Meeting Programme WG would like to stress that all sessions should start on time, as foreseen in the agenda. This means that sessions will start on time, even with a half-empty room. Session chairs play a fundamental role in keeping track of time. In between 2 sessions, if we need to change rooms, the Meeting Programme WG will calculate from now onwards 10 min extra, so that people can move from one room to the other.
- The ccNSO is a very diverse community, and ccNSO Members Meetings should be a valuable platform for all participants equally, including those that are non-native English speakers. Unfortunately, there is no budget for on site interpretation or translations. However, the ccNSO Secretariat will remind all session chairs and presenters that supporting slides should be an added value, helping out those that have difficulties understanding English.
- 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.

Survey & Interview: Which agenda topics do you like to see addressed at the next ccNSO Members meeting?

Among others, the following suggestions were raised:

- organize a Legal Session,
- focus on: data protection regulations, consumer protection, registry policies, accountability, GDPR including implementation best practices for non-EU ccTLDs (with international registrants which may come from .eu states) to meet GDPR requirements, TLD abuse processes, liability of Intermediaries, use of Emojis as domain names, capacity building for new members, security, DDOS, DNSSEC, WT5, open data, cooperation within ccTLDs, WHOIS, technical topics, how ccTLDs are supporting their local communities.
- The ccNSO community is facing generational change: should we discuss how we could ensure business continuity? Slow or flat growth seem to be affecting some registries. A topic on the various new innovative services that may increase the growth of domain names could be considered. Regional registry growth and development.
- Have a discussion on
    - how we can ensure that the ccNSO proposes candidates to the ICANN board that are the best people for the job?
    - How much we should contribute to ICANN?
    - What value does ICANN provide us?

Response

The ccNSO is a platform for and by ccTLD managers, and the exchange of information, best practices, and knowledge is a 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. 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 anytime to suggest topics they like to see included in the next agenda of the ccNSO Members Meeting.

ICANN61 is the 1st public ICANN meeting in the three-meeting annual cycle. 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. The ccNSO Members Meeting for ICANN61 will again have a Legal Session, contrary to ICANN60, where the legal session had to be cancelled due to time constraints. Regarding the suggestion to focus more on technical topics (DDOS attacks, use of emojis, …): the ccNSO Members Meeting has a different audience and purpose than Tech Day, and overlap should be avoided.

Other comments

- More background info about ccNSO PDPs is welcome.
- Do not assume everybody constantly follows what is happening within ICANN. Provide sufficient background information.
- Concern that the agenda and speakers lineup are dominated by Europe. While understandably the reality, extra efforts should be made to engage the LACTLD, AFTLD and APTLD communities.
- Thank you for the good job.
- meeting well organised, thank you!
- It might be interesting for us to discuss "why do you attend ICANN meeting?", "What do you benefit from ccNSO/ICANN?"
- DENIC presentation in Day2 could have been in TechDay, where CIRA also presented a tech idea since both ideas are aimed at trying to increase the growth of domain names.
- Thank you to the ccNSO council and ICANN ccNSO staff for their tireless efforts on our behalf.

Response

Thank you! The ccNSO Meetings Programme WG and Secretariat will aim to ensure the ccNSO Members Meetings remain interesting and relevant, and are conducted in an efficient manner.

The ccNSO secretariat realizes that communication is important: we will strive to efficiently share information with the community, in a timely manner.

The intent of the ongoing ccNSO meeting strategy review is to consider whether the current meeting strategy, under the overall framework of the ICANN meeting strategy, is adequate and provides a sound basis for the ccNSO to perform its work as envisioned. Your input is very much appreciated.