Feedback on feedback | ICANN65

ccNSO Members Meeting in Marrakech, June 2019
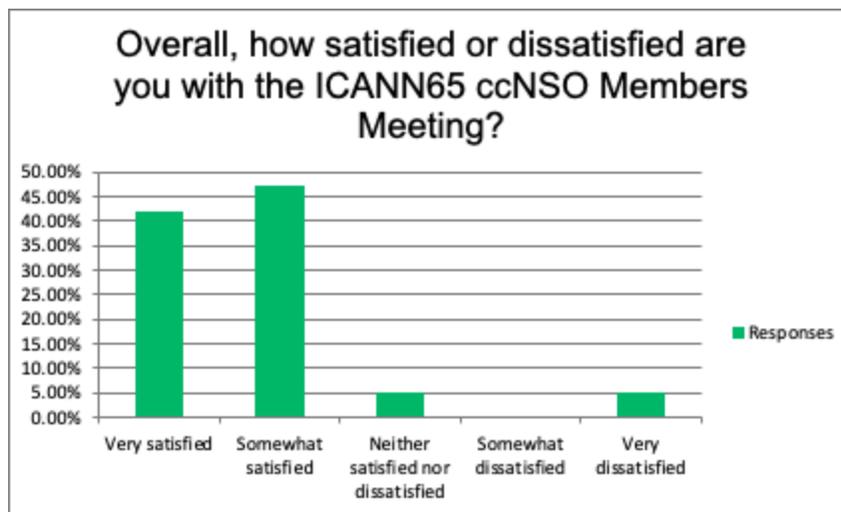
Introduction

This document aims to evaluate the community feedback received regarding the ccNSO Members meeting at ICANN65 in Marrakech, 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 ICANN65 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 on day 2 of the ccNSO Members Meeting. The survey closed 2 weeks later, on 12 July 2019, 23:59 UTC. 20 answers have been received, approximately 10 less than the number of responses for ICANN64 in Kobe. Consult the ICANN65 satisfaction survey results here: https://www.surveymonkey.com/results/SM-WTHHCGHD7/

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.

Feedback by the ccNSO MPC on the community feedback

1. **Overall, how satisfied or dissatisfied are you with the ICANN65 ccNSO Member Meeting?**
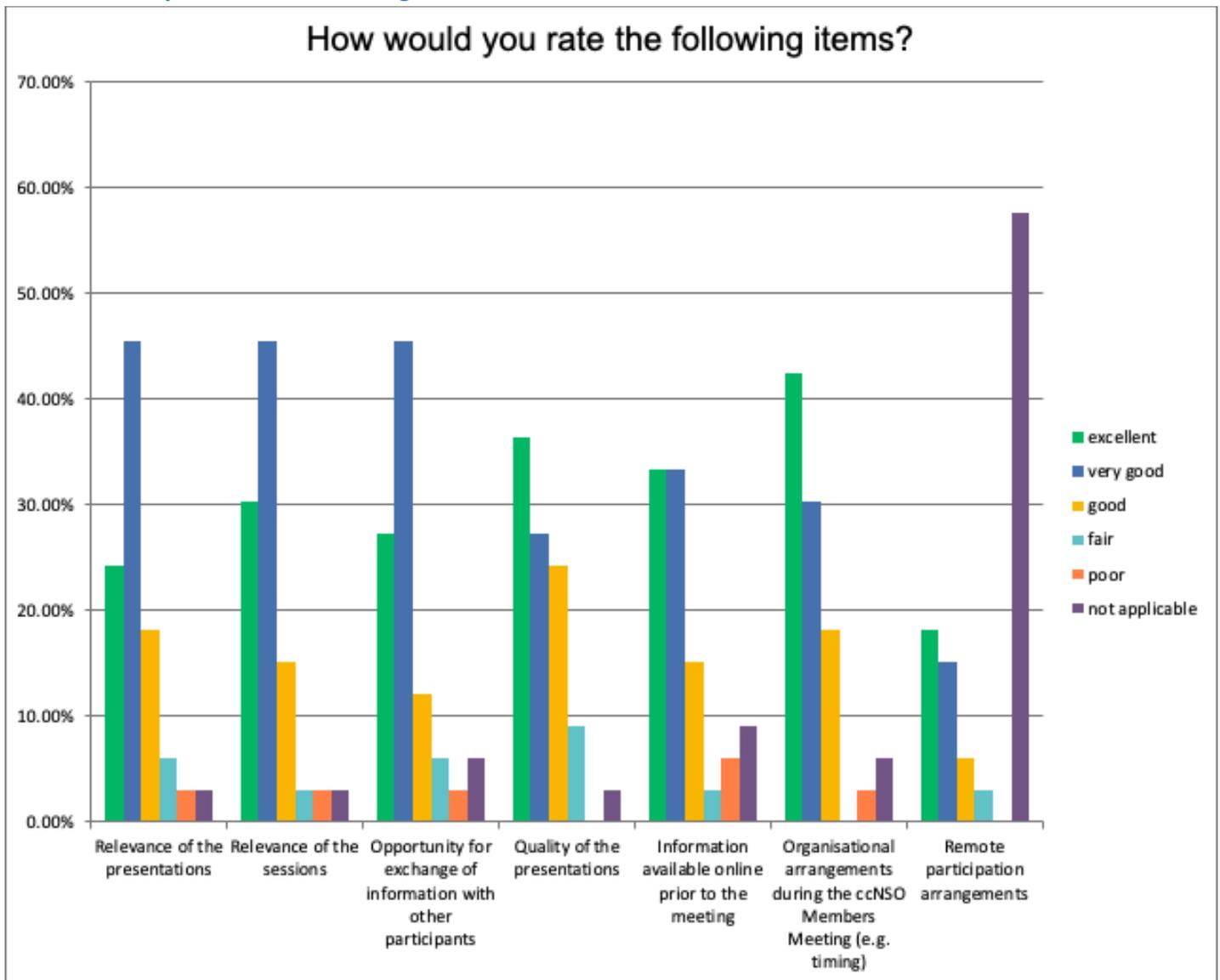

Response

The Meetings Programme Committee values your appreciation. 1 respondent unfortunately seemed to be dissatisfied with the ICANN65 ccNSO Members Meeting. The MPC carefully evaluated the input received, and further feedback is included in this document.

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?

Response

Overall, the individual items in the table above were rated positively, and the MPC members are grateful for this encouraging feedback. Especially the relevance of the presentations and the sessions and the opportunity for exchange with other participants was rated positively. Regarding the availability of material ahead of the 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. 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. Interested parties are encouraged to subscribe to the monthly ccNSO newsletter, to ensure staying informed on all relevant updates.

The overall feedback received allows the MPC to believe the direction of travel of the ccNSO Members Meeting is the right one, even though we fully recognise there is room for improvement

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

- I liked the .eth presentation. New content is great.
- I think the meetings were okay.
- Interaction with colleagues was very good as always
- Agenda Circulation and Explanation
- Working Group updates and ccTLD news session.
- ccTLS news session
- Member Update session.
- ccTLD News Session
- Timing and the ability of the Chair of each session to take control of the meeting
- The presentations were all very professional and within time.
- The NSO sessions on 27th

Response

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

A special thanks goes the session chairs: they had a key role in engaging the audience via question rounds, their enthusiasm and chairing skills. The ccNSO secretariat organized a briefing session with the session chairs, where they were invited to engage even more with the audience, to ensure sufficient interaction and involvement. The ccNSO Secretariat shared some tips and tricks on how to achieve this. Session chairs were also encouraged to literally break down the barriers, and use the bar stools where possible, to limit the distance between the audience and themselves and the other participants in their sessions. Session chairs do not only guide the conversation, but also keep track of time, and make sure the speakers stay within the slots allocated to them. The MPC realises that the opportunity for interaction should be a key focus during the agenda setting. It is worth noting that not all sessions are suitable for a workshop-style approach.

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

- Community engagement
- There aren't that many vocal participants; also where there are questions asked (green cards) it would sometimes help for that to have been circulated in advance as it can be hard to take a decision in your non native language in a short time period
- Member participation and involvement is less.
- I miss the ccNSO lunch, especially as a networking opportunity. I understand there are budget cuts, but at least 1 lunch would work really well.
- Ct most of the process updates
- More workshops and small group work
- Variety of length of presentations from 15 mins to 30 minutes.
- Any ICANN related process updates should be non-presentations. Can read that material online.
- Chairing Skills
- Giving observers more opportunities to contribute to the discussions
- tea and coffee available when the breaks occur and closer to room

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.

Logistical arrangements such as location and timing of coffee breaks, are outside of the control of the MPC and the ccNSO Secretariat, but fall under the responsibility of the relevant teams within ICANN org. The ccNSO lunches in the past were sponsored by registries from the ccTLD community, as is the case for the ccNSO cocktail. The MPC agrees that networking opportunities are part of a good meeting and the Programme Committee takes this opportunity to thank dearly those that contributed to the sponsoring of the ccNSO social event.

The MPC recognises the need for increased engagement and interactivity: however, it is worth noting that not all sessions are suitable for a workshop-style approach. Until the ICANN50 meeting in London in 2014, a longer slot was typically dedicated to discussion by the community on relevant topics. This tradition was interrupted due to the work on the IANA stewardship transition, but the MPC aims to revive the discussion sessions, since they were highly valued at the time and meet the need for increased

engagement and in-depth coverage of certain topics. At ICANN66 in Montreal, the MPC and IGLC will organise a panel discussion on the topic of internet governance.

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 Secretariat shares as much information as possible once it becomes available, including preparatory material (if any) and a summary of the sessions covered during the ccNSO members meeting, to allow participants to have an informed discussion.

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.

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

- Trends and developments in the industry. Similar topics to tech day, but for the more policy and business oriented audience who tends to be in the ccNSO meeting room.
- More ccTLDs should be encouraged to share their experiences and engage.
- 1. IDN ccTLD
  2. Issues faced by ccTLD operators
  3. Any policies related to domain blocking if they are spammers.
- Update on ICANN´s strategic plan, update on the role of ICANN in the multistakeholder global debate, TLD-OPS progress and cybersecurity issues.
- The applicability of the GDPR regulation on ccTLDs (Registries) that are not necessarily in the EU.
- ccTLD best practice sharing
- Convergence of Content and Domain Name regulation
- Dispute Resolution practices
- Compliance Frameworks
- Secondments or exchanges between CCNSO members
- ccTLDs and Legal and Regulatory Issues
- Ability of ccTLD observers to contribute
- How to get all consoles members to contribute to ICANN economy and mission
- WIPO Presentations
- progress on agreed tasks/actions and target completion dates advised with all being tracked

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 ccnsosecretariat@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 on the ICANN schedule, but not necessarily during the ccNSO Members Meeting.

Regarding the suggestion to focus more on technical topics: the ccNSO Members Meeting has a different audience and purpose than Tech Day, and overlap should be avoided. However, occasionally the same topic can be approached from different angles: from a policy-related angle during the ccNSO Members Meeting and from a tech-angle during the ccNSO Members Meeting. Tech Day has been a part of ICANN Public Meetings for several years and provides a forum for both experienced people and newcomers to meet and to present and discuss technical registry topics, security, and DNS-related work.

6. Other comments (texts are copied as written in the survey)

- Make meetings more engaging and allow people to participate.
- Great job ccNSO team!
- Great remote experience!
- Why are the ccTLD observers not allowed to contribute?
- good spirit of collaboration.

Response

All ccNSO sessions on the ICANN meeting schedule are open to interested parties as observers, unless explicitly stated that it is a closed session. When a ccNSO Working Group or Committee meets during an ICANN meeting, the session is mainly intended for the Working Group or Committee members, however interested parties can observe, and actively participate if the meeting chair allows this. The ccNSO Members Meeting is open to all with an interest in ccTLD-related matters. You can participate either in person, or remotely.

Regarding the Liaisons (observers) to the ccNSO Council, the corresponding ccNSO Guideline states that people appointed to this role shall not be members of or entitled to vote on the ccNSO Council, but otherwise shall be entitled to participate on equal footing with ccNSO Councillors.

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.
Stay in touch!

https://facebook.com/ccnso

https://twitter.com/ccNSO

https://ccnso.icann.org & https://community.icann.org/category/ccnso (wiki)

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