



GNSO Newcomer Tools

Report on survey of community views on GNSO newcomer tools
Name | 4 October 2016

Report on survey of GNSO Newcomer Tools

1. Introduction

At its meeting of [30 June 2016](#) GNSO Council ('Council') instructed ICANN Staff ('Staff') to undertake a survey (the 'Survey') to assess the familiarity that the community has with the different newcomer and training tools as well as their perceived usefulness. On this basis staff deployed a survey to explore these issues with the results to be received by 11 November 2016. This report (the 'Report') provides an overview of findings and proposed actions which Staff would recommend be undertaken to respond to the findings contained within the Survey. The detailed outcomes of the Survey are contained within an additional Annex ('Annex 1') of this Report.

2. Executive summary of findings

A total of 29 respondents undertook the Survey. No responses were received from representatives with the following affiliations: NCSG, At-large, ASO, ccNSO, RSSAC or GAC. More than 58% of respondents had been involved in ICANN for more than 3 years.

The following tools (the 'Tools') were evaluated in the Survey:

- [GNSO Wiki](#);
- [ICANN Learn GNSO Introductory course](#);
- [One-page PDP Updates](#);
- [Working Group Newcomer Open House Sessions](#);
- [GNSO WG Communication tool classroom](#).

Respondents were asked to rate each tool on a scale from 1 to 10 (1 being poor; 10 being excellent) in relation to how easy it is to (i) find, (ii) access, (iii) navigate, and (iv) effective it is. Additionally, respondents were asked to evaluate whether the frequency of holding the Working Group Newcomer Open House Sessions and GNSO WG Communication tool classrooms was sufficient.

Overall, the Tools are viewed positively by the respondents (i.e. receiving an average rating of 6-10).

Taking each of the Tools in turn:

- The most significant issue in relation to the GNSO Wiki was ease of navigation.
- The One-page PDP updates received extremely positive feedback. As such there is no need to make any changes.
- The ICANN Learn GNSO Introductory course received the poorest ratings. The most significant reason listed for this was the lack of a clear link between the GNSO and the broader ICANN organisation and therefore what role newcomers could play in ICANN.
- The WG Newcomer Open House Sessions and Communication Tools Classroom received positive feedback. As such there is no need to make any changes.

3. Executive summary of findings

Staff would propose to undertake the following improvements to respond to the findings of the Survey:

- To improve the GNSO Wiki, Staff proposes to add a permanent box with key links in the top left hand corner (similar to that used by on the At-large page) which will be displayed on every GNSO Wiki page;
- In relation to ICANN Learn GNSO Introductory course, Staff propose to add additionally content explaining this relationship and breaking the course into separate modules which would be easier to understand. Additionally, consideration should be given to adding something similar to the At-large beginners guide as a pdf available on the Wiki; and

Staff recommends to proceed with the implementation of the proposed improvements, subject to GNSO Council feedback and support.

Annex 1: Survey results GNSO Newcomer Survey¹

Question 3

Affiliation

1.	NPOC
2.	BC
3.	Individual
4.	IPC
5.	RySG
6.	ISPCP
7.	SSAC
8.	RrSG
9.	NCUC

Question 5

How long have you been involved in ICANN?

1.	1 year or less	5
2.	1-3 years	7
3.	3-5 years	6
4.	5 or more years	11

Question 6

Please rate the GNSO Wiki on a scale from 1 to 10 (1 being poor; 10 being excellent) in relation to:

	1	2	3	4	5	6	7	8	9	10
How easy it is to find	1	2	2	1	2	0	3	10	2	5
How easy it is to access	0	2	3	0	1	1	3	9	3	6
How easy it is to navigate	1	2	3	1	2	2	4	5	2	6
How effective it is	0	2	3	2	2	2	4	5	3	5

Question 7

¹ Any responses containing personally identifiable information has been removed.

Is there any other feedback you would like to share in relation to this tool?

1.	No
2.	In my opinion, if one is new to the GNSO community, or doesn't frequent the GNSO website, it is difficult to maneuver to find the wiki.
3.	Your survey is quite bizarre. I am writing on a blackboard, so have difficulty seeing my responses. perhaps you need to improve your approach? I am a long standing party in ICANN, so I will put up with a lot of stuff, but really, ICANN has enough \$ to do a better job on surveys. This is very disappointing and it is disappointing that I am spending time. IS ICANN really this ignorant in how to gather input? If so, I am even more disappointed.
4.	No.
5.	Many newcomers have difficulties to navigate through the wiki to find information and understand its structure. better integration with GNSO website which was slightly improved can help
6.	Not really
7.	no
8.	Wiki as a technology is a reasonable choice for collaborating. In my experience the community does not use it the best of its ability, hence the lower effectiveness rating. It could probably be made more useful but it is not clear to me the community is interested in that activity. People are fickle.

Question 8

Please rate the ICANN Learn GNSO Introductory course on a scale from 1 to 10 (1 being poor; 10 being excellent) in relation to:

	1	2	3	4	5	6	7	8	9	10
How easy it is to find	1	1	1	1	3	1	3	5	0	6
How easy it is to access	2	0	0	0	9	0	5	8	5	8
How easy it is to navigate	1	0	0	3	1	0	5	7	1	4
How effective it is	1	0	0	0	1	4	1	2	2	1

Question 9

Is there any other feedback you would like to share in relation to this tool?

1.	Not effective as course fails to address the relevance of ICANN and GNSO for Internet users. It's ICANN/GNSO centric and not user centric. and therefor useless for those you want to attract
2.	By requiring an account, logging in and enrolling to view the free course, the extra steps may turn people off from viewing the courses. Unrelated to question, but I am unable to select the same number rating for multiple questions. I can only give an 8 rating on one question- other questions cannot be given an 8.
3.	I have not taken the course, and not sure time permits, however I haven't had any issues navigating the site or getting in touch with anyone when I have questions(I think that means the setup is optimal).
4.	This seems to be called GNSO 101 on the GNSO website. Access/tab need higher visibility on welcome/home page.
5.	ICANN keeps hiring outsiders that have no understanding of ICANN and then expecting them to write information about ICANN and its community. What could be more wrong about this approach/both for those they hire -- it appears to be a few hundred staff who can't even spell ICANN/but are then expected to explain ICANN. Really, the last CEO meant well but he didn't understand the community. the materials ICANN staff develop reflect this sort of : listen to us/we can tell you...

	not their fault but let's get back to basics. Experts are the community itself.
6.	No.
7.	Not now
8.	no
9.	I was not aware of this course and know nothing about it. It might have been more useful to have a N/A option in the scoring.

Question 10

Please rate One-Page PDP Updates on a scale from 1 to 10 (1 being poor; 10 being excellent) in relation to:

	1	2	3	4	5	6	7	8	9	10
How easy it is to find	1	1	1	2	0	2	4	4	0	7
How easy it is to access	0	0	0	2	2	2	4	6	3	6
How easy it is to navigate	0	0	1	1	2	0	6	4	4	7
How effective it is	2	2	0	1	0	1	5	7	2	6

Question 11

Is there any other feedback you would like to share in relation to this tool?

1.	As above
2.	Unrelated to question, but I am unable to select the same number rating for multiple questions. I can only give an 8 rating on one question- other questions cannot be given an 8.
3.	No
4.	this survey is missing a key issue. You might be really useful to someone who is a registrar and missing in action for an NGO or business executive. Staff keep writing for themselves. Not for the stakeholders who are not yet engaged. :-) Two very different audiences.
5.	No.
6.	No
7.	No
8.	no
9.	no
10.	Nil
11.	No.
12.	This is the first I've heard of it (note that I was required to answer the questions above although they are not applicable).
13.	No, congratulations
14.	not at this time
15.	-
16.	It is really important to continue to have these sessions as they are a key refresher and also a key educational tool
17.	They are adequate for the specified purposes at the present time.

18.	Did not know this existed. It looks like it could be useful. I'll be checking it out more going forward.
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Question 12

Please rate Working Group Newcomer Open House Sessions on a scale from 1 to 10 (1 being poor; 10 being excellent) in relation to:

	1	2	3	4	5	6	7	8	9	10
How easy it is to find	1	1	1	0	2	2	2	3	2	7
How easy it is to access	1	1	0	1	4	0	2	6	2	5
How easy it is to navigate	1	1	0	0	2	4	2	5	0	6
How effective it is	2	1	1	0	2	4	2	6	1	6

Question 13

Are the Working Group Newcomer Open House Sessions held frequently enough?

1.	Yes	11 (87.5%)
2.	No	1 (12.5%)

Question 14

If No, please suggest an alternative frequency

1.	No
2.	I focused on the RySG and correction to name needs to be done -- it is Registries Stakeholder Group (vs. Registry Stakeholder Group). I would also like to suggest a link to each SG/C website be provided should one want to explore info provided in more detail/depth. Would also help with outreach/membership efforts. Also, regarding question on frequency of newcomer session, option to answer should also include "don't know" or "not certain."
3.	I'm not sure if these are monthly or not because I see notices sporadically.
4.	NII
5.	No.
6.	No. They are frequent enough.
7.	monthly basis
8.	Am not sure
9.	no
10.	Never noticed it before. This might be because announcements don't register with me because I don't need it.

Question 15

Is there any other feedback you would like to share in relation to this tool?

1.	Unrelated to the questions, but I am unable to select the same number rating for multiple questions. I can only give an 8 rating on one question- other questions cannot be given an 8.
2.	No
3.	Personally, I would target this question to newcomers. I have not attended the session so don't feel qualified to respond. The RySG has had many new members to the community and we would be glad to send a separate poll to them.
4.	Not sure what you are referring to. Do you mean Adobe Connect?
5.	No.
6.	Nil
7.	No.
8.	These are the best-advertised outreach; the question above about "navigating" them is inapplicable but a response was required.
9.	involve community members in the process and make it more tailored by group
10.	No
11.	no

Question 16

Please rate Communication Tools Classroom on a scale from 1 to 10 (1 being poor; 10 being excellent) in relation to:

	1	2	3	4	5	6	7	8	9	10
How easy it is to find	1	1	2	0	2	1	3	3	1	7

How easy it is to access	1	0	0	0	4	1	3	2	6	6
How easy it is to navigate	1	0	0	0	5	1	5	3	1	7
How effective it is	2	1	0	1	4	3	3	1	4	6

Question 17

Are the Communication Tools Classroom held frequently enough?

1.	Yes	8 (88.89%) 11
2.	No	1 (11.11%)

Questions 18

If No, please suggest an alternative frequency

1.	No
2.	I'm not certain and not really able to respond with a "yes" or "no" answer.
3.	No one even knows what this is so it is difficult to rate it. ICANN has , under the last CEO, spawned stuff that has no real meaningful use of the community. Loads of stuff/speeches/events/working groups spawned by the CEO/not really supported by the community. It is important to have something really useful and unfortunately all the "stuff" that was done in the past needs now to be refined and improved. Not thrown out, but fine tuned. The risk is that given it was so expansive by the past CEO/President, that the community will ignore the work that is still important/and it is critical.
4.	Wasn't aware there were classes for this
5.	Nil

6.	No.
7.	Not sure how often these sessions are; this is the first I've heard of it. The slides are helpful but should include links (clickable links) to the content discussed.
8.	May be later
9.	no
10.	I have no knowledge of this tool or service

Question 19

Is there any other feedback you would like to share in relation to this tool?

1.	
2.	Unrelated to the questions, but I am unable to select the same number rating for multiple questions. I can only give an 8 rating on one question- other questions cannot be given an 8.
3.	No
4.	Again, I have not participated so don't feel qualified to rate/respond. Again, perhaps this question (or a survey) needs to be sent through the various SG/C members as they are the ones that would use this. Again, regarding frequency, a "yes" or "no" isn't easy for me to respond to but I put "yes."
5.	The ICANN staff are largely NOT from the community but are asked to design solutions that meet the community's needs. I propose that the ICANN staff [all of them] have the opportunity to have an orientation session from the community as part of their orientation. Community speakers can be funded to do this session. 2 days. And that ICANN consider immersion internships with the Community. Give us staff for 4 weeks;let them learn about the community.

6.	No.
7.	Nil
8.	No.



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