

ICANN

COMMUNITY FORUM

58

COPENHAGEN

11–16 March 2017



Community Feedback

ICANN | PUBLIC MEETINGS

Executive Summary

Introduction

The ICANN58 Community Forum in Copenhagen attracted 2,737 registered participants — with 2,086 checking in at registration. The agenda featured two public forums and a public Board meeting. For the first time, the ICANN Executive Team held an open Q&A session, which was well attended. The focus of the Community Forum was on the work of the Supporting Organizations and Advisory Committees, including time set aside for cross-community work. We're into the second year of the new meeting format, and we continue to gather feedback from you to improve your meeting experience.

Survey Format

From 17–28 March, we conducted a single post-ICANN58 survey. For ICANN57, we had two surveys: one for the event and another for the meeting structure. This time, for ICANN58, we combined questions into a single survey that asked respondents to rate sessions, facilities, networking opportunities and the Community Forum format. As in the past, the survey allowed respondents to submit written feedback.

Survey Results

The results of this survey are not scientific, but the survey does provide directional data and useful feedback on how attendees felt about the Community Forum. A total of 153 respondents completed some or all of the ICANN58 survey, which is a low number. We will be making efforts to improve the response rate to these surveys. This will result in more valuable data to use to improve meetings.

The survey indicated a high degree of satisfaction with the meeting format, venue and networking opportunities. Many questions used a five-star rating, where four or five stars indicate a high degree of satisfaction. A total of 76.9 percent of respondents gave high marks to the Community Forum format. The Bella Center was rated highly by 85.5 percent of respondents. The venue had a large public area that became a networking space, which several respondents mentioned in their comments.

Despite the overall satisfaction, we still have room for improvement. A total of 37.0 percent of respondents think we have too many sessions, with many comments citing the problem of session conflicts. Some respondents commented that many of the meeting rooms were overflowing, with people standing or sitting on the floor.

Next Steps

ICANN will use these results to improve the Community Forum format. ICANN appreciates the time you took to share your feedback with us. We will continue to publish these reports after each Public Meeting.

2,737 registered participants

2,086 checked-in participants

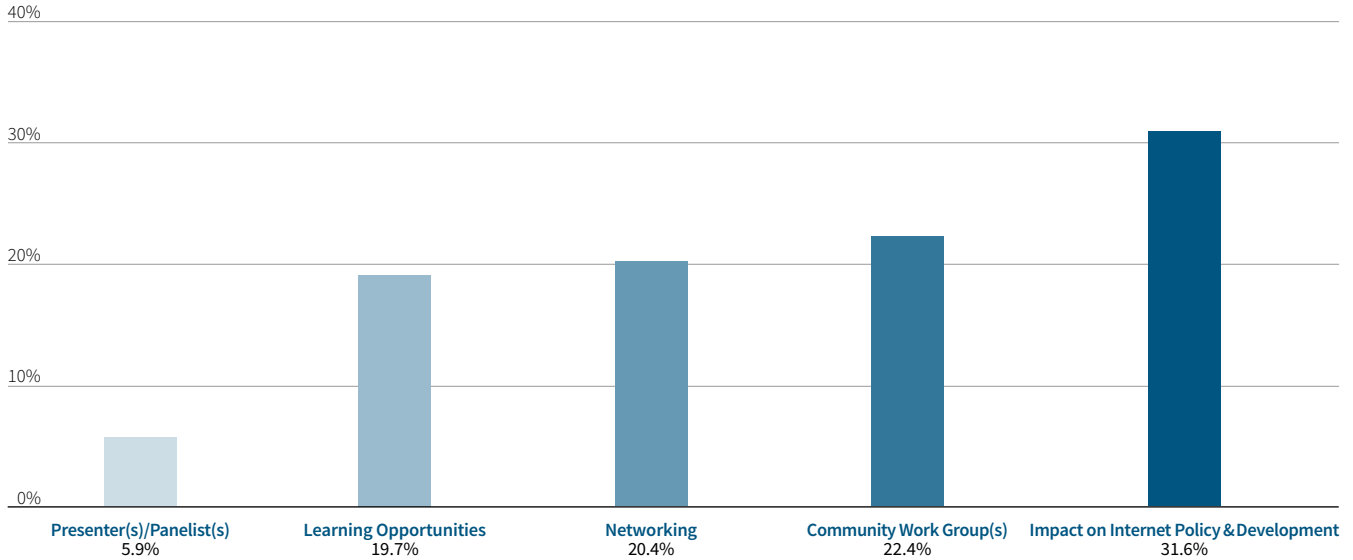
**153 survey respondents
(7.3% of checked-in participants)**



Survey Results

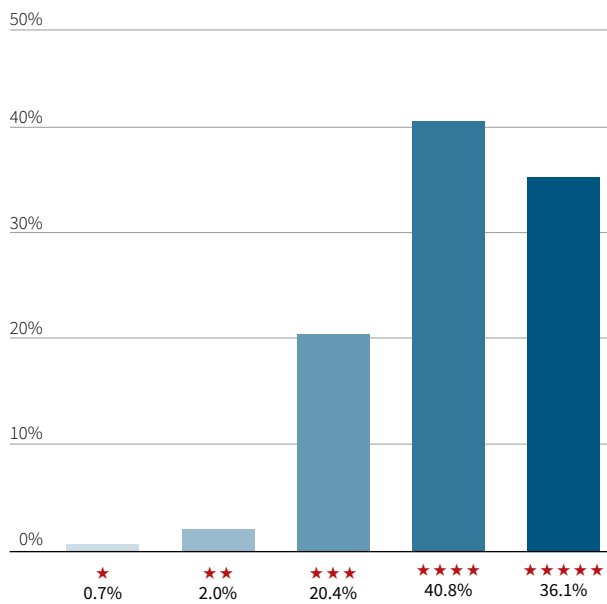
Gathered from 17–28 March 2017

Please specify the MAIN reason for attending ICANN58.



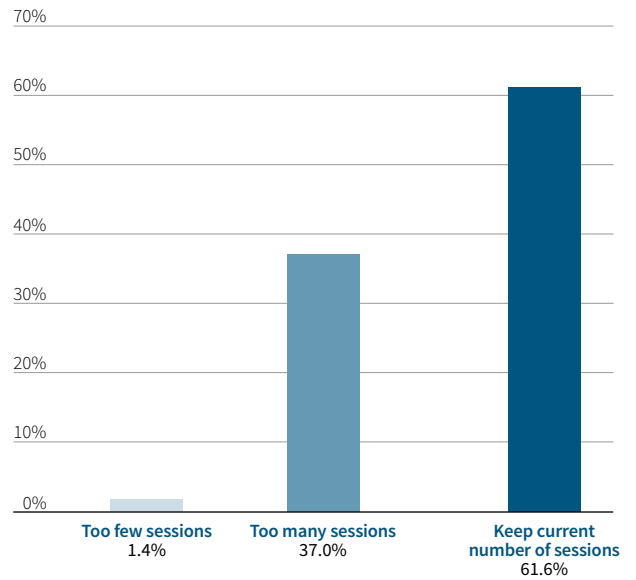
Respondents: 152

Please rate your satisfaction with the six-day Community Forum meeting format.



Respondents: 147

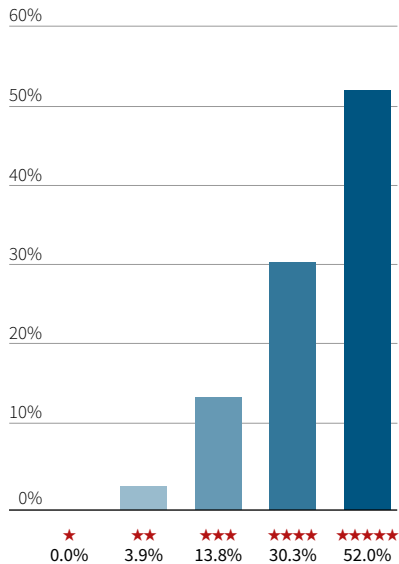
How would you describe the quantity of available sessions?



Respondents: 146

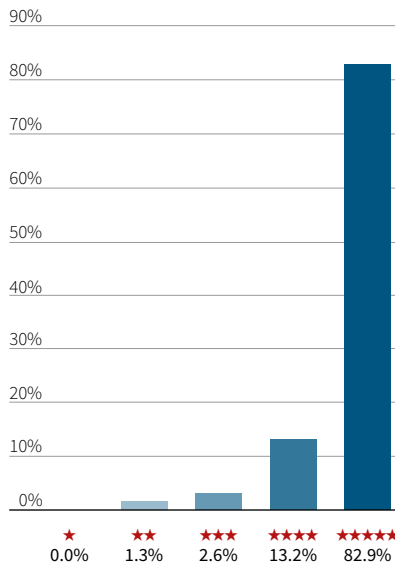
Survey Results Gathered from 17–28 March 2017

Please rate the availability of networking opportunities and areas.



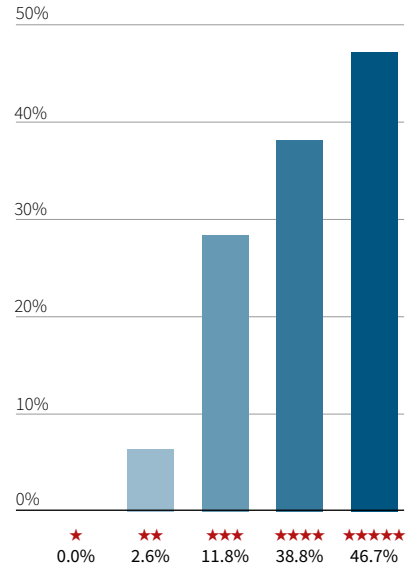
Respondents: 152

Please rate your experience with the registration check-in process.



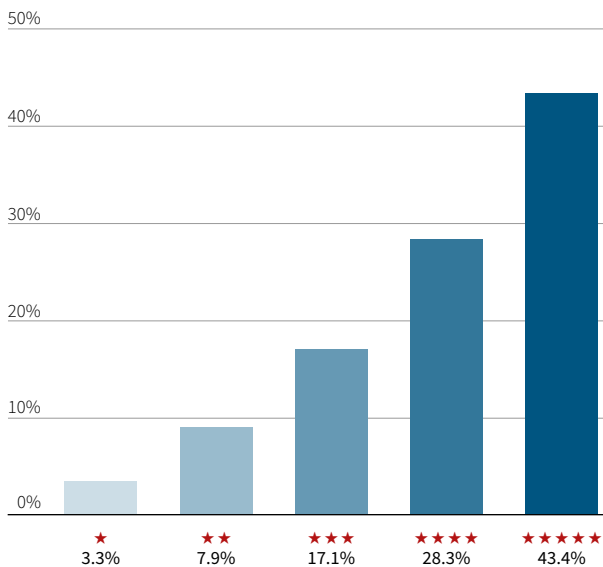
Respondents: 152

Please rate the meeting facilities.



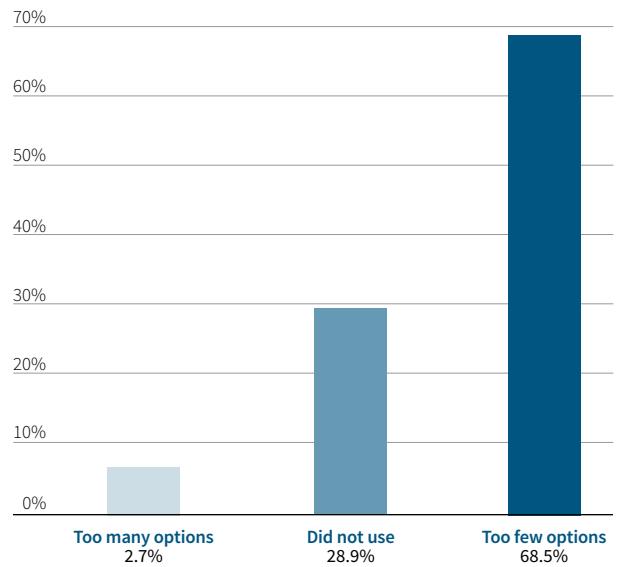
Respondents: 152

Please rate the availability of coffee and lunch breaks.



Respondents: 152

Please rate the availability of food for purchase in the convention center.



Respondents: 149

Sample Survey Comments

Survey responses have not been edited for spelling or other grammatical errors.

What was MOST VALUABLE about this meeting?

“ ICANN58 was easily one of the best-organized Internet governance events I’ve ever been to. I found the work we did engaging and useful, and the networking events were wonderful. ”

“ Central “marketplace” in the middle of the convention center where you could meet everybody. ”

“ Ability to engage face-to-face with other members of the community to resolve different views and progress issues. ”

“ Newcomers and fellows on the public forum. Fantastic to have such a vibrant community. ”

“ Being able to not only network with those in my respective group, but also interact with those from other communities and being able to attend sessions. ”

“ The “How it Works” sessions were a good refresher. ”

“ Most valuable for me was the opportunity to share opinions, point of views and recommendations with others constituencies through our work sessions. ”

“ ... I had the opportunity to meet very important people from different stakeholders engaged in the Internet policy and development. I left Copenhagen with an enriched network, an amazing new group of friends (NEXTGEN-ers), full of new knowledge and ideas and the high will to come back and continue engaging even more in the Internet policy and become a part of Internet Community. ”

Sample Survey Comments

What was LEAST VALUABLE about this meeting?

“ Cold Weather ! Maybe the seasonal weather conditions should be taken into consideration when choosing a Place. ”

“ Too many conflicting sessions in the scheduling. Missed a number of sessions I would have attended. ”

“ My main disadvantage and at the same time challenge of future is the language, can communicate me in my own language is very important, but also is it can do it in English tongue given his predominance between the participants. ”

“ The format is a little odd with the Welcome ceremony being on the third day of sessions. Lots of people arrived on the 3rd day and missed the first half of the meeting. ”

“ Meeting conflicts. It's hard to belong to more than one stakeholder group. There's no conflict resolution process that takes into account the participants; it only seems to provide a mechanism for "higher ups". I expect conflicts but I feel isolated from the process. ”

“ Some sessions that I attended dragged on. Others, that I found to be extremely important seemed to be given less credence than I felt they deserved ”

“ Not being able to be personally there ”

“ I find more efforts should be put to encourage non-English speakers to speak in their own languages. ”

“ I don't think there was anything not valuable about the meeting, everything had its own very special value and everything was very well-structured, well-organized and well-thought about. ”

Sample Survey Comments

Is there anything else you would like to share with us?

“ Only one food outlet in the centre wasn't enough - and there was only one vegetarian thing on the menu! ”

“ Add the ICANN acronyms to the mobile app for ICANN meetings ”

“ Thanks for the great meeting experience! ”

“ The meetings team does a heroic job in execution. Not enough praise for them. Appreciate the Board opening some of their deliberation sessions for observation but the publicity around that effort needs significant improvement. I also like the executive team and CEO session with the community. Its new but in time I think it will demonstrate value. Just need to ensure it is different from Public Forum. Also suggest that it be slotted in beginning of week so any issues raised could be sorted through the course of the meeting. ”

“ I would suggest making the lunch break a bit longer in order to leave enough time for participants to go out, have a nice lunch and come back on time for the sessions. Especially in cases when the event is located far away from the city center. A proper lunch is very necessary for such an engaging and full agenda as ICANN Meetings. Looking forward to come back! ”

“ Two things: 1. Having a hotel attached to the convention center with the majority of attendees housed in the same location is a plus in terms of community building. 2. ICANN should consider multiple tracks for sessions (i.e. technology track vs. policy track vs whatever-else tracks. Just a suggestion. Overall, it was a very good meeting. ”

“ I would appreciate sessions one level up from the “How it Works” sessions. Those were fine refreshers, but pretty basic. Many of the other sessions were two advanced or technical. It would be nice to have something in the space between novice and expert. ”

“ Please ensure that HITs are planned from the get- go with balance in mind in terms of content and speakers. For ICANN 57 and ICANN 58, there were HITs that seemed to be planned by proponents of a particular point of view. The subsequent “balance” in content and speakers was only realized after considerable effort by community members. ”

Sample Survey Comments

Is there anything else you would like to share with us? (continued)

“ Location was truly excellent - spacious fit, good acoustics, and geographically close to both Airport and City ”

“ The Gala was not very welcoming to people who are not newcomers to ICANN but dont have a lot of friends. ”

“ Despite existing newcomers program, it is a highly complex environment for a newcomer, demanding an intense and too long adaptation / learning period. Information / documents on sessions / topics should be easily accessible to get a good understanding of topics, process and status quo. It was not clear the topics to be address at many sessions, making dificult the selection of adequate session. ”

“ the location was very far away from the city center and other lunch or dinner options. made networking more difficult. ”

“ The shorting of the Public Forum needs to be reconsidered. The meeting A should be restructured to lengthen the Public Forum Session. I actually missed it. ”

“ This venue was fantastic and I encourage ICANN to return to Denmark again when possible. ”

“ - No where outside of the meeting rooms to plug in a laptop for pop up meetings. - The rooms were set up with the “U” shape facing the wrong direction...made it uncomfortable for the gallery with the backs facing them. - Some rooms were too small and not enough seating for the meeting that was scheduled. - Not enough time between some of the meetings for the room to clear and the next meeting to set up. ”

“ There is a huge advantage to having hotels within the same complex as the conference facilities. This saves time and allows for many more networking opportunities. ”

“ Space and chairs were not enough for several sessions I went, we were sitting on the floor or standing for the whole session. Other than that, everything was perfect, especially love the area in front of the registration desk, give us perfect place to meet with others. Thanks a lot! ”