

BY THE NUMBERS & SURVEY REPORT

20 March 2020



ICANN | PUBLIC MEETINGS

ICANN

VIRTUAL COMMUNITY FORUM

67

7-12 March 2020

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BY THE NUMBERS REPORT

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What Is an ICANN Public Meeting?

ICANN Public Meetings provide the opportunity for an internationally diverse group of individuals and organizations to come together to discuss and develop policies for the Internet's naming systems. ICANN's international meetings have been a staple of ICANN's multistakeholder, bottom-up, consensus-building model since its formation in 1998.

What Is a Virtual Community Forum?

Remote participation is an integral part of any ICANN Public Meeting, but it was expanded for ICANN67. The Community Forum was transitioned to an entirely virtual format in response to the global outbreak of COVID-19. A cross-functional team from ICANN collaborated with community groups to develop a streamlined schedule that included the sessions necessary to continue the important policy and technical work of the community.

Why Do We Publish Technical Data From ICANN Public Meetings?

Just like any other event, ICANN meetings need to innovate, adapt, and evolve to meet their purpose: to support ICANN's multistakeholder model. Data from the Public Meetings helps provide reliable information on what attendees want, what ICANN is doing well, and where ICANN has opportunities to improve. By leveraging this data, we can be an organization that is responsive to our community's needs.

Given that ICANN67 was an entirely virtual meeting, the data in this report is different than in past By the Numbers reports. We will continue to look for opportunities to standardize the information that we collect to ensure that data is consistent. Ultimately, our goal is to continue to improve on our metrics and to provide our community with more valuable data.

If you would like to learn more about ICANN Meetings Technical Services or have questions about this data report, please contact: meetings@icann.org.

Where can I find more information about ICANN Public Meetings?

Each ICANN Public Meeting has a dedicated website that acts as a broad guide to the conference with details on the meeting schedule and answers to frequently asked questions.

To find out how to participate, go to <https://meetings.icann.org/en/about>.

To learn more about the Fellowship Program, go to <http://www.icann.org/en/fellowships>.

For a schedule of past and upcoming meetings, go to <http://meetings.icann.org/calendar>.

HIGHLIGHTS

ICANN67 had 1,752 attendees.

ICANN Public Meetings are a central part of ICANN's multistakeholder model because the meetings provide a venue for advancing policy work, conducting outreach, exchanging best practices, conducting business deals, and interacting with members of the ICANN community, Board, and staff.

For this meeting, we do not have the same amount of data about attendees that we have had for past meetings. For ICANN67, the attendee profile metrics were derived from ZOOM data.

Unique Participants



1,752

Countries or Territories Represented



130

Sessions



65

Session Hours



93.50

This location data may not reflect actual locations due to participants using VPNs.

This data includes ICANN Board and ICANN staff members as well as community participants.

TOP 20 COUNTRIES BY PARTICIPATION

Country or Territory	Participants	Country or Territory	Participants
1. United States of America	698	11. Japan	28
2. China	60	12. Nigeria	27
3. Canada	56	13. Brazil	26
4. Mexico	54	14. Switzerland	26
5. United Kingdom	54	15. Chinese Taipei	26
6. India	46	16. Australia	24
7. Germany	44	17. Turkey	20
8. Belgium	39	18. Bangladesh	17
9. France	39	19. Russian Federation	17
10. Netherlands	36	20. Uruguay	16

This location data may not reflect actual locations due to participants using VPNs.

This data includes ICANN Board and ICANN staff members as well as community participants.

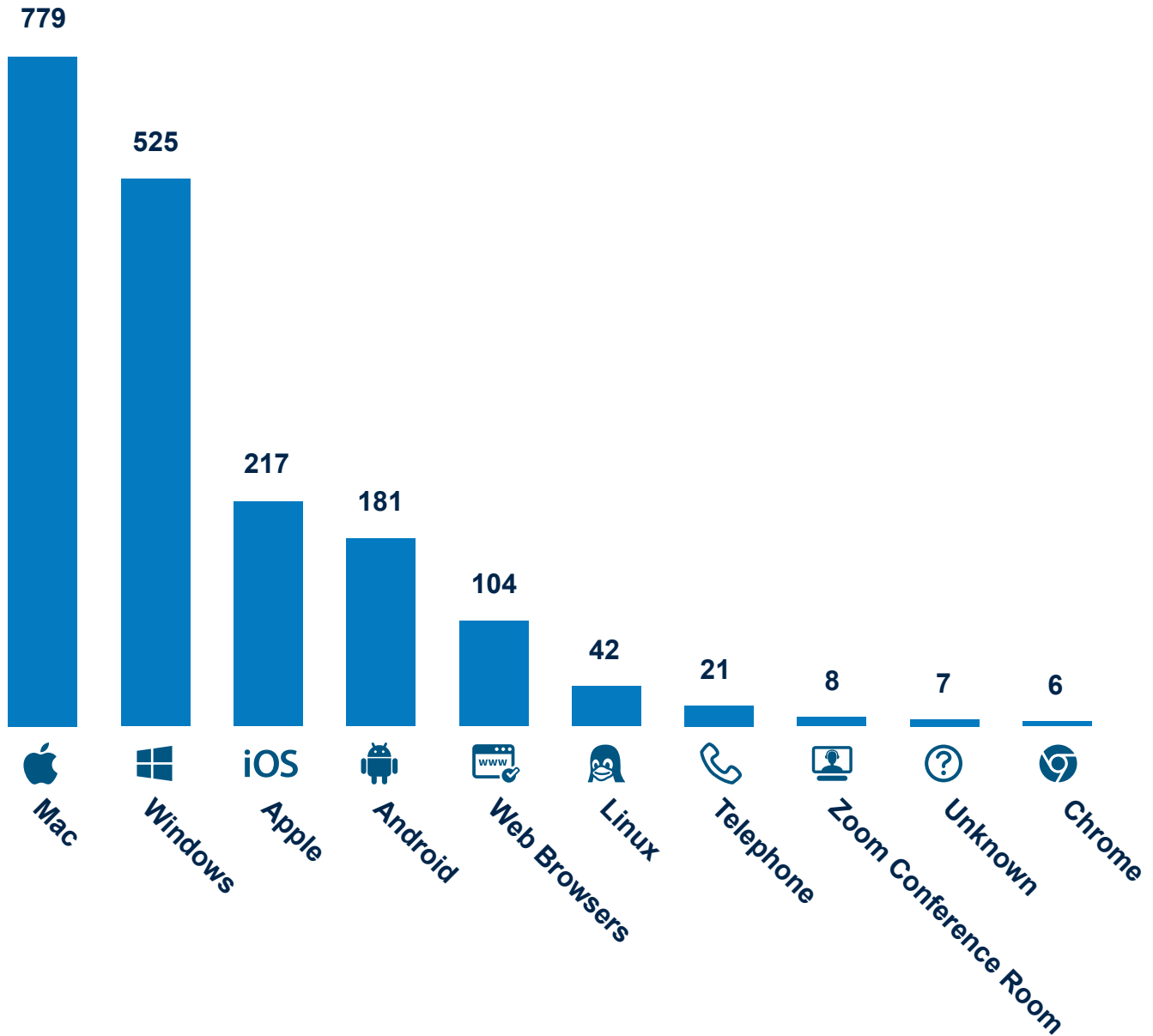
TOP 20 SESSIONS BY ATTENDANCE

Session Title	Unique Attendee Total
1. ICANN67 Public Forum 1: Community Dialogue on the Proposed Transfer of Ownership of the Public Interest Registry	896
2. ICANN67 Public Forum 2	650
3. GAC: PSWG Update GAC: New gTLD Subsequent Rounds Discussion GAC: Wrap up on New gTLD Subsequent Procedures Discussions GAC: Communique Drafting Joint Meeting: GAC and ALAC GAC: Communique Drafting	425
4. Q&A with ICANN Org Executive Team	392
5. GAC: WHOIS and Data Protection Policy GAC: Follow up Discussions on New gTLD Subsequent Procedures	363
6. GAC: Opening Plenary GAC: Update on Current Issues (New gTLD Subsequent Procedures) GAC:.org Acquisition Discussions GAC: Preparation for Meeting with the ICANN Board	362
7. GNSO - EPDP Phase 2 Meeting (1 of 2)	353
8. Joint Meeting: ICANN Board and GAC GAC: Plan for Communique Drafting	333
9. ICANN Public Board Meeting	319
10. One World - One Internet? Cybersecurity and Geopolitics in a Multistakeholder Environment	303
11. At-Large Policy Session: DNS Abuse: An At-Large Call to Action.	296
12. GNSO - New gTLD Subsequent Procedures PDP WG (1 of 3)	247
13. What to Expect at ICANN67 for Newcomers	241
14. GNSO - New gTLD Subsequent Procedures PDP WG (2 of 3)	234
15. At-Large Policy Session - DoH/DOT - Threats and Challenges	231
16. ICANN Org Operating Plan and Budget	224
17. Joint Meeting: ICANN Board and ALAC	203
18. Joint Meeting: ICANN Board and RySG	202
19. GNSO - RrSG Meeting	196
20. GNSO Council Meeting	190

This data includes ICANN Board and ICANN staff members as well as community participants.

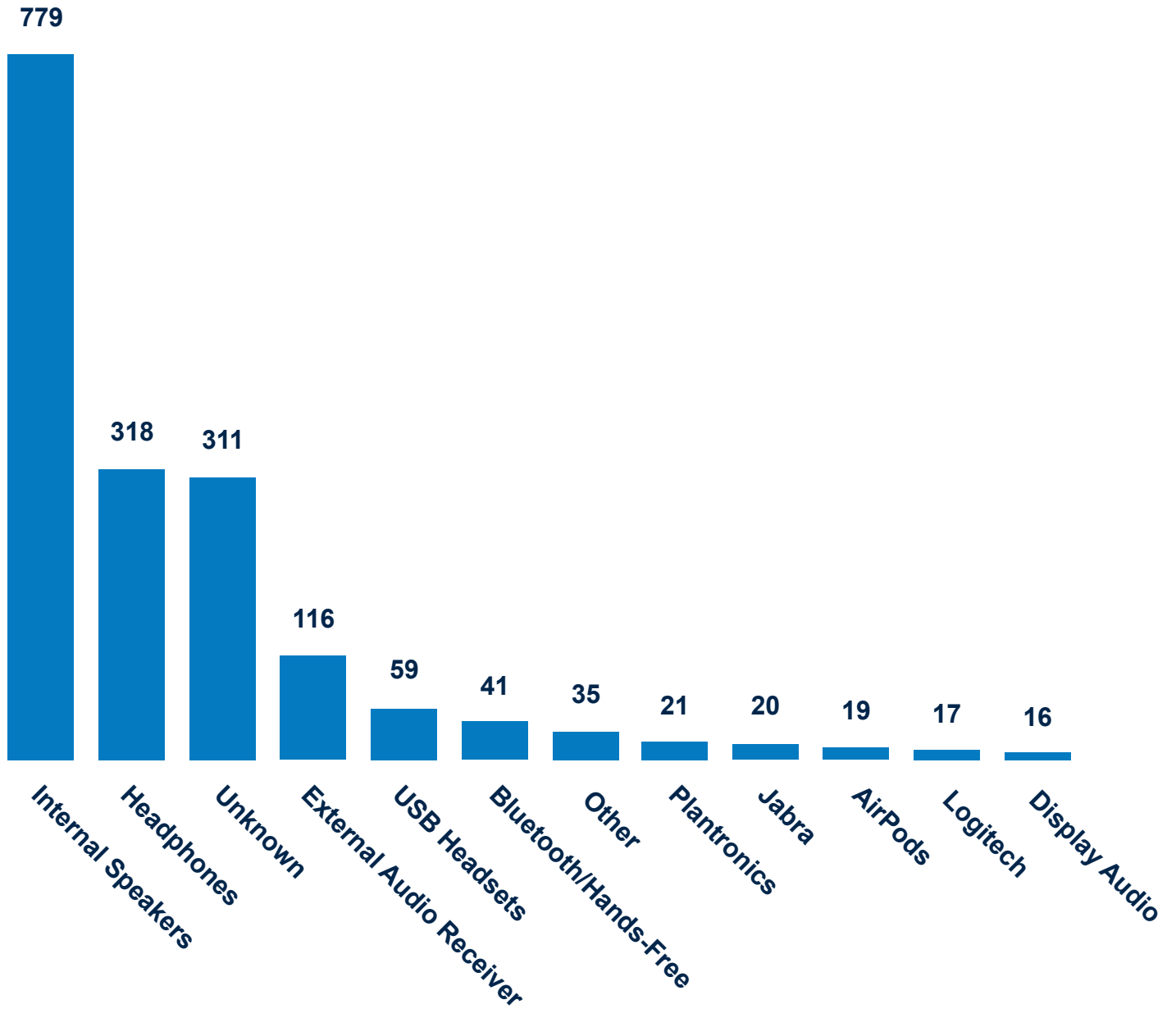
PARTICIPATION BY DEVICE

Participants by Device



This data includes ICANN Board and ICANN staff members as well as community participants.








PARTICIPATION BY AUDIO TYPE



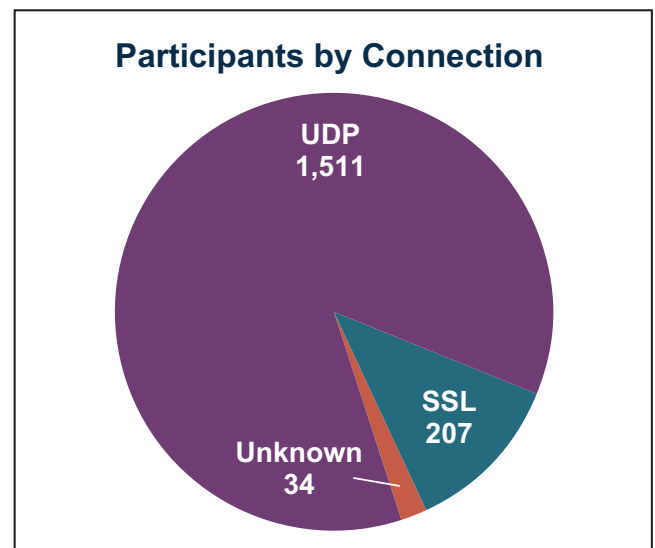
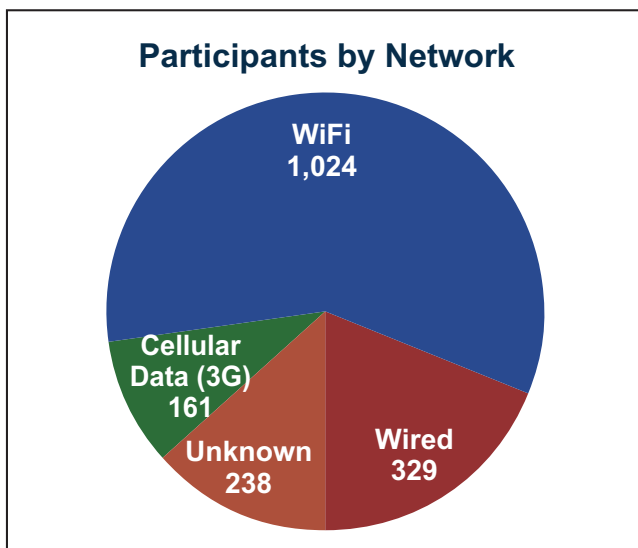
This data includes ICANN Board and ICANN staff members as well as community participants.

WEBSITE/MOBILE APP AND NETWORK USAGE

Schedule Website/Mobile App

	Logged in Participants	862
	Pageviews	74,402
	Average Visit Duration	6m, 18s
	Visits	14,096
	Schedule Subscriptions	70
	Schedules Printed	113
	Schedules Downloaded	270

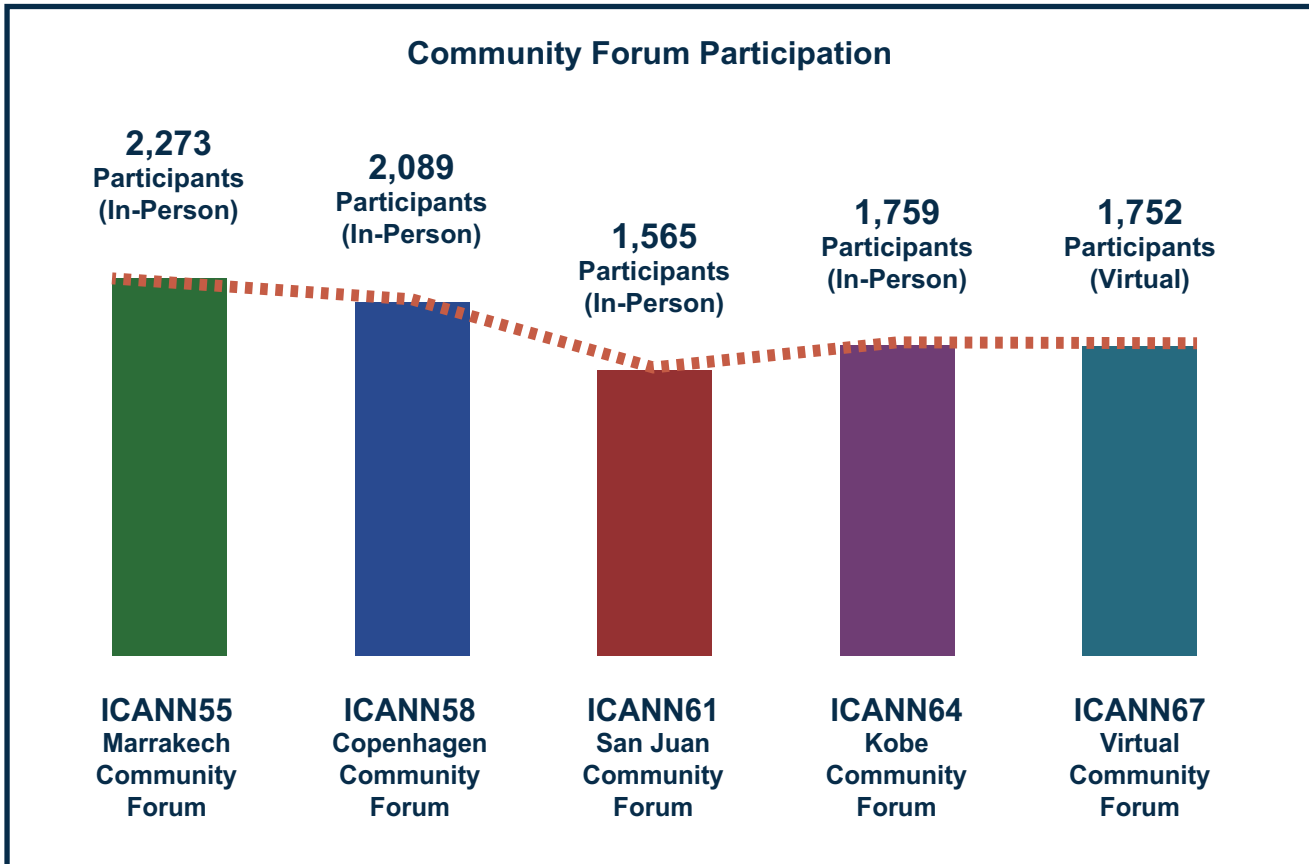
Network Usage



This data includes ICANN Board and ICANN staff members as well as community participants.

ICANN COMMUNITY FORUM TRENDS

In 2016, the new ICANN Meetings Strategy was implemented to address the growing number of attendees at meetings, and the growing demand for more sessions. The ICANN55 Community Forum in Marrakech, Morocco was the first meeting to be conducted under this new strategy. Below are the number of participants in Community Forums since 2016, and how the Virtual Community Forum attendance compared to in-person attendance.



SURVEY REPORT

ICANN | PUBLIC MEETINGS

ICANN

VIRTUAL COMMUNITY FORUM

67

7-12 March 2020

SURVEY HIGHLIGHTS

Introduction

ICANN67 was ICANN's first all-virtual meeting. **1,752 participants** attended some portion of at least one virtual session, **65 sessions were held in total**. Because this was our first virtual meeting, it is important to gather feedback from participants to learn what worked and what can be improved for future virtual meetings.

Survey Format

From 12-19 March 2020, we conducted one post-ICANN67 survey. The survey focused on **14 qualitative and quantitative questions** about the virtual meeting experience, participants' ability to engage during the sessions, and the communications around the meeting.

Survey Participation

The results of this survey provide directional data and useful feedback on how participants felt about the overall virtual meeting experience. A total of **142 ICANN67 participants completed the survey**, which is a **8% response rate**. There is a **98% confidence level with the quantitative data, with a 5.2% margin of error**.

Survey Results At A Glance

142 survey respondents
out of **1,752** participants
completed the survey,
8% response rate.

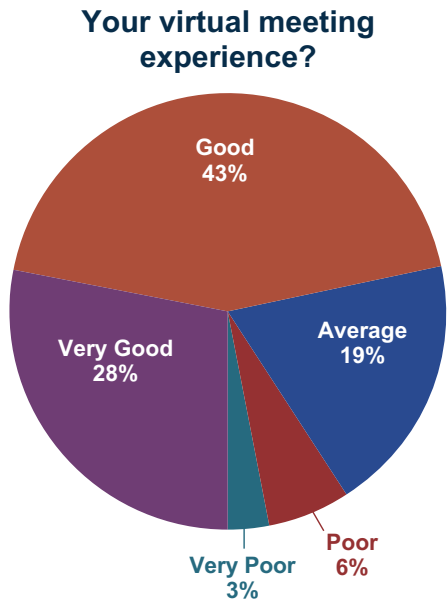
71%
rated their virtual
meeting experience
as very good or good

84%
rated the communications
about the meeting as very
good or good

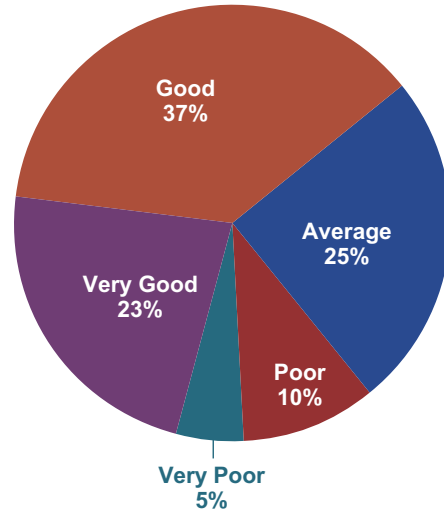
60%
rated their ability to engage
in the sessions as very
good or good

SURVEY RESULTS

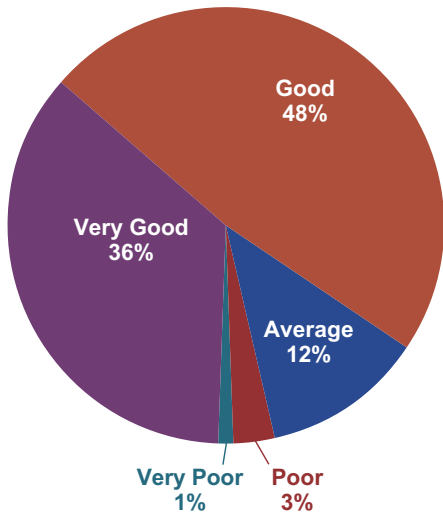
HOW WOULD YOU RATE:



Your ability to interact during the virtual sessions?



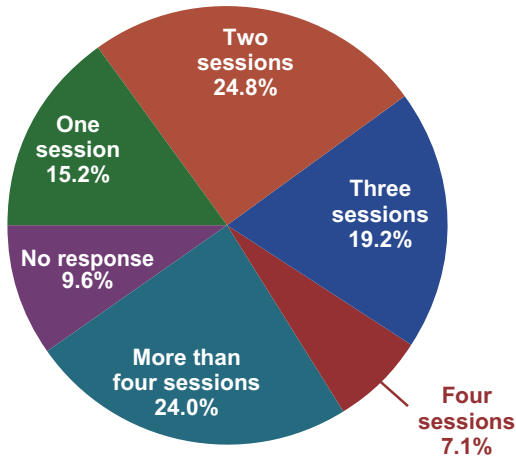
The communications around the virtual format, meeting schedule, and participation guidelines?



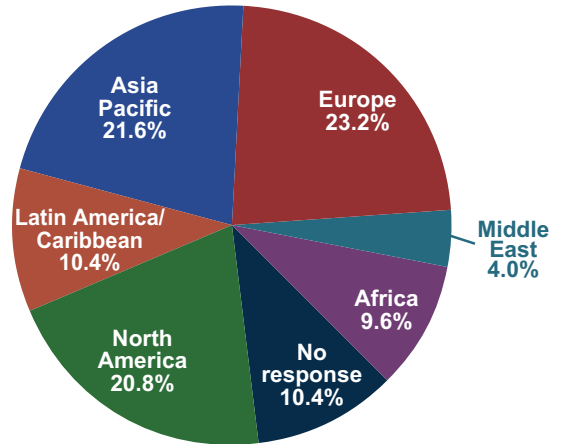
SURVEY RESULTS

HOW WOULD YOU RATE:

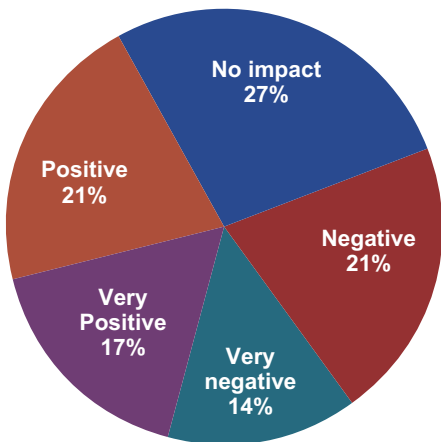
How many sessions were you able to participate in per day?



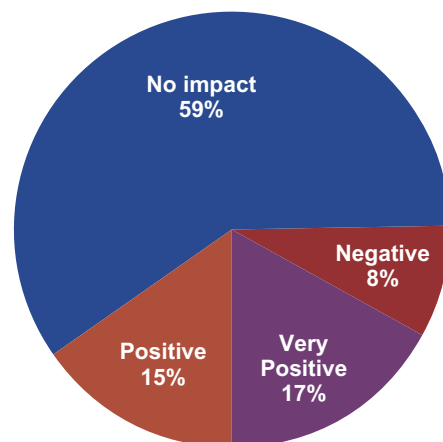
What region did you participate from?



How did the time zone impact your ability to participate?



How did the language resources impact your ability to participate?



SAMPLE FEEDBACK FROM THE SURVEY

Please explain the rating for your virtual meeting experience.

“The remote experience was very good, especially taking into account that it is the first time that such an experience has been carried out and the short planning time of it.”

“The time difference makes attending the meeting, even virtually, extremely painful. Without the real human contact in f2f meetings, newcomers are also more reluctant to speak up.”

“The lighter and more digestible schedule was easier to follow.”

“During some session it was impossible to keep track of the chat due to the continuous stream of messages. Sometimes completely different discussions were going on in the virtual meeting room and in the chat window.”

“Longer meetings without any slide deck, video or presenter who has his camera on get easily boring and more difficult to follow.”

“Unexpectedly good, the tech worked well.”

“The schedule pared down to more essential and most essential sessions kinda shows that the normal schedule has too much excess. It's a good learning opportunity for how to make future meetings shorter and less costly (time and money).”

“Text chat window was both necessary and severely distracting. Some great conversations were had, but at the cost of everyone paying attention to the presenter. It's not obvious to me what a solution might look like.”

“Zoom works fine, but there were several minor flaws in the interface - problems in understanding who people are and what's their role (many participants did not enter full names and roles in the application), or in some cases participants weren't even shown and you couldn't chat among participants (the way you'd do in a real room).”

“It was the perfect mix of work and stay-at-home time. Everyone was highly disciplined and professional.”

“Discussions were focused and to the point. Tech support was highly efficient and eager to help. Almost as good as the real thing. Thank you to all involved in the behind the scenes efforts to make this happen.”

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

SAMPLE FEEDBACK FROM THE SURVEY

Please explain your rating for your ability to interact during the virtual sessions.

“Time differences make attending meeting difficult; I can only listen to the recordings of most of the meetings. This makes the whole experience a lot less interactive/engaging.”

“Giving feedback, asking for clarification, etc., is easier during a f2f meeting. For presenters a F2f meeting is easier to interact with their audience.”

“Discussions in the chat room were sometimes off topic or captured by a few people diving in on a detail. This made it difficult to use the chat to interact with the ongoing discussion.”

“Remote interaction is facilitated by the raise hand button, but you should be able to see the queue, and multiple queues in parallel (raise hand, chat, email) are confusing. Speaking to a screen is not natural. Also, lots of can you hear me, we can't hear you, you're muted etc.”

“Sessions tended up to become two parallel flows, panelists slowly reading slides in the main screen and the community discussing lively (but on its own) in the chat. Many sessions then ended before there was time for participants to intervene, or did not foresee any speaking opportunity - and in virtual meetings everyone expects to participate, not just to sit in the back of the room.”

“If you join late, you should be able to see the transcript and the chat for the entire session and not just from then on. This makes it hard for you to react, as you're afraid of having missed something; in real meetings you can just ask a recap to a friend who sits near you in the room, virtually it's much harder.”

“Was just like every other online interaction I have at ICANN, although the “webinar format” of the larger sessions was somewhat frustration as you could not see who else was on the call.”

“The organizers read the questions in the chat environment. When needed, voice interaction was also smooth.”

“Interaction is limited to public statements in the chat, or statements to the panelists, for webinar sessions. It is not possible to see who else is attending and to coordinate with them, like you'd be able to do in person. It would be good to adapt the technology to allow people to turn their visibility “on” to others in webinar mode, so that they can have private sidebars and make more effective use of the total public time. Allowing people to curate a friends list, so that their visibility was limited to a subset of registered attendees would be fine.”

“Zoom worked quite well although some people forgot to take away their hand after speaking. There was overall good discipline not to intervene if not necessary. The chair deserves compliments to lead the discussion and at the same time looking at what was said in the chatroom.”

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

SAMPLE FEEDBACK FROM THE SURVEY

Please explain your rating for the communications around the virtual format, meeting schedule, and participation guidelines.

“The meeting schedule came out very late - ok, exceptional circumstances, no blame for anyone, but it was hard to plan at the last minute when also needing to fit ordinary life and work into the day (see also the time zone comment below). Also, the schedule.icann.org website is pretty confusing, slow and cumbersome. I still don't even get which account it works with - can't I just use the same account from account.icann.org?”

“ICANN implemented a very efficient communication strategy around the virtual format.”

“I had no difficulty in visualizing the schedule, as it used the same format as face-to-face ICANN public meetings.”

“Participation guidelines were clear from the direct emails sent to registered participants and from the schedule.”

“ICANN org did explain everything ok. Sometimes it was confusing but at the end everything worked well.”

“They were clear and articulate, even though some of these procedures were cumbersome like submitting questions via email.”

“ICANN Org maintained an open dialogue and sought to finalise the schedule as soon as possible after the decision to shift to a remote meeting.”

“The virtual format, meeting schedule and participation guidelines were very helpful to facilitate a quick and easy access to the session. It was very great.”

“Guidelines were helpful, but as mentioned above, limitations for participants (not panelists) during Zoom Webinars made the experience less than ideal.”

“All messages and announcements were sent on time and helped to participate.”

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

SAMPLE FEEDBACK FROM THE SURVEY

Please explain your rating for how the time zone impacted your ability to participate.

“It was good, but since the participation was remote, it does not serve as an excuse to suspend my other activities and responsibilities, which mostly take place in the morning during most of the sessions. I was able to access the recordings, anyway, understanding that it is impossible to find a schedule that works perfectly for everyone.”

“I was only able to participate up to 4 sessions a day before the time zone difference caught up to me. But overall, I think it wasn't a hurdle to make my participate.”

“I have only a two-hours difference from my time zone (in Brazil) to Cancun's time zone. Sessions started at 11 am in my time zone and ended around 7 pm, which was very comfortable. But I must concede that, for many participants from other regions, the time zone of Cancun brought a large negative impact. If ICANN68 is held virtually in the time zone of Kuala Lumpur, I will certainly also have this large negative impact and I do not know how to avoid it, as it will become almost impossible to follow sessions in the middle of the night, while I keep my usual professional activities during the day.”

“All sessions I attended (needed to or wanted to audit) fit my time zone. A couple a bit early but working from home makes it easy. On a side note, I observed that the focus of the number of overall sessions seemed more productive (i.e., quality vs. quantity); less redundancy. This may lay out a different perspective for future in-person ICANN meetings.”

“Most session were held in the evening CET, allowing me to combine my daily duties with evening ICANN meetings. Giving up evening leisure time was acceptable since the meeting was planned not to interfere with the weekend, condensed to most important themes and well organized. In fact, I appreciated it being held in the evening as opposed to rotating times interfering with my regular schedule.”

“All the sessions were in the evenings and night. The evening sessions worked very well for me since I could join after work, but as for the late-night sessions it was a bit challenging.”

“No impact the main issue was once you are in the country you go to your office and cannot avoid working, attend clients etc. and of course this works against your ability to participate. Captions help since you can attend some call and continue to read what is going on - I run my own company so once in the country I cannot attend clients calls or demand for interested f2f meetings. I believe that for employees the situation is even more difficult.”

“The sessions started right after my working ours ended, and it was difficult for me to attend more than two sessions.”

“Was fine for Europe but of course brutal for Asia.”

“A working day of 0100 to 0900 local time (Australia) is very difficult over four nights. Using the original Cancun time zone did seem to result in a lot of interventions from North America compared to other regions. This is probably inevitable, but it is an inbuilt bias.”

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

SAMPLE FEEDBACK FROM THE SURVEY

What improvements would you recommend for virtual meetings?

“Different SO/AC/SG/C should have the liberty to decide their meeting time instead of following a set schedule.”

“Have clear structure for a meeting, with some visuals (presentation). Two shorter meetings are better than one longer call. Avoid long verbal presentations, especially by native speakers (like the introduction by staff during the public forum 1).”

“Video conferencing would be a positive thing, at least for some sessions with the boards.”

“Still photos for the people who are speaking, links in the chat to the presentations and videos or websites.”

“Expanded use of online tools to increase active participation such as the BINGO during the public forum and the quiz during the DNS Abuse session.”

“Continue to consider participant perspective on screen displays. Absent video capability, having a more dynamic experience makes participation more interesting and engaging. It was extremely helpful to have photos put up during Q&A with ICANN Executive Staff. Perhaps also revisit time management for Q&A or to accomplish all (or most) of agendas.”

“Have persons pictures while the main speakers are presenting. Do not have overlap schedules. Could have extended the sessions over 7 days since it is virtual. Have virtual engagement booths. Highly recommend Powerpoint presentation instead of displaying a word or pdf document.”

“Make recording available as soon as possible. This wasn't the case for early days of ICANN67.”

“Clear guidelines. Schedule should be posted in different time zones if possible for easy tracking.”

“More sessions. More languages translated. More video usage. Seeing the presenters or moderators would be a great mitigation to bring remote.”

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



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