

The background of the poster features a tall, ornate minaret of a mosque, likely the Charminar in Hyderabad, India. The minaret is white with intricate carvings and a dark, domed top. The sky is a clear, light blue. The overall color palette transitions from blue at the top to a warm orange at the bottom. The text is in white, providing high contrast against the background.

ICANN

57

HYDERABAD

3-9 November 2016

ANNUAL GENERAL

Community Feedback

ICANN | PUBLIC MEETINGS

Executive Summary

Introduction

ICANN57 was the first Annual General Meeting of the new [Public Meeting Strategy](#), which extended the meeting to seven days. This meeting was focused on showcasing ICANN's work to a broader global audience. ICANN57 attracted 3,182 participants, exceeding the previous record established at ICANN50 in London, which had 3,115 participants. Because this was the first Annual General of the new format, it's important for us to gather feedback from participants to learn what worked and what didn't work.

Survey Formats

From 10-28 November, we conducted two post-ICANN57 surveys. The Event Survey was focused on gathering feedback on ICANN57 facilities, sessions, networking opportunities, etc. The Meeting Structure Survey asked respondents about the new seven-day Annual General Meeting format. Both surveys provided respondents with the opportunity to submit written feedback.

Survey Results

The results of these surveys are not scientific, but they provide directional data and useful feedback on how attendees felt about the overall Annual General Meeting. A total of 158 respondents completed the Event Survey, and 97 completed the Meeting Structure Survey.

The Event Survey results suggest that respondents were generally satisfied with the meeting facilities, but 57% felt that there were too many sessions. The Meeting Structure Survey found that respondents were split on whether they wanted to return to the one-day constituency day structure, but 64% wanted to keep the two-day public forum structure.

Next Steps

ICANN will use this feedback and continue to evaluate and improve the Annual General Meeting format. This is in line with the recommendations of the community-led Meeting Strategy Working Group. ICANN greatly appreciates you taking the time to provide this feedback, and we will continue to share these reports after each Public Meeting.

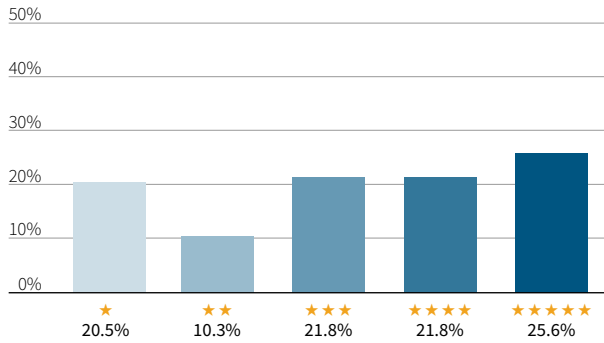
**Number of respondents for Event Survey:
158 of 3,812 attendees (5%).**

**Number of respondents for Meeting
Structure Survey:
97 of 3,812 attendees (3%).**



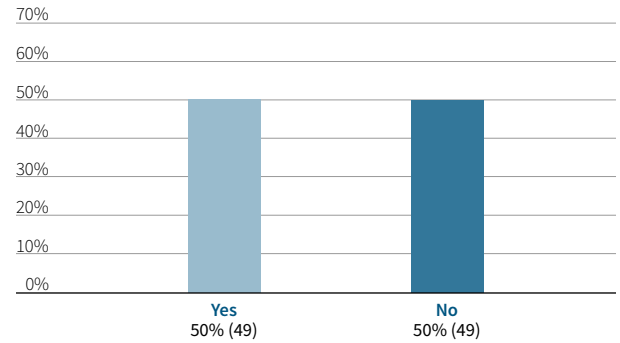
Meeting Structure Survey Gathered from 10 November - 28 November 2016

Rate your satisfaction with hosting constituency day on two separate days.



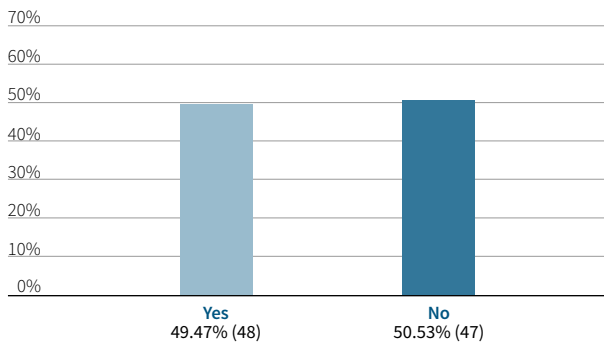
Respondents: 87

Do you want to keep the two-day constituency day structure?



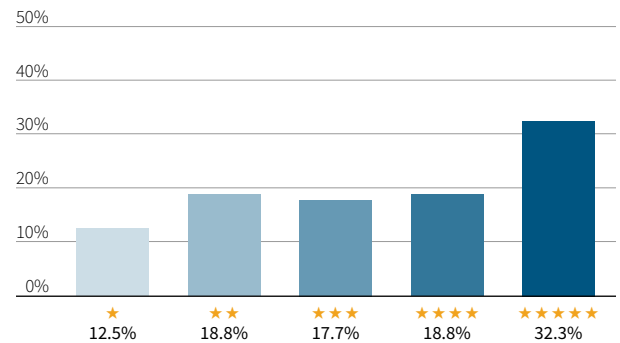
Respondents: 93

Do you want to return to the one-day constituency day structure?



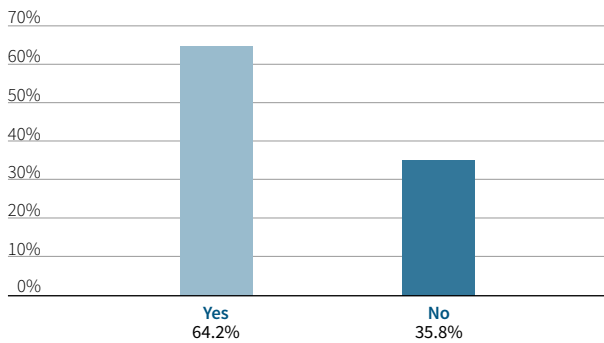
Respondents: 90

Rate your satisfaction with hosting the public forum on two separate days.



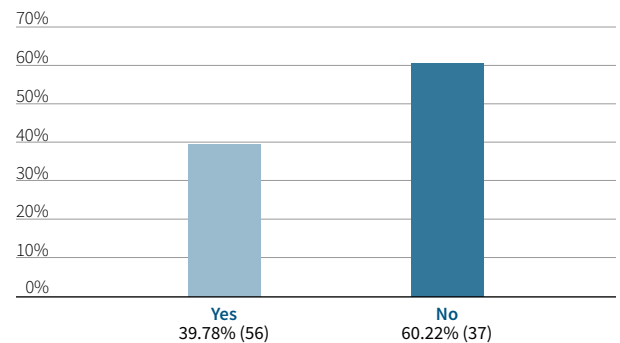
Respondents: 93

Do you want to keep the two-day public forum structure?



Respondents: 90

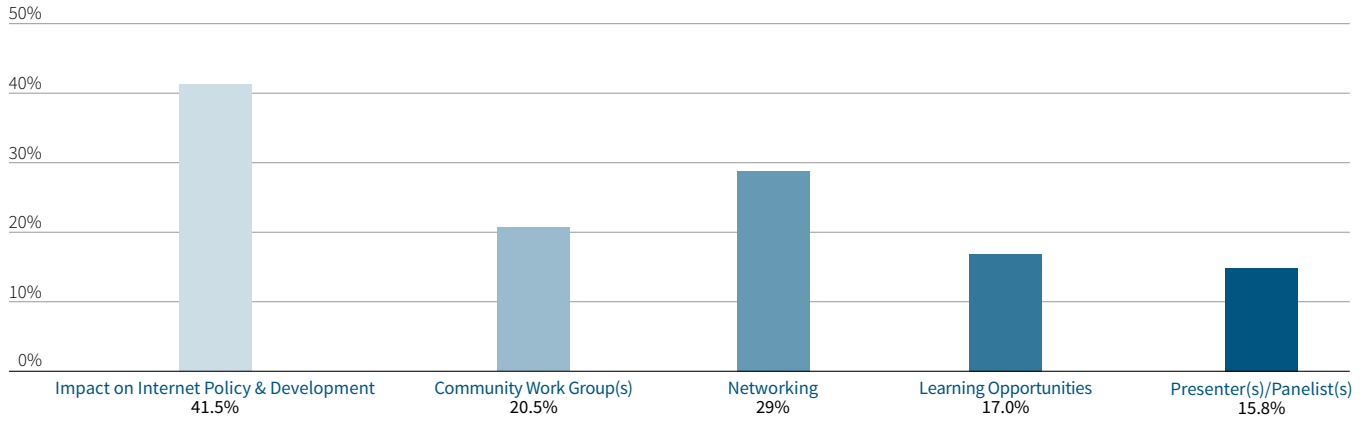
Do you want to return to the one-day public forum structure?



Respondents: 87

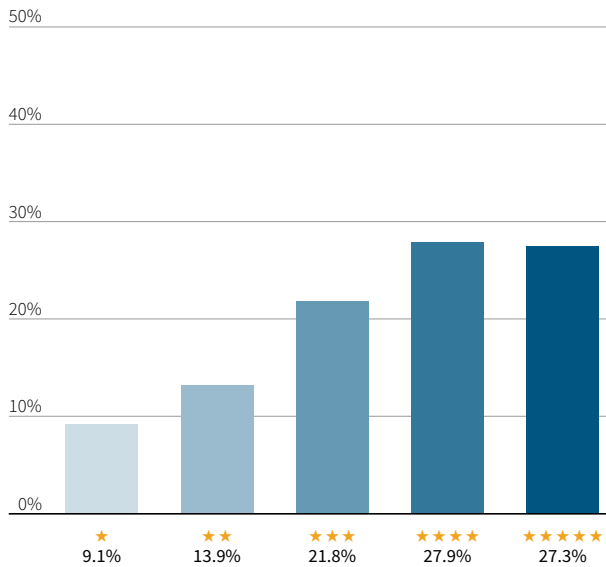
Event Survey Gathered from 10 November - 28 November 2016

Please specify the MAIN reason for attending ICANN57:



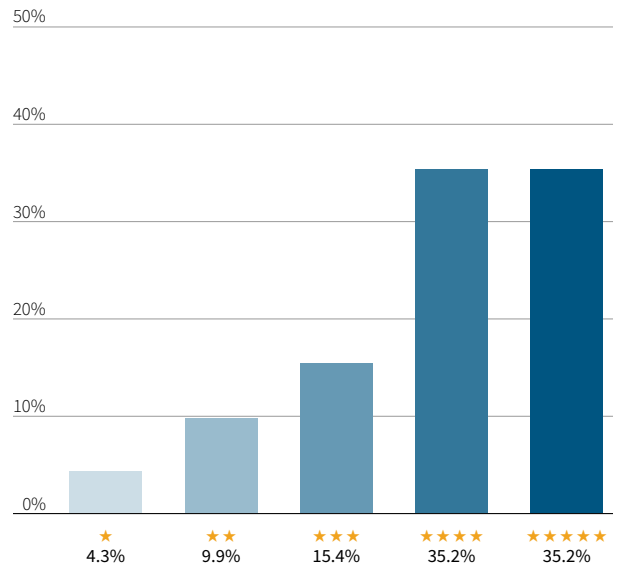
Respondents: 155

Please rate your satisfaction with the seven-day Annual General Meeting format.



Respondents: 155

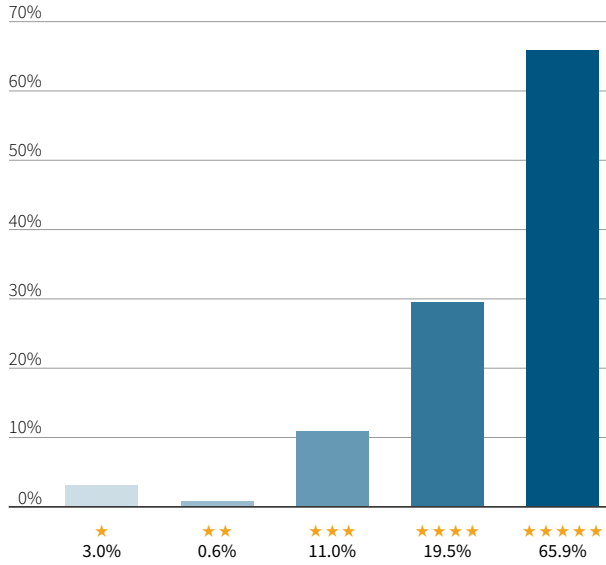
Please rate the availability of networking opportunities.



Respondents: 154

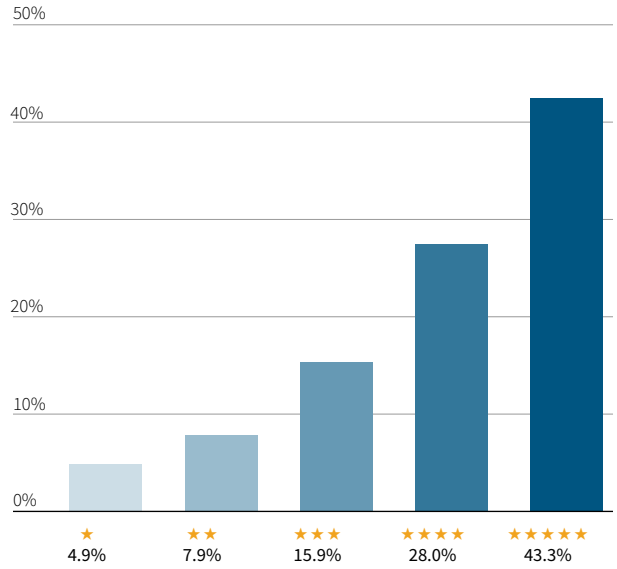
Event Survey Gathered from 10 November - 28 November 2016

Please rate your experience with the Registration process.



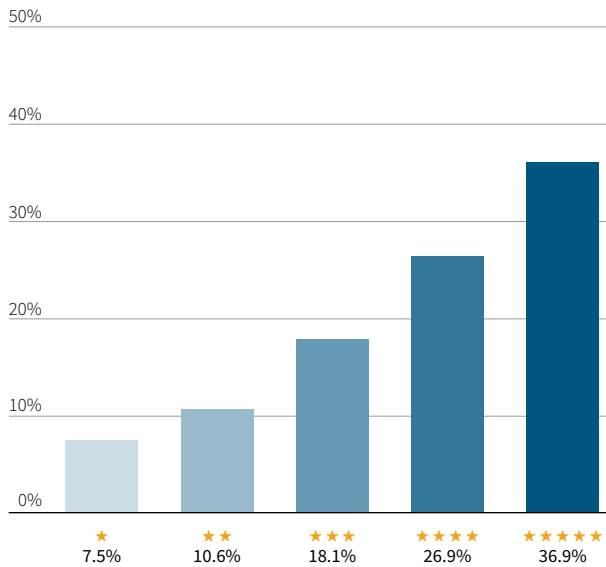
Respondents: 156

Please rate the meeting facilities.



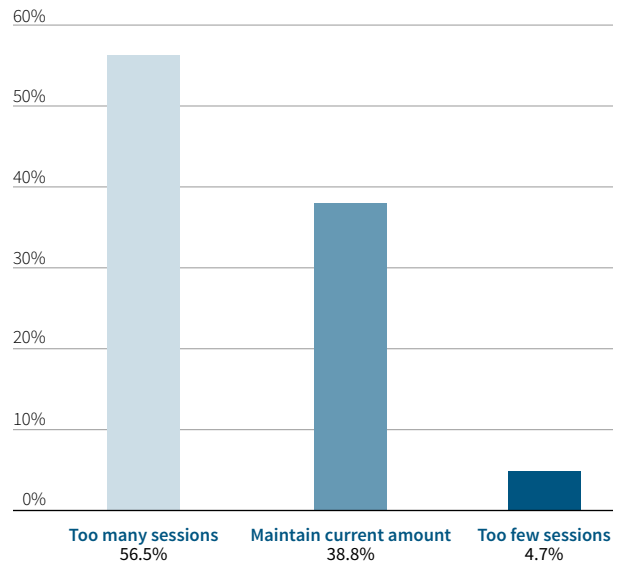
Respondents: 155

Please rate the availability of coffee and lunch breaks.



Respondents: 153

How would you describe the quantity of available sessions?



Respondents: 156

Sample Feedback from Meeting Structure Survey

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

Do you have any suggestions for constituency day?

“ The most important is not 1 or 2 days but the opportunity to allow constituencies to meet with others and members to attend face to face working groups meetings. this time this almost not happens since interested meetings were too conflicted in time. ”

“ Spend more time in CCWG format and less time in constituency silos. ”

“ Stick to one structure and announce it as far in advance as possible. RySG + RrSG F2F with Board needs to return to mid-afternoon slot or else our days are disjointed with little time for staff updates & exchanges. ”

“ I'm sorry but these are the wrong questions to ask for two reasons. First, each constituency needs to manage the structure of its sessions for itself. If that's one day, two days, or how ever many days so be it. You need a process that lets constituencies request the days they need. They get to manage the conflicts within their own schedule themselves. Second, the issue is about conflicts between constituencies. As a multi-stakeholder operation an increasing number of people participate in more than one constituency. There MUST exist a conflict resolution system for these people. How do constituencies negotiate the resolution of conflicting meetings among their respective members. ”

“ I thought it was well-organized and orchestrated. ”

“ Whatever structure ICANN decides on - 1 day, 2 day, whatever - please decide early and then stick to it. Very difficult for SOs and ACs to plan their own schedules when the overall ICANN schedule keeps shifting, even into the weeks immediately prior. Long term planning, people!! ”

“ I had three conflicts all day on constituency day, and with the high interest topics. Meeting folks need to imagine themselves in the shoes of an active participant life myself and see how absolutely useless this schedule is for them.... It looks as though it was designed to appeal to newcomers roaming from meeting experience to meeting experience. We actually travel there to get work done and solve disputes that take forever on the phone, meeting schedules must facilitate that. ”

“ Stick to the tried and trusted format. Splitting over two days caused Constituencies total confusion and inhibits inter Constituency dialogue. ”

Sample Feedback from Meeting Structure Survey

Do you have any suggestions for the public forum?

- “ Skip the SOAC chair reports. Just post them online. ”
- “ Even though it is good to hear summaries from every SO/AC it shouldn't be part of the time slot for public forum, but a separate thing. ”
- “ First day must NOT include SO/AC updates; they consumed almost all of the allotted time and added little value. Staff must police the clock and make sure any speakers stay within their time. ”
- “ Online questions should be answered online, only live questions should be done at the meeting. And if a topic has been marked as 'no comment' by the board, time shouldn't be wasted allowing people to make comments / ask questions on these topics at the meeting. ”
- “ The Public Forum should be considered a Plenary Session. Nothing else should be scheduled in parallel. Also, in spite of the fact that the forum has been split in two, the allotted time does not seem to be greater. ”
- “ I wish you had an option to say “unsure” or “no opinion” to the questions about the public forum. I think the 1-day public forum makes it easier to plan for attendance. Breaking it into 2 increased the chances of conflicts, which I did have. ”
- “ Good idea and well-executed. Eliminate the SO-AC Chair reports. Dull and uninteresting. ”
- “ Stop giving 2 hour long presentations. I come to the Public Forum to hear the Public's opinion not to hear a 2 hour presentation from each constituency of ICANN only to have 20 or 30 minutes of Public Forum. ”
- “ A two-part public forum is an interesting idea, but if one of these is to be a highly generalised session (aimed at newcomers - a good idea) then it should be clearly identified in the schedule as such. Perhaps the name of such a session could be: “There's no such thing as a stupid question”. ”

Sample Feedback from Meeting Structure Survey

Do you have any suggestions for reducing the number of days for Annual General Meetings?

“ Not really. The whole agenda and format of a Policy meeting is reproduced in the AGM such that the AGM sessions are a necessary add-on. The option of a very short formal AGM is not realistic given the transition agenda and the presence of large numbers of new participants. So I do not see how to reduce the AGM in these circumstances, which are likely to prevail for the next two or three years. ”

“ Ambivalent about total number of days but ICANN must make sure to effectively/fully utilize whatever time is scheduled AND post the schedule as far in advance as possible, i.e. at least 4 weeks before the start. ”

“ Yes keep reduce duplication, get rid of the last half day, have only one public forum meeting giving the option to have written questions ahead of time. Have only one constituency day. A huge thanks to the amazing tech team on the ground they are a magnificent bunch. ”

“ Reduce the core meeting to 5 days and allow those groups that want to add a day upfront for F2F meetings and a day at the end for wrap up sessions. However, these add on days should be presented as optional for the broader community but it will be important for those that make use of that possibility to communicate it ASAP to their respective groups so that travel can be planned accordingly. ”

“ Honestly, I'd actually increase the number of days for the core policy people given the number of clashes, though I understand the desire to cut costs by reducing the days of the main meeting. ”

“ Seven days in a row was too long. Need some kind of break in the middle. But seven days is probably too long anyway. Stop trying to fit everything in and accept that it can't all be done at once. ”

“ 1 day reduction could be feasible. Gala Night at the day of Opening Ceremony is questionable. ”

“ Plan ahead and plan more smartly. Schedule must be final and posted at least 6 weeks ahead so that attendees can make informed travel decisions. There is no need for the same presentation to be made multiple times (subsequent procedures PDP WG). Set one time, invite everyone and be done with it. ”

Sample Feedback from Meeting Structure Survey

Do you have any suggestions for reducing the number of days for Annual General Meetings? (continued)

“ The purpose of the AGM per the meeting strategy is to showcase ICANN’s work to the global community, so perhaps the focus could be on inter-community work and end on SO/AC reports on that work - that means reducing the number of high interest sessions since one of the other ICANN meetings has a focus on that. So many sessions repeated information given in other sessions that it would be good to somehow consolidate the sessions that receive the repeated presentations. ”

“ Return meetings to a 5 day structure. ”

“ Reduce the number of sessions by 50 percent at least! ”

“ The number of days should remain same as with discussions on different topic are being held in real time basis, going on the present structure is good. The time for discussion is well balanced. ”

“ Wednesday, 10 Nov in ICANN57 should not have been identified as a formal meeting day for all participants, as the activities on this day were targeted at very narrow segments of the population. The meeting schedule as a whole MUST be published well in advance (no less than one month) to facilitate participants’ travel bookings and employers’ travel approval procedures. ”

Sample Feedback from Event Survey

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

What was most valuable about this meeting?

- “ F2F sessions with RrSG and with SO/AC Leaders. ”
- “ Opportunities to speak directly with other stakeholders and ICANN personnel. ”
- “ Board seemed more available for other meetings. ”
- “ Good schedule, and very good meeting facilities. ”
- “ I got to meet some amazing people from various parts of world representing different ` stakeholders. I also interacted with ICANN staff and board members. Being a newcomer, I had a bit of confusion about ICANN structure but emphasis on newcomers at various sessions like NCUC helped me overcome that. ”
- “ All of the updates on the technical changes to better meet the challenges we are facing today. I enjoyed the sessions on DNCSEC, the WHOIS transition, Root Server / Zone Management, etc. ”
- “ Being offered the opportunity to present our study results and collect feedback from the audience. In addition, many stakeholders are coming together which provides much opportunities for interaction with representatives from other internet communities. ”
- “ The Possibility of knowing any information related to Internet governance in 360-degree perspective. Exposure to the very latest developments giving insights into the future expansion of the internet. ”
- “ Meetings not starting before 8:30am. We should adopt a practice of limiting meetings to reasonable business hours (ie, 9am-6pm) to accommodate jetlag and the need to conduct one’s “day job” in the off-hours. ”

Sample Feedback from Event Survey

What was least valuable about this meeting?

- “ High-Interest Topics were the least valuable. They were proposed as one-sided panels by advocates of certain views. ICANN staff selected some HIT panels that did not have support of all SOACs. Staff failed to take control of panelist selection and moderating. ”
- “ HIT Sessions were a waste of time (poorly planned and executed). ”
- “ Purely informational update sessions, where no actual work was done or progress was made. ”
- “ Spending 40-50 minutes on a bus each day was a waste of time. also there were multiple updates being presented on the same topic, for example there were several sessions scheduled to update the work of the CCT Review Team - there should just be one, and all interested can attend. ”
- “ Too many conflicts, too many meetings that do not focus on ICANN’s core responsibilities, lack of description and agenda for many meetings, no clear labeling of meetings (e.g. who is ‘hosting’ the meeting). ”
- “ Distance from the hotel to the venue with the community spread all over the city. ”
- “ Very difficult to plan which sessions to attend in advance, because of delays in finalising the meeting schedule. The schedule should be finalised months beforehand, not a week or two before. This allows time for appropriate background research and briefing of relevant stakeholders. ”
- “ We had several sessions that were booked against sessions that conflicted (or distracted) our target audience. This could possibly be avoided by having a conversation with the meeting team responsible for scheduling ahead of time. We are going to try and do a better job of working with the meetings team to try and manage this in the future. ”
- “ Multiple bad conflicts. For instance, scheduling Stakeholder Group and Constituency meetings against Working Group meetings, or scheduling meetings on identical topics against each other (e.g., reviews). Too many “high interest” topic sessions, and allowing them to be driven by their proposers. Perversely, Day 7 was a wasteland -- if you were a GNSO member and not on Council or an SG/C chair, you had nothing. If the idea of the 7 day meeting was to have a meaningful 7 day meeting, that was a failure. If it was just a counting trick, so the usual “day after” was counted in the meeting, that’s just silly and attendees should have been warned. ”

Sample Feedback from Event Survey

What was least valuable about this meeting? (continued)

“ Several sessions seemed to deal with the way in which the community would deal with the way they would deal with creating policy. (That is NOT a typographical error.) My personal psychology means that I would be far happier doing something to fix problems, than talking about doing things that may eventually lead to people doing things to fix problems. While I can appreciate that it is probably an important step in the process, it appeared to me that it causes the process to be extremely slow. ”

“ An online tool about the details of the participants (tool containing information about the participants their education and job) could have been provided which will enable participants connect easily with their professional network (for example, such a tool with enable a lawyer to easily connect another lawyer, a law student to connect with a law student, a technical expert to connect to a technical expert). This is only a suggestion. ”

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

“ Quantity of sessions is not the issue, contrary to popular belief. It is also not about too many days. The meeting length will take the time it needs, or groups will truncate. People get frustrated because of conflicts and thus the meeting overall appears incoherent, crowded, and frustratingly stressful. We need a better system (we need a system) for managing the schedule of sessions during the meeting. There no discernible structure nor any predictable conflict resolution. ”

“ Great meetings, i have never seen such an organized meetings in my entire life. ”

“ The area for meetings at the HICC were very few. My team and I found it extremely hard to find meeting space and space to do work. On the whole, a lot of tables and seating areas were needed. Generally there is a large seating area where meetings can take place. I believe this is an absolute necessity and the Hydereabad meeting lacked this. Also there appeared to be a large split between “VIP” and other ICANN members. My team and I were under the impression that ICANN was one community and that there was no hierarchy and VIP members. The GALA event was a nightmare, even there there was no seating, there was only seating for the “VIP” members, which was quite disheartening and gave a large majority of attendees an inferior feeling. ”

Sample Feedback from Event Survey

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

“ This survey reflects a fundamental disconnect with the primary reason many people come to ICANN meetings -- to work on and develop policy. There is no question that focuses on that, yet there is one that asks about “networking opportunities.” While networking is important, an ICANN that does not work on policy is not ICANN, while an ICANN that does not provide networking opportunities is still ICANN. Even the first question doesn’t get it -- it splits “impact on internet policy & development” from “community workgroups.” These are highly overlapping concepts. What do you think is happening in those “workgroups”? A quilting bee? ”

“ Just to try and make meeting venue more “user friendly” as many were traveling all over the place between sessions. Suggest a 10 minute break between meetings to allow bio breaks, walking to other sessions, etc. Also for room turnover (allow current meeting to disperse and next meeting to set up without people disrupting a session with arrival or tardy departure). Hope this helps a bit! ”

“ For me, this is the first ICANN meet. It took me almost a day to figure out what it is all about and the main barrier was the acronyms. There is scope to refine the arrangements made at the information desk and also to enhance the staff available there. Focus on local first-time participants may be increased. ”

“ Literally 50% of sessions could be removed and have zero affect on Mission ”

“ Overall a great meeting (although felt long). The app and schedule tool needs serious work. ICANN 57 app was even more frustrating than the ICANN 56 app (super buggy). Please provide an EASY way to sync desired schedule sessions with outlook. Never could get that sync to work despite instructions. If ever at a venue again that requires shuttles from hotels, please provide them earlier in the morning (esp. for those hotels that are farther away) and more frequently throughout the day (esp. returning). Please ensure enough seating at lunch time in staff room, as well as electrical outlets at each staff room table (realizing the ship fire may have impacted this, this time). Thanks! ”

Sample Feedback from Event Survey

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

“ One theme that was a recurring complaint amongst newcomers was the difficulty in grasping the meanings of the many acronyms. While the wiki provided two lists, one as a standalone sheet and another in the booklet, this didn't cover all. It may be a good idea for the community to provide a full list, accessible through the app and website that people can access easily and scroll through or search, to find out meaning of the acronym. This will reduce a major barrier to entry into the Multistakeholder discussion. ”

“ I appreciate the need to meet in global locations, but I would suggest we attempt to plan meeting at major airline “hubs” to minimize travel time. Also I would suggest we meet in venues which are easily walkable to restaurants, hotels, venue, etc. ”

“ Planning for Hyderabad should have started in an open and inclusive way at the end of Helsinki. It did not. ICANN micro-management of meetings is increasing, at the expense of SOs/ACs freedom to plan their own work, and with no opportunity for early engagement on block schedule etc. Still too many closed sessions (except for the GAC, which appears to now have all sessions open). A commitment was given in the Public Forum to share a draft Block Schedule with the community before leaving Hyderabad. This did not happen. ”

“ The facilities had no round tables and chairs or meeting area for the members to sit down and have discussions / meetings. There was an exclusive VIP area on the top floor only for staff and board members. As ICANN is open to all and the ‘members are most important’ I felt this was an insult to all its members. The opening gala event had sectioned off tables and chairs for icann board and special guests with special drinks and other items while everyone else had to stand and eat while standing. I feel this was a real shame and yet ICANN did not bother to comment on these issues when raised via social media. I would hope that in the future, ICANN will be less exclusive and more inclusive of all attendees. ”