ICANN

56

HELSINKI
27 – 30 June 2016

POLICY FORUM

Survey Results

Executive Summary

Introduction

ICANN56 was the first Policy Forum of the new Public Meeting strategy. The forum attracted over 1,430 attendees, including 347 Newcomers. The goals of this new meeting format were to foster collaboration and substantive policy and advice development work. Because it was the first, it is important for us to learn if attendees came away from the forum feeling that this new format achieved those goals.

Survey Formats

During ICANN56, we conducted two surveys. The first was a rolling survey launched via the ICANN56 mobile app on the first day of the Policy Forum, 27 June, and closed on 22 July. It contained five questions and respondents were asked to rate their satisfaction on a scale of 1-5 stars (5 stars being very satisfied). Respondents also had an opportunity to provide written feedback. The second survey took place during the Wrap-Up Session on the final day of the Policy Forum. This was a live poll where attendees were asked questions and provided "instantaneous" responses via the mobile app. Respondents were asked to rate their satisfaction on a scale of 1-10.
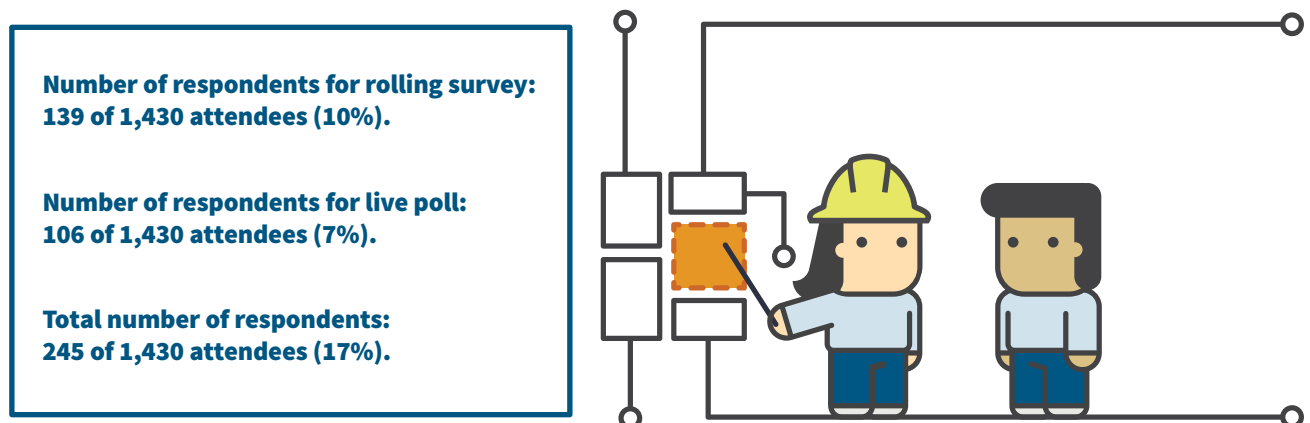
Survey Results

The results of the surveys are not scientific, but they provide directional data and useful feedback on how attendees felt about the overall Policy Forum. We did group the results of the live survey into five categories from the original ten to make it easier to read the results. A total of 139 respondents completed the rolling survey, and 106 completed the live survey. More respondents in the live survey suggested that the forum needed improvement.

The surveys found that 80% of respondents were very satisfied with the new format. There was a strong split in the results on how satisfied attendees were with the number of opportunities to interact with the ICANN Board of Directors. And 28% felt that the level of outreach and engagement at the Policy Forum needed improvement.

Next Steps

ICANN will use this feedback and continue to evaluate and improve the Policy Forum 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 rolling survey:
139 of 1,430 attendees (10%).**

**Number of respondents for live poll:
106 of 1,430 attendees (7%).**

**Total number of respondents:
245 of 1,430 attendees (17%).**

Rolling Survey Responses Gathered from 27 June - 21 July 2016

Rate your satisfaction with the new Policy Forum format.

★	★★	★★★	★★★★	★★★★★
2%	3%	15%	50%	31%
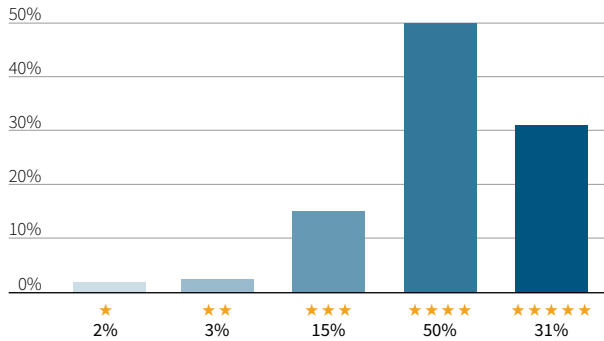
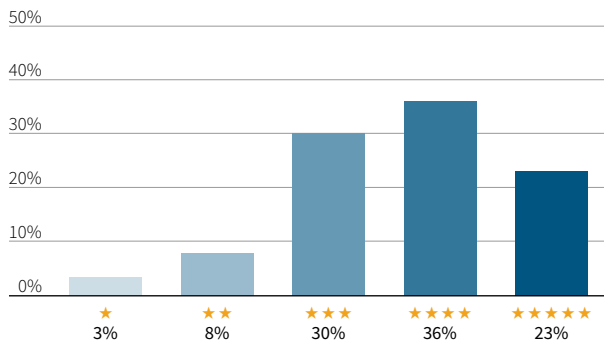**80% of respondents were very satisfied with the new format.**

Rate your satisfaction with the time allotted for community policy/advisory work.

| ★	★★	★★★	★★★★	★★★★★
0%	5%	29%	37%	30%
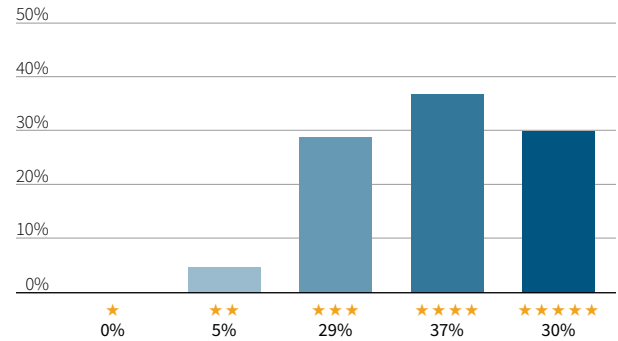
67% of respondents were very satisfied with time allotted for community policy/advisory work.

Rate your satisfaction with the flexibility to attend your preferred sessions.

| ★	★★	★★★	★★★★	★★★★★
3%	8%	30%	36%	23%

59% of respondents were very satisfied with the flexibility to attend their preferred sessions.

Rate your satisfaction with the number of breaks and networking opportunities.

★	★★	★★★	★★★★	★★★★★
1%	5%	19%	43%	31%
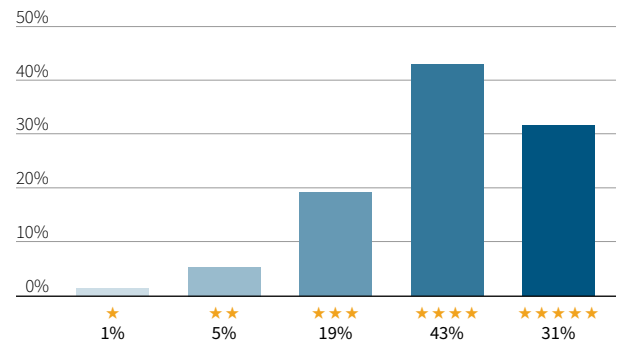
75% of respondents were very satisfied with the number of breaks and networking opportunities.

Would you participate in the next Policy Forum in person or remotely?

Remotely: 10% (16 votes)

No Preference: 11% (17 votes)

In person: 80% (126 votes)
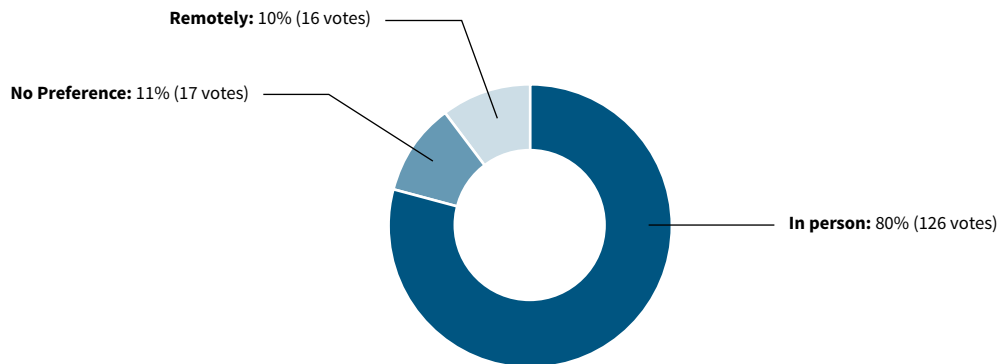
79% of the attendees said they would participate in person in the next Policy Forum.

Live Poll Responses From Wrap-Up Session on Thursday, 30 June 2016

How satisfied were you with the format of the schedule?

	Not at all	Needs improvement	Satisfactory	Very satisfactory	Excellent
	1%	29%	29%	29%	14%

Respondents were split on their level of satisfaction with the schedule format.

Respondents: 86

How satisfied were you with the time for focused policy work?

	Not at all	Needs improvement	Satisfactory	Very satisfactory	Excellent
	0%	22%	34%	27.0%	18%

Respondents were split on their level of satisfaction with the time focused on policy work.

Respondents: 75

How satisfied were you with the format for the cross-community sessions?

	Not at all	Needs improvement	Satisfactory	Very satisfactory	Excellent
	1%	23%	38%	26%	11%

Respondents were split on their level of satisfaction with the format for the cross-community sessions.

Respondents: 74

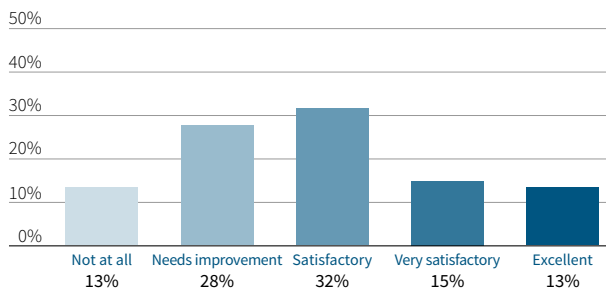### How satisfied were you with the opportunities to interact with the ICANN Board of Directors?

	Not at all	Needs improvement	Satisfactory	Very satisfactory	Excellent
	8%	26%	32%	18%	16%

There is a large split on the level of satisfaction with the opportunities to interact with the ICANN Board of Directors.
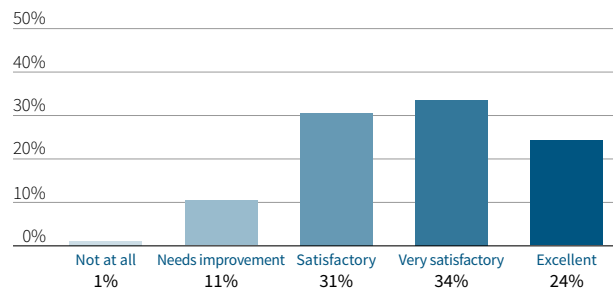
Respondents: 74

How satisfied were you with the level of outreach and engagement?

	Not at all	Needs improvement	Satisfactory	Very satisfactory	Excellent
	13%	28%	32%	15%	13%

28% of respondents felt the level of outreach and engagement needs improvement.

Respondents: 77

How satisfied were you with the opportunities for networking and social interaction?

	Not at all	Needs improvement	Satisfactory	Very satisfactory	Excellent
	1%	11%	31%	34%	24%

58% of respondents were very satisfied with the networking and social interaction opportunities.

Respondents: 106

Selected Written Feedback from Rolling Survey

" I think it would be a good idea to incorporate some extended policy development working meetings into the Meetings A & C with minimal conflicts because one year between Policy Forums is a long time. A day or two of face-to-face WG meetings would be useful. 4-hour WG meetings would be a good target. "

" The schedule allowed for good cross community sessions. "

" In general, I thought the Policy Forum format was a success. There were some sessions that were perhaps extraneous, and some that could have benefited from additional time & participation, but this format will continue to evolve going forward. "

" Preferred this format, seems more relaxed - more time to discuss policy initiatives. Not as many competing sessions. "

" This re-formatting ensures more connectivity and awareness across constituencies which will enhance decision-making. As a GAC rep, I have never seen so many GAC reps take the mic in public sessions. This has to be good news for enhancing this showcase of the multi-stakeholder model in practice with the active participation of governments along side other stakeholders. The downside is that it has squeezed the GAC time: the days are very long and timing as a result. "

" The fixed open microphone(s) in the front of the main isle(s) is still the best way for people to speak. This is how people know who is speaking and how people can concentrate on what they want to say. The mobile microphones should only be used if a speaker cannot easily move. Add additional narrow isles every 6 seats whenever possible. "

" In terms of improvement I think that it would be incredibly useful if every session in the schedule could have: 1. Background 2. Who should attend 3. What to expect from this session 4. Objectives of the session Having a standard format would be also useful in reading and digesting the information. Items 1 and 2 would likely be relatively static and only require incremental updates one they have been written. "

" Provide the agenda much sooner, and stick to it (i.e. no "late" additions that inevitably create more schedule conflicts). "