ICANN POLICY FORUM | 59

JOHANNESBURG
26–29 June 2017

Community Feedback

ICANN | PUBLIC MEETINGS

Executive Summary

Introduction

The ICANN59 Policy Forum in Johannesburg attracted 2,052 registered participants — with 1,353 checking in at registration. The Policy Forum aims to foster collaboration and substantive policy and advice development work. For four days, members of ICANN's Supporting Organizations and Advisory Committees came together to discuss and develop policies for the Internet's naming systems. This is the second Policy Forum, and the format is still evolving. We gather feedback from you so we can improve your meeting experience.

Survey Format

From 30 June – 12 July, we conducted the post-ICANN59 survey through the ICANN59 mobile app. Respondents used either the mobile version or the web version of the app. We asked them to rate sessions, facilities, networking opportunities, and the overall Policy Forum experience. The survey also 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. A total of 162 respondents (12 percent) completed part or all of the ICANN59 survey. The number is low, but the percentage is an improvement over ICANN58, where the response rate was 7 percent. We continue to make efforts to increase the response rate to these surveys.

Questions used a five-star rating, where four or five stars indicate a high degree of satisfaction. A total of 82 percent of respondents indicated that they had a high degree of satisfaction with the Policy Forum, and 87 percent of respondents were satisfied with the registration process. In the freeform comments, respondents cited the benefits of a smaller meeting where they could focus on specific topics.

While a majority of respondents indicated a high degree of satisfaction in their survey responses, they pointed to a few areas where we can focus our attention for future meetings. Concerning facilities and logistics, 35 percent wanted more places to recharge devices, and 33 percent wanted improved access to food for purchase at or near the venue. Respondents also commented on the need for more areas for small group meetings or conversations.

Next Steps

ICANN will use these results to improve the Policy 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.

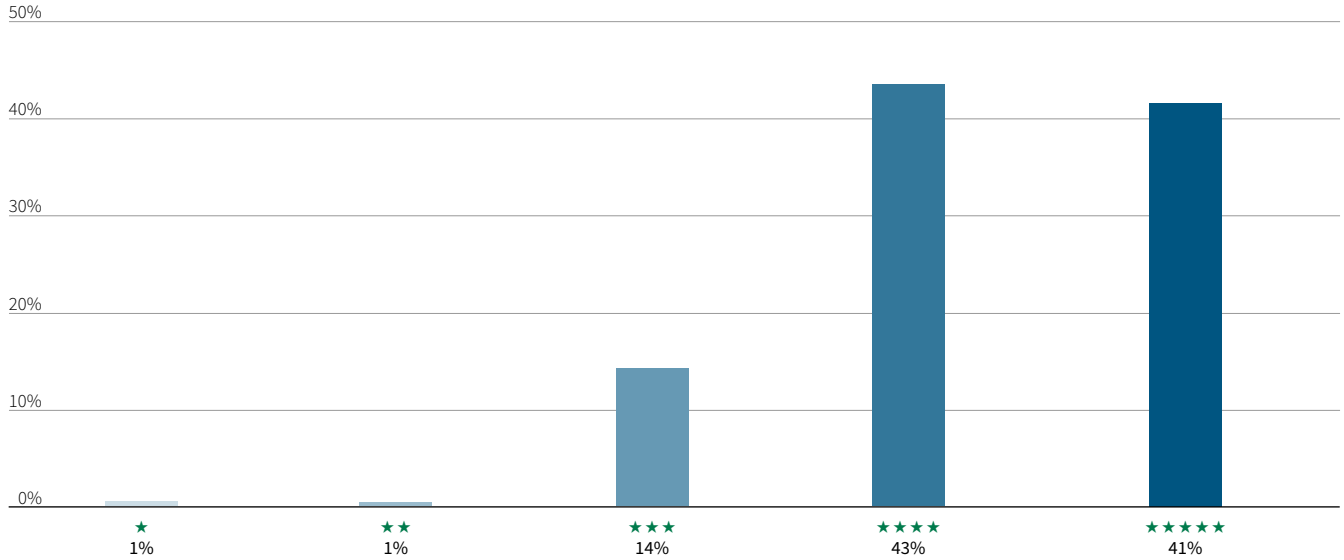**2,052 registered participants**

1,353 checked-in participants

**162 survey respondents
(12% of checked-in participants)**
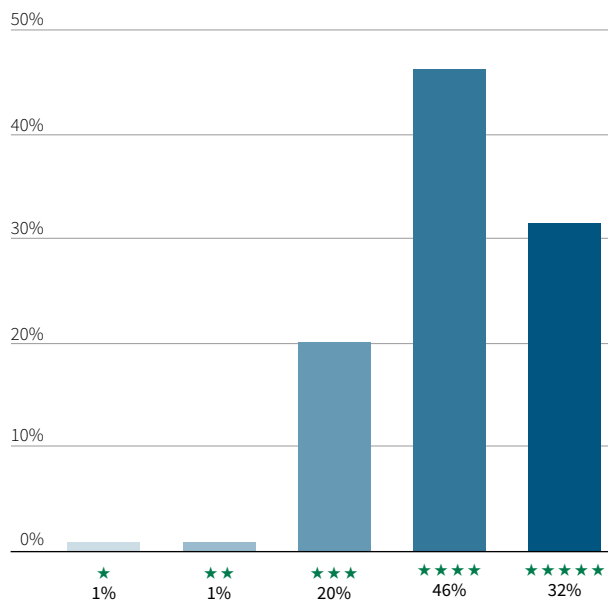
Survey Results Gathered from 30 June – 12 July 2017

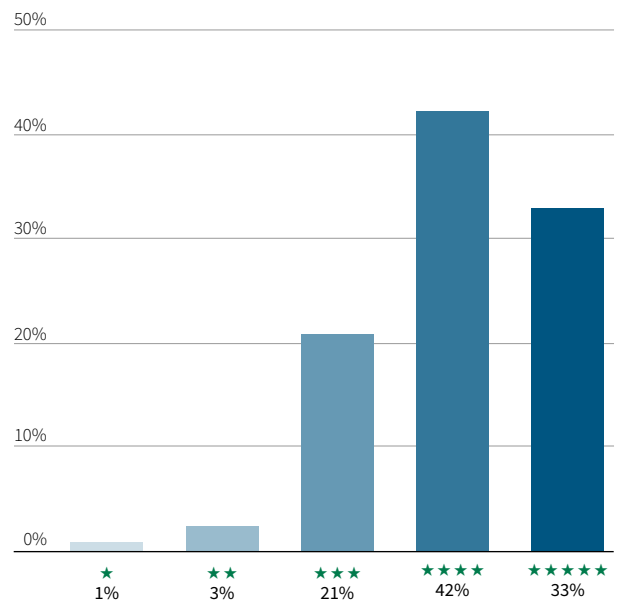### Please rate your overall satisfaction with this Policy Forum.

| ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
| 1% | 1% | 14% | 43% | 41% |

Respondents: 162

Please rate the format of the schedule.

| ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
| 1% | 1% | 20% | 46% | 32% |

Respondents: 162

Please rate the time allotted for community policy/advisory work.
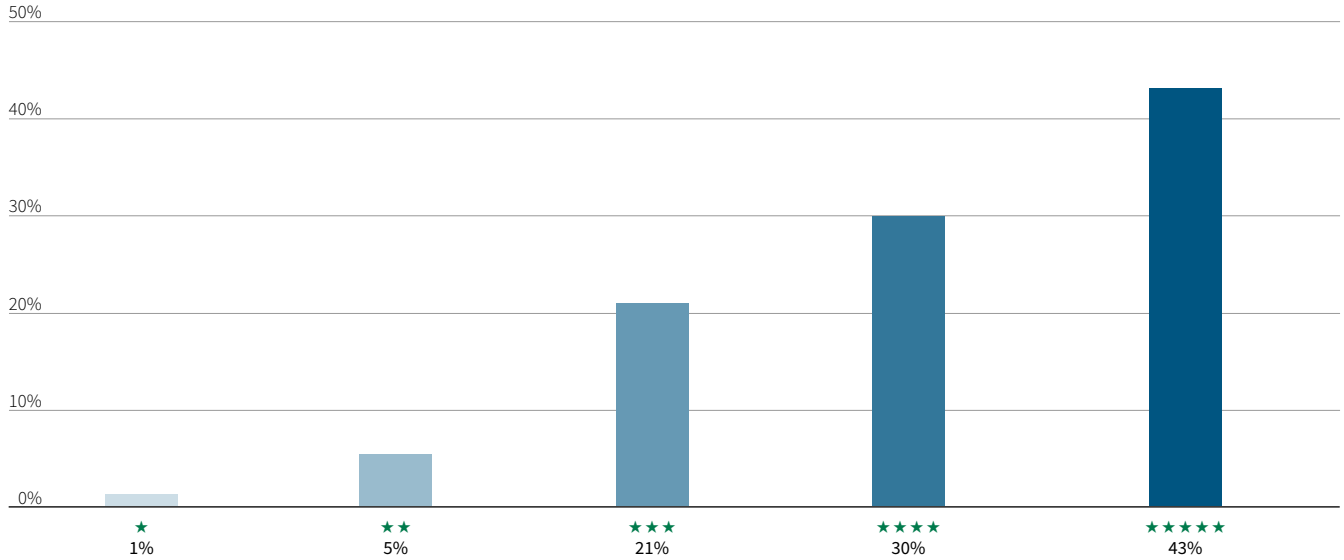

| ★ | ★★ | ★★★ | ★★★★ | ★★★★★ |
| 1% | 3% | 21% | 42% | 33% |

Respondents: 158

Survey Results Gathered from 30 June – 12 July 2017

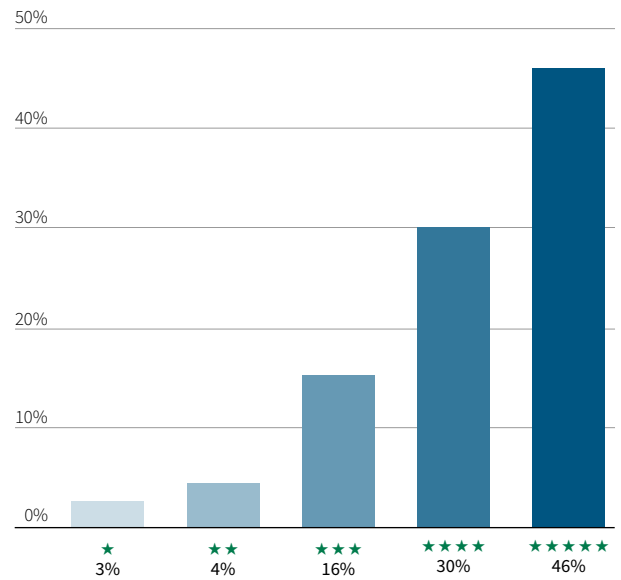### Please rate the quality of the cross-community sessions.

	★	★★	★★★	★★★★	★★★★★
	1%	5%	21%	30%	43%

Respondents: 151

Please rate the level of outreach and engagement.

	★	★★	★★★	★★★★	★★★★★
	3%	6%	26%	33%	33%
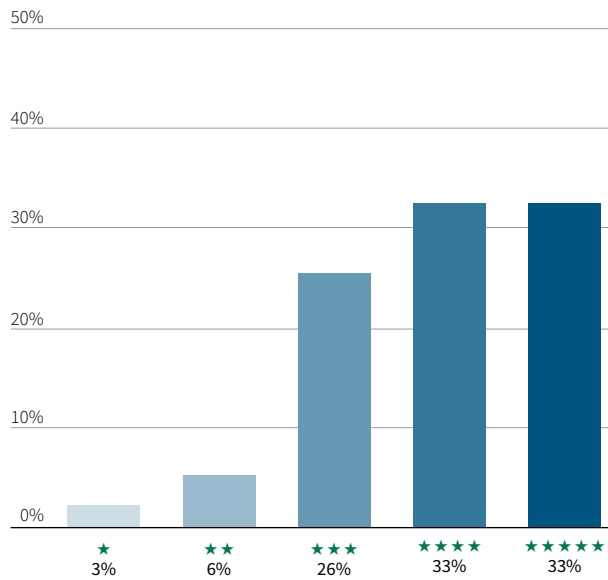
Respondents: 159

Please rate the opportunities for networking and social interaction.

	★	★★	★★★	★★★★	★★★★★
	3%	4%	16%	30%	46%

Respondents: 158

Survey Results Gathered from 30 June – 12 July 2017

Please rate the registration check-in process.
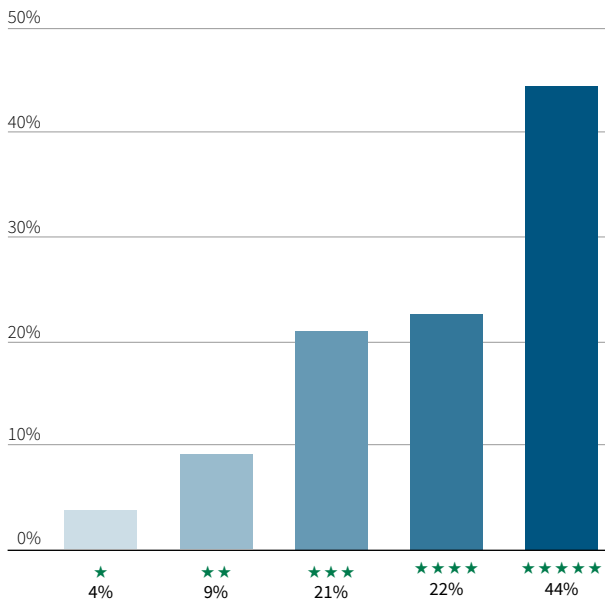

★	★★	★★★	★★★★	★★★★★
4%	3%	6%	26%	61%
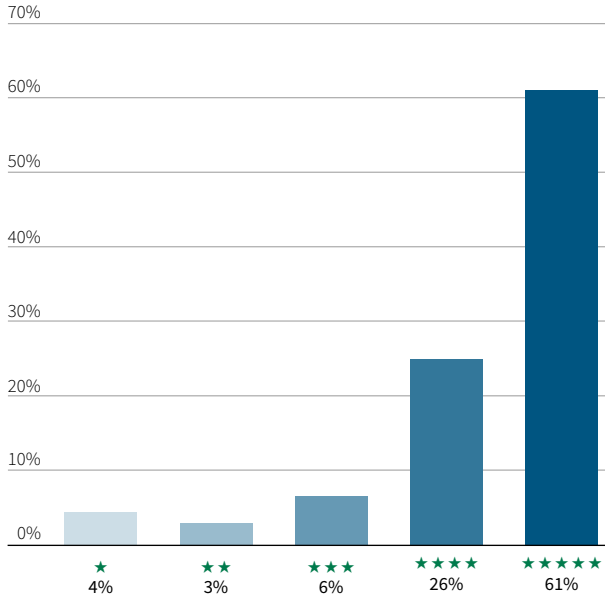
Respondents: 157

Please rate the availability and knowledge of information booth, registration, and ushering staff.

★	★★	★★★	★★★★	★★★★★
1%	1%	16%	29%	53%
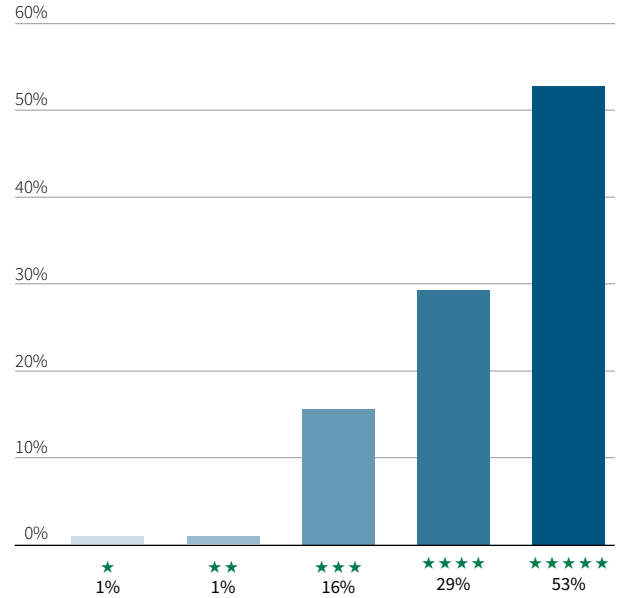
Respondents: 154

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

★	★★	★★★	★★★★	★★★★★
4%	9%	21%	22%	44%

Respondents: 156

Please rate the number of places to plug in and recharge your electronic devices.

★	★★	★★★	★★★★	★★★★★
5%	11%	20%	22%	43%
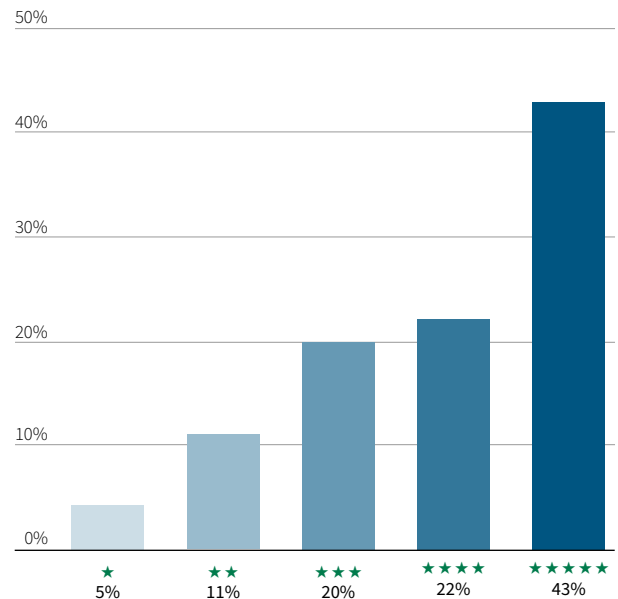
Respondents: 157

Sample Survey Comments

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

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

❝ There were some challenges with the bathrooms not located on every floor as we had meeting participants who have restricted mobility and limited ability to use the escalators… ❞

❝ I hate the "enforced social" aspect of the schedule app. I see not reason to tell people that I'm going to a specific session because I add it to my schedule, and the fact that *everyones* schedule is visible is a privacy issue. Please address this. ❞

❝ The format is very good and allow participants and staff to focus on specific topic. Excellent! ❞

❝ Feel like we're trying to squeeze a typical 7 day meeting into 4 days. Please add several more high-top tables in meeting rooms to allow for stand up desk-like working conditions. The Cross Community Sessions still need improvement. Still a lot of uncertainty about why topics were chosen, how they are organized and what they hope to achieve. Staff at hotels and venue were excellent. facilities were very clean. ❞

❝ Continue to want the ability to log into the app and access the schedule that you have chosen on the web. ❞

❝ The smaller attendance and layout of common areas was very conducive to networking. ❞

❝ It's apparent to me that the shorter meeting might be too short and having meetings running from 8am to nearly 8pm is torture to attend ❞

Sample Survey Comments

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

" These facilities were one of the best I have to attend in my 52nd meetings, so congratulation to meetings team for the choice, organization a transport facilitation among other advantages we saw this time in the venue. congratulations too for the excellent technical service for Internet access both at the venue and at the hotel rooms! **"**

" I participated remotely - it'd be good to have some questions targeted at remote participants. **"**

" Conference centre staff were extremely courteous and helpful. Some noise disturbance difficulties coming from staff areas behind the conference rooms. **"**

" There was a substantial lack of space where to be able to sit and have private conversations or to work on the computer. Also, there was the usual problem of overlapping sessions, but this is an unsolvable problem. **"**

" Most cross-community sessions had too many long-winded panellists and not enough interaction with those present. Geo names being an honourable exception. **"**

" Nice city, nice hotels and convention centre, with good surroundings. **"**

" If one registers online, they should not be required to register again at the conference. proof of identification should be enough. **"**

" ….my recommendations would be to not only be more efficient in the sessions and focus on actual work rather than endless recaps, but to also have two or three sessions (rather than just one) during the course of the week dedicated to each PDP. I see no reason why we can't have 2 or 3 three hour sessions over the course of 4 days… **"**

Sample Survey Comments

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

" need coffee all throughout the day please need more outlets for charging devices, especially in smaller rooms **"**

" The art and light in the conference center venue contributed to pleasant experience (avoiding that trapped in an airport feeling we can sometimes get at ICANN meetings)--it was very clean. Additionally, the calmness of the security staff made a difference to my trip; I was concerned about personal safety prior to traveling to Johannesburg but felt reassured and not alarmed buy their presence. **"**

" The Wireless network was a bit flaky and having the ICANN-ROOM network go away almost immediately after the conference end was less than ideal. This might be a big ask, but if possible, preserving that network for (e.g. 24 hours) after the end of the conference would facilitate people's departure logistics in a useful way. **"**

" Keep up the good work. We need ICANN to be accessible in every corner of the world! **"**