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Member Engagement Survey

This survey was initiated to help identify factors that may have hindered members engagement within NCUC and request feedback to address them.

The survey includes 23 questions, on which some we'd really like your feedback while answering the others is optional.

You can skip the first two questions if you want to remain anonymous.

Thank you in advance for filling the survey and if you have any questions, feel free to send an email to Walid Al-Saqaf on <wsaqaf@gmail.com>.

Please fill in the survey before April 1, 2015.

* Required

Q1. Full Name (optional)

Q2. Email (optional)

Q3. Why did you join NCUC/NCSG? (optional)
Write freely about the reasons that made you join

Q4. Whom do you represent in NCUC? *

- I represent myself as an individual
- An organization/sector (e.g., civil society, HR advocates, etc.) that I volunteer for (no compensation for my time on NCUC)
- An organization that I work for (compensated for my time on NCUC)

- ○ Other:

Q5. For how many years have you been a NCUC member? *
If you are not sure, just select 'not sure'

- ○ Less than a year (beginner)
- ○ A year or more but fewer than three years
- ○ Three years or more but fewer than five years
- ○ Five years or more (veteran)
- ○ Not sure

Q6. How many ICANN meetings have you attended in person? *

- ○ None
- ○ More than once but fewer than four
- ○ More than three but fewer than eight
- ○ Eight or more

Q7. How many ICANN meetings have you attended remotely? *

- ○ None
- ○ More than once but fewer than four
- ○ More than three but fewer than eight
- ○ Eight or more

Q8. How much time (hrs) do you dedicate to actively participate in NCUC/NCSG meetings (online)? *

- ○ None
- ○ More than once but fewer than four
- ○ More than three but fewer than eight
- ○ Eight or more

Q9. As a member, what do you think you could bring (as benefits, skills) to NCUC? (optional)

- ☐ Communications skills (listening, verbal, written)
- ☐ Analytical/Research skills
- ☐ Leadership/Management skills
- ☐ Multicultural Sensitivity/Awareness/Multilingualism
- ☐ Planning/Organizing
- ☐ Problem-Solving/Reasoning/Creativity
- ☐ Finance/Accounting
- ☐ Law/regulations
- ☐ International relations
- ☐ Networking abilities

- [ ] Connections to major corporations
- [ ] Connections to government agencies
- [ ] Connections to civil society
- [ ] Other:

Q10. Rate the importance of those NCUC issues to you. *

	Not important	Of little importance	Somewhat important	Very important	Extremely important
Protecting Noncommercial Uses and Users	○	○	○	○	○
Diversity and Consumer Choice	○	○	○	○	○
Freedom of Expression	○	○	○	○	○
Privacy	○	○	○	○	○
Access to Knowledge	○	○	○	○	○
Development	○	○	○	○	○
Global Internet Governance	○	○	○	○	○

Q11. List any other issues not mentioned above that you think are important? (optional)

Q12. How do you assess your in-depth understanding of how the following work? *

	None	Very little	Moderate	High	Very high
NCSG	○	○	○	○	○
NCUC	○	○	○	○	○
NPOC	○	○	○	○	○
GNSO	○	○	○	○	○

Q13. What did you hope to achieve by joining NCUC/NCSG? (optional)

Write about the goals/objectives you want to reach through your membership

Q14. How many hours per week on average are you able to volunteer for the NCUC community? *

- I don't have spare time for this
- Less than an hour per week on average
- Between one and three hours per week on average
- Over three hours per week on average
- I don't know or don't want to answer

Q15. How do you assess the mailing traffic from NCUC-Discuss/NCSG-Discuss mailing lists? *

- It's just right
- It's too much! So instead, post updates on ncuc.org for NCUC activities and ncsg.is for updates on policy work
- It's too little
- No answer

Q16. How engaged are you in the following GNSO committees or working groups? (optional)

If you are not a member just mark 'not a member' (full list found here:)

	Not a member	Not engaged	partially engaged	Fully engaged
IGO-INGO Protections Policy Development Process (PDP) Working Group				
Inter-Registrar Transfer Policy (IRTP) Part D Working Group				
GNSO Data & Metrics for Policy Making Working Group				
Privacy & Proxy Services Accreditation Issues Working Group				
Standing Committee on Improvements Implementation (SCI)				
gTLD Registration Data Services				
Policy & Implementation Working Group				
Policy & Implementation				

Working Group				
Translation and Transliteration of Contact Information PDP				
Discussion Group - New gTLD Subsequent Rounds				

Q17. How engaged are you in the following cross-community committees or working groups? (optional)

If you are not a member just mark 'not a member' (full list found here:)

	Not a member	Not engaged	partially engaged	Fully engaged
CCWG on Internet Governance				
CCWG on Accountability				
CCWG on Human Rights				
Digital Engagement Project				
Trademark Clearinghouse - IAG				
CCWG For Framework of CWG Principles				
CCWG on Use of Country/Territory Names as TLDs				
GAC-GNSO Consultation Group on GAC Early Engagement in Policy Development Processes				
Joint SO/AC WG on New gTLD Applicant Support (JAS WG)				
CWG on Stewardship Transition				
WHOIS and national law conflicts IAG				
WHOIS IRD				

Q18. List any other WGs or activities/projects not mentioned above that you are actively engaged in. (optional)

Q19. On average, how often do you post to the following NCUC mailing lists? *

Posting could mean initiating a thread or responding to one

	Not a member	Never	Less than once a month	Between 2 & 4 times a month	More than once a week
[E-TEAM] NCUC e-platform team	○	○	○	○	○
[Membership-affairs] NCUC membership affairs	○	○	○	○	○
[NCUC-DISCUSS] NCUC general discussion	○	○	○	○	○
[NCUC-EC] NCUC Executive Committee	○	○	○	○	○

Q20. If you are not actively engaged with the NCUC community, rank what you think are the reasons for that. (optional)

	Do not Agree	Somewhat Agree	Totally Agree	No Answer/NA
The discussions are not interesting enough	○	○	○	○
I'm a volunteer in other ICANN community activities (SOs, ACs, etc.)	○	○	○	○
The acronyms and concepts used are too complex to understand	○	○	○	○
The discussion is intimidating and dominated by a few veterans	○	○	○	○
English is not my mother tongue and I think that others	○	○	○	○

may not understand me.				
I do not have the background knowledge				
I don't feel welcome or needed				
I don't have enough time (work full time)				
It's not rewarding enough on a personal level				
Wrong or inconvenient time-zone				

Q21. Which of those measures do you think will contribute to better member engagement? *

	Do Not Agree	Somewhat Agree	Totally Agree	No Answer/NA
Before starting any new topic, some background text (or URL) on the issue should be included at the beginning				
Establish a space online where members can have their photos, URLs, bios, etc.				
Change the tone of the conversations to be less technical				
Build an up-to-date wiki with NCUC subjects and their status and descriptions to easily find things				
Build an easy to understand NCUC FAQ				
Establish a tutorial team with their own mailing list to help and guide newcomers				
Appoint a guide/mentor specifically for newcomers				
Develop a				

newcomers guide (part of the wiki) to NCUC (who, when, where, what)				
Publish an acronyms survival guide for concepts mostly relevant to NCUC topics				
Capacity Building through http://learn.icann.org				
More encouragement from veterans to newcomers could go a long way				
Provide engaged members with more incentives (travel support, etc.)				
Add a gallery with pictorials and other visual content with subtitles				

Q22. Please describe in detail what you think may have prevented you from engaging actively in NCUC. (optional)

Don't be reserved, get everything off your chest please :)

Q23. Any other thoughts you want to provide about your experience or CONCRETE suggestions for enhancing member engagement? (optional)

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