

2016 Pilot Program Goal: Create Methodology and Structure for Community Onboarding Programs that would continue as a “normal operating procedure” year round (not attached to travel or ICANN Meetings but to successfully onboarding new community members)

What Do WE (Mentors, Mentees, Me) Need to Do To Make This Happen?

Start with SUGGESTIONS that have come to light through first experience at ICANN55:

- Change Pilot Program Title from “Mentor” to “Onboarding”; better encompasses all components: welcome and onboarding, with optional next step of mentoring
- Change name “Mentee”: I suggest to NOT to use Newcomer as it is generic term for anyone coming through ICANN’s door but open to other names (Community Member In Training – CMT?)
- Share all Mentor and Mentee names and email addresses (current list attached) during this Pilot (and within each community once program is institutionalized)
- Denote Community Mentor at a Meeting (ordering ribbons for our badges)
- Structure and Expectation of Program better explained and documented (jump started this program pre-ICANN55 to not lose opportunity for initiative / now need to do better moving forward starting here– see below)
- IF Onboarding/Mentoring takes place around a Meeting as this Pilot is, would be helpful, even for those who have been before, to have some type of Orientation AND Set up dedicated times before and during Meeting for Mentor and Mentee to meet (working on that for this one)
- Timely feedback from Mentor to Mentee is essential for growth and understanding
- Program Checklist and Timeline helpful for both Mentor and Mentee (applicable both for Pilot and for an Ongoing Program)

COMMUNITY MENTOR ONBOARDING PILOT PROGRAM

- New Member Community Handbook (this is part of what we should be creating here)
- Building a Network through the Mentor's introductions is key to becoming a true part of the community

PROPOSED STRUCTURE for COMMUNITY ONBOARDING PROGRAM:

- **3 Part Program** – 2 mandatory pieces for all new community members; 3rd piece can be elected to undergo either through request of individual or nomination from community member
 - **Welcome:** automatic system for timely welcome and acknowledgement of new community member
 - **Template letter:** welcome from community chair/secretariat/Outreach committee that includes request for individuals to create bios to know their experience regarding ICANN and expertise they bring to the community
 - **Onboarding:** use a step by step “course” methodology for individual to gain access and knowledge through each community's documents
 - **Assess each individual experience level** – use ICANN Learn as tool
 - **Continue using ICANN Learn for Community specific information** (assume this will be repository once all documents are gathered /created this pilot year)
 - **Provide Acronym buster needed ([Quizlet](#))**
 - **Provide an email address** or method for new member to ask questions along the way if Mentor is not immediately assigned
 - **Mentoring:** this would be the optional or “by selection” part where we step into the Mentor and Mentee terminology and continue with more individualized work
 - **Need to Build a Mentor Pool:** Bios and/or SOI
 - **Need to Build a Mentee Pool of Interest:** Bios and/or SOI

COMMUNITY MENTOR ONBOARDING PILOT PROGRAM

- **Selection Process** for both Mentor and Mentee roles – the how and who process should be community specific choices but suggestion is to use Outreach/Engagement committee as a funnel
- **Mentor Guidebook** to include purpose of program, timelines associated with this Onboarding and Mentoring process, expectations and specifics of each role, where to find materials and communication set up for the program duration
- **Mentee Handbook or Guidebook:** how process of Onboarding and Mentoring will take place and expectations of that individual in the process

Comment [JL1]: Is there a threshold / a certain number of participants per a certain time period deemed acceptable for an initial mentoring process

FOR THE PURPOSE OF THIS NEXT STAGE IN THE PILOT PROGRAM:

To Happen Week of 30 April

- DPRD Staff/Janice will send email of overall introduction to entire Mentor/Mentee group, include what to focus on for this next week including filling out ICANN Constituency Travel forms, registration, visa as well as expectations of this next stage in pilot and in Helsinki
- DPRD Staff/Janice to create Mentors' Skype group to share thoughts, ideas, challenges throughout the process

MAY – Helsinki

- Create or re-institute agreed upon “ground rules” of communication for this period of time: method (Google Hangout, Skype, email etc.), as well expectation of time to be invested weekly
- Mentors to coach Mentees on next level of ICANN Community specific knowledge per needs and experience level of individuals:
- Mentors ensure that Mentees are on relevant conference calls leading up to ICANN56
- Mentors bring Mentees up to speed on key policy topics for the upcoming Meeting; coach on how to best participate

COMMUNITY MENTOR ONBOARDING PILOT PROGRAM

- Mentors to be helping gather community specific documentation that will assist in future onboarding (by-laws, processes, archived materials)
- Mentors document those things that could be part of a Mentor guidebook
- Mentees to be identifying gaps in information from when they first entered a community, what should be provided/covered, timeframe and methods that could work for introductory process
- Mentees should build questions on a weekly basis for Mentor re: community by-laws, processes, ongoing work; these could also find their way into the community Onboarding documents
- Mentees document those things that could be part of a Mentee Guidebook of Expectations (what a newcomer to a Community's responsibility is to become prepared and integrated)

Helsinki

- Mentors should plan on integrating Mentees into the daily work and sessions
- Mentors facilitate networking
- Mentors meet daily with Mentees to check in, answer questions, continue learning process (breakfast or coffee breaks or cocktails or dinner)
- Mentees are engaged with Mentors and their selected communities in all aspects of the Meeting week
- Mentees should be challenged to join a WG during or after this experience if not already doing so
- Mentors and Mentees keep journals of experience for post-Meeting summary

*****I am working with the Meeting team on getting time for Pilot Program participants to meet on Sunday morning for a couple of hours, either at one of the hotels or at the venue. Also would like some time during the week with individuals, and at end of week for group download, but all depends on the final Meeting schedule still being worked out and individual availability**

COMMUNITY MENTOR ~~ONBOARDING~~ PILOT PROGRAM

Please take into account as we move forward:

- This program is not meant to be Meeting-centric for the long term; only for the purposes of this pilot year are we bound to Meetings for ease of learning and opportunity to meet F2F
- All participants from ICANN55 didn't move to ICANN56; all from ICANN56 may not move towards ICANN57 - depends on our progress, the willingness and ability of individuals and their communities to continue working on this Pilot program which is focused on creating structure for each community to review, edit, evolve and implement
- Plan to provide more awareness of this Pilot to Communities; during or after ICANN56 depending on available times within that Meetings session agendas
- Decision on program oversight after Pilot will be up to the communities; can use standing Outreach committees or create if not already in place to keep operation working
- Determination of best repository for Onboarding and Mentoring Materials is key to success; use of ICANN Learn is a consideration