

1. Meeting with Janice Douama Lange

FY17 Mentor/mentee Approach to Onboarding Pilot Program

- Focus:
 - Newcomer joiner process
 - Onboarding Pilot Program
 - Purpose:
 - Volunteer Burnout
 - Capacity Building
 - Engagement
- Aim: to retain quality volunteers
- How:
 - Timely follow up of new members
 - Have onboarding program that are bite able; think of creative ways to get people onboard
 - Use of different mediums – video, audio, info graph etc.
- Steps:
 - Welcome – structure base for all communities
 - Follow up
 - Document/toolkit (on-boarding document) – use of multimedia, written documentation etc
 - Mentoring – through a pool program; use of dedicated email address
- Important to note:
 - Community will decide on a guide/mentoring program
 - Janice and team will provide a framework for the document toolkit across all communities but it is the sole responsibility of communities to fill in content and tailor it accordingly

2. Meeting with Dan O’Neill

Document Development and Drafting Pilot program

6 Communities taking part in this pilot program

1 vendor per community

2 or 3 vendors will be given to the community for them to pick one

25 hours per month over 4 months

Pilot Program will be in 2 phases/Pillars:

1. Primer

Vendor team will pick 20 requests for comments from ICANN (in consultation with the 6 communities) and will provide a 1 – 3 page analysis of the issue to be addressed. This phase will take as long as it takes.

2. Vendor

Responsible strictly to the community for four months, 25 hours per month

Action item:

Dan O'Neil to send CV of vendors for the community to pick from

3. Meeting with Chris Gift

The idea is to find an IT tool that helps in document collaboration and repository.

Tool should be able to support:

- Co-authoring
- Tracking changes
- History of changes
- Voting on an idea
- Show support – to help lower barrier of engagement
- Data consistency

Action Plan:

- Chris Gift to send Rafik, a list of tools other communities' use
- Rafik, to put together a high-level requirement document on what is needed for a document repository tool, which is able to capture comments, suggestions, co-authoring etc.

3. Meeting with Jana

Services available from the Communication and Content Team

- Info graphic – write, design, print. Can be made available in web version, electronic and hard copy
- Video
- Social media – re-tweet, targeted marketing
- Photography
- Outreach material

Action items:

- Maryam to spend 1 hour a week on Social media
- Get a volunteer to tweet during ICANN meetings
- Give Jana advance notice (as early as 2 months prior to the meeting with requests for Video, photography etc.

4. Meeting with Elizabeth (Betsy) Andrews

- NCUC can create content on ICANN learn – Betsy will provide admin login using a dedicated email address from NCUC
- Content will be downloadable
- Material can be (encouraged) created outside the platform and then uploaded
- Platform is used for Capacity Building
- Platform has ability for:
 - Archive
 - Videos
 - Discussion Forum
 - Quiz tool
 - Translation Support
- Graphic Design Elements
- Instruction Videos
- Betsy can be emailed on icanlearn@icann.org