ICANN | GAC
Governmental Advisory Committee

Survey: GAC at ICANN 54 Dublin

Executive Summary and Main Points

Purpose: The purpose of this Survey is to provide feedback on the most recent GAC meeting at ICANN 54 in an effort to help improve the future performance of the GAC and to facilitate the planning of the next GAC meeting at ICANN 55 in Marrakech, Morocco.

Context: The GAC meeting at ICANN 54 took place from Saturday 17 October to Thursday 22 October 2015.

24 out of 84 GAC member meeting participants (72 GAC member countries and 12 observers) participated in the Survey. The questionnaire was anonymous and none of the questions were compulsory.

Content and next steps:

The GAC Leadership, GAC members, ACIG, and ICANN Support Staff should consider the most appropriate next steps to be taken based on the responses received, which were as follows:

- **Meeting preparation**: Respondents rated the ease of access to documents and logistical support (before the meeting) the highest. Compared to the Buenos Aires meeting, respondents considered the preparatory documents for Dublin to be easier to access and of better quality than previously. The GAC schedule was also rated very well and none of the meeting preparatory aspects were rated poorly.

- **Meeting conduct**: Out of elements of the meeting, respondents ranked the logistics of the meeting the highest, with the quality of discussions coming second only by one vote. However, meeting outcomes were rated as fairly average.

- **"Most liked"** aspects of the meeting were the quality of discussions and the usefulness of the briefing documents prepared by the GAC Secretariat and ICANN Support Staff, as well as the Chair's conduct and chairing of the meeting.

- **"Most disliked"** aspects of the meeting: as in previous Surveys, this viewpoint included the limited time to attend other ICANN sessions.

- **Suggestions for improvement to ACIG/ GAC Staff**: Responses on performance of ACIG and GAC staff were mostly positive.

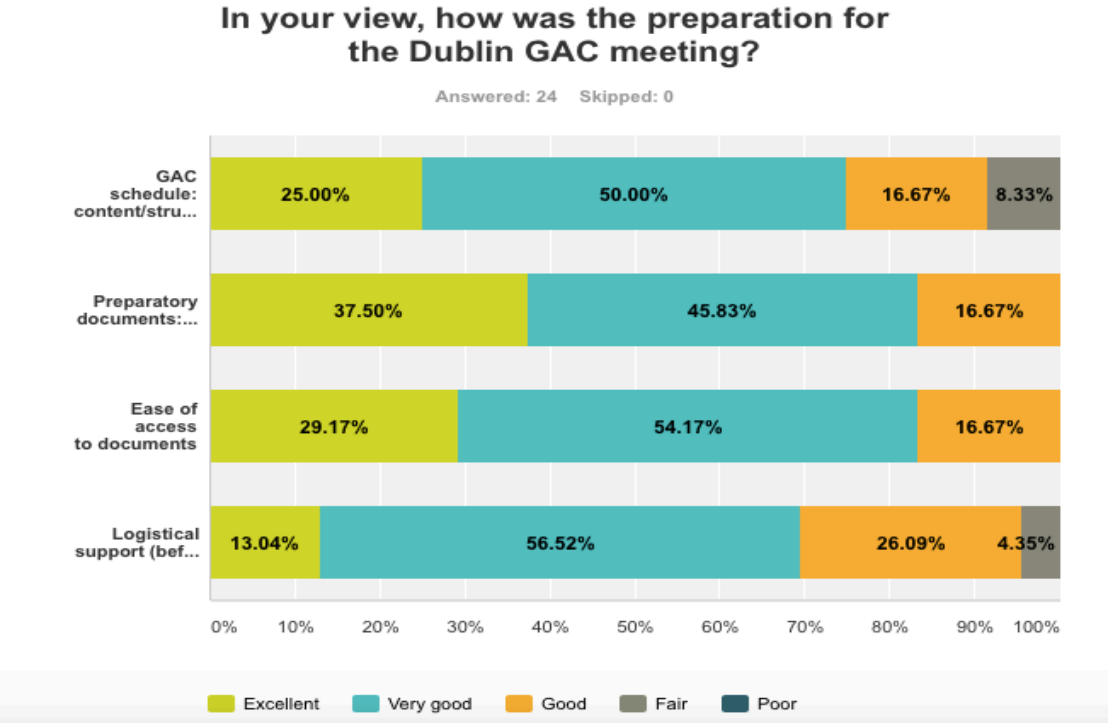
- **Other feedback** included overall positive comments and agenda items for ICANN 55 such as the outcomes of the first new gTLD round.

Possible next steps for GAC Leadership and Support Staff/Secretariat:

- As the meeting outcomes received fairly average ratings, additional effort on the quality of the meeting outcomes should be considered. The next Survey should also include a question on how respondents believe the meeting outcomes could be best improved.
- There were suggestions to improve GAC document standardization. Specifically, it was suggested that the GAC Communiqué have clear reference number between the GAC and the Board so as to facilitate better correspondence tracking.
- There were also suggestions to help improve the situation regarding the lack of placards. The GAC does not currently use placard In order to avoid possible diplomatic sensitivities. However, so as to be able to identify GAC members in face-to-face meetings, it was suggested that GAC member profiles with photos be posted on the GAC's private website. This suggestion is particularly relevant and can be considered in the context of the GAC website revamp.
- There were also suggestions that more interactions with new members be made, including with peers from the same region. There were also renewed suggestions to hold more social events.

1. MEETING PREPARATION - RATING

Responses to the question: "In your view how was the preparation for the Dublin GAC meeting? (Excellent to Poor), in terms of (…)" Twenty-four (24) respondents completed this section of the questionnaire.



Basic Statistics

	Minimum	Maximum	Median	Mean	Standard Deviation
GAC schedule: content/structure/timeliness	1.00	4.00	2.00	2.08	0.86
Preparatory documents: timeliness, format, readability, pertinence	1.00	3.00	2.00	1.79	0.71
Ease of access to documents	1.00	3.00	2.00	1.88	0.67
Logistical support (before the meeting)	1.00	4.00	2.00	2.22	0.72

Note on the Ratings

- Respondents **rated the ease of access to documents and logistical support the highest**.
    - The GAC schedule was ranked as "excellent" or "very good" by a large majority (75%) of respondents; this result is very close to the previous GAC Survey.
    - A very good ranking was given to the preparatory documents which

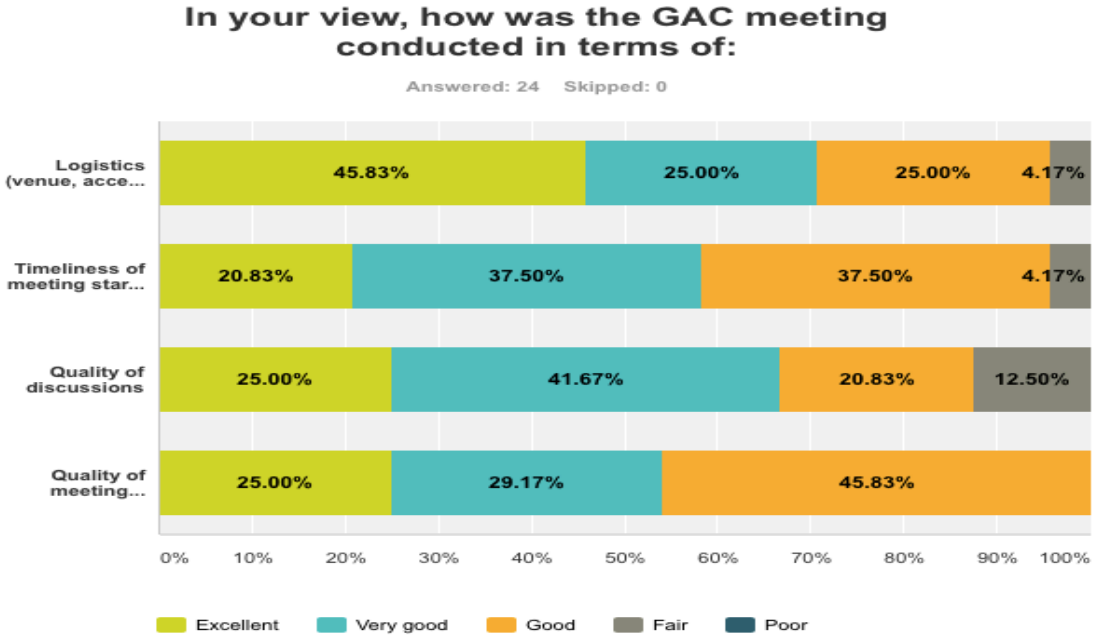
83% of respondents viewed as "excellent" or "very good"; in the previous GAC Survey, this category received a lower rank of 74%.

- Another high ranking was given to the ease of access of documents, which was rated as "excellent" or "very good" by 83% of respondents; in the previous GAC Survey, this category received a rank of sixty-five-percent (65%).
- Lastly, the logistical support before the meeting was ranked as "excellent" or "very good" by 70% of respondents; in the ICANN 53 GAC Survey, this category was a little higher than the average at fifty-nine-percent (59%).

- General efforts undertaken by Staff and the Community have led to stability or significant improvement in all areas.
- More effort on Logistical Support before the meeting may be needed so that all GAC delegates are able to easily make their travel arrangements.
- No category received a "very bad" rating and each category received a maximum of 1 "bad" rating. As such, overall, most participants seemed pleased with the Meeting Preparation.

2. MEETING CONDUCT – RATING

Responses to the question: "In your view, how was the GAC meeting conducted (excellent to poor) in terms of (…)" Twenty-four (24) respondents completed this section of the questionnaire.



Basic Statistics

	Minimum	Maximum	Median	Mean	Standard Deviation
Logistics (venue, access, seating, mics etc.)	1.00	4.00	2.00	1.88	0.93
Timeliness of meeting start and end times	1.00	4.00	2.00	2.25	0.83
Quality of discussions	1.00	4.00	2.00	2.21	0.96
Quality of meeting outcomes (Communique, next steps)	1.00	3.00	2.00	2.21	0.82

Note on the Ratings

- Respondents **rated logistics the highest** among the elements going into conducting the meeting.
    - The logistics of the meeting were rated as "excellent" or "very good" by seventy-one-percent (71%); compared to 58% in the previous GAC Survey.
    - The timeliness of the meeting over half of respondents (58%) rating it

as “excellent” or “very good”, roughly similar to the previous GAC Survey (52%) although responses to this questions varied.

- Although there were differing views on this question, the quality of the discussions were rated overall as “excellent” or “very good” by sixty-seven-percent (67%).
- Similar to the previous GAC Survey, the quality of the meeting outcomes were rated as “excellent” or “very good” by only about half of respondents (54%).

3. QUALITIATIVE FEEDBACK – MOST LIKED/DISLIKED & IMPROVEMENT QUESTIONS

Introduction

The following text-entry fields at the end of the Survey enabled GAC members to further elaborate on their observations. Comments mostly focused on the chairing and the quality of the discussions.

"Most liked" aspects of the meeting

Topic: Discussions

- Several respondents highlighted their appreciation of the conduct of the discussions overseen by the Chair and they felt that they were listened to, as well as that there was "democracy" in the debates.
- Respondents also noted their appreciation of the briefing documents provided prior to the meetings.

Topic: Logistics

- Respondents appreciated refreshments during the Communiqué drafting session and that the Gala was scheduled on a different day from the Communiqué drafting day.
- Other "most liked" aspects of the meeting included the translation services provided.
- Respondents appreciated the brief, timely meeting sessions.

"Most disliked" aspects of the meeting

Topic: Timeliness

- Respondents disliked the overlap of GAC meetings and other key ICANN forums and programs, which they noted made it challenging for those who wished to participate in a variety of meetings.

Topic: Logistics

- Respondents said they would like more social events to be held in order to help the GAC members become acquainted with one another.
- Respondents reported challenges obtaining visas.

Agenda suggestions for ICANN 55

Respondents provided the following suggestions for the Agenda during ICANN 55 in Marrakesh:

- The redelegation of ccTLDs by countries that currently have a ccTLD managed by private institutions or individuals;
- A discussion on the possibility of Intranets forming in various countries around the world; and
- A presentation on the next round of new gTLDs, as well as an overall update on the current and future state of new gTLDs.