

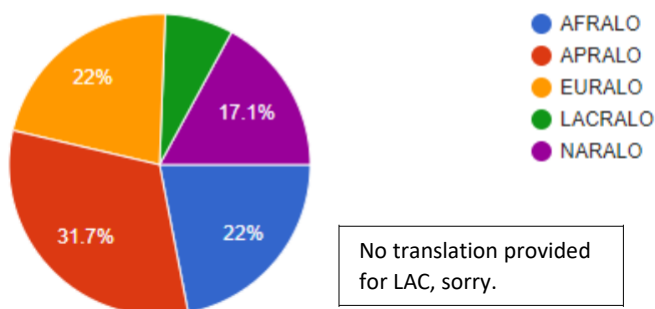
AT-LARGE MEETING WORKLOAD SURVEY

REPORT MAUREEN HILYARD – September 2020

Thank you to everyone who participated in the survey. We had responses from 40 individual participants from the At-Large Community and here is a summarised account of the results.

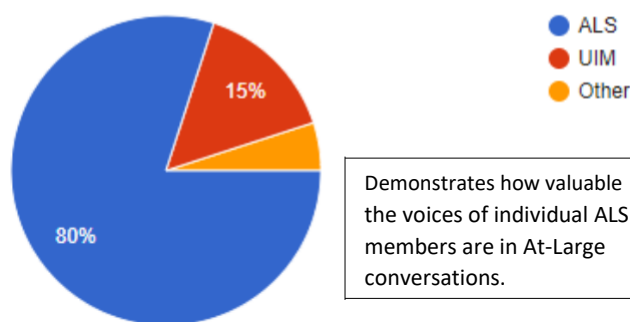
QUESTION 1: PARTICIPANT DEMOGRAPHICS

Regions represented



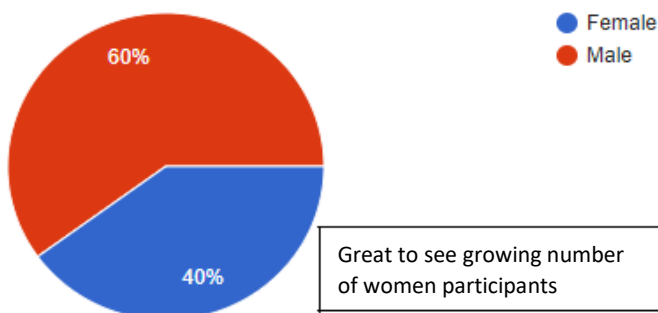
No translation provided for LAC, sorry.

ALS or Unaffiliated Individual



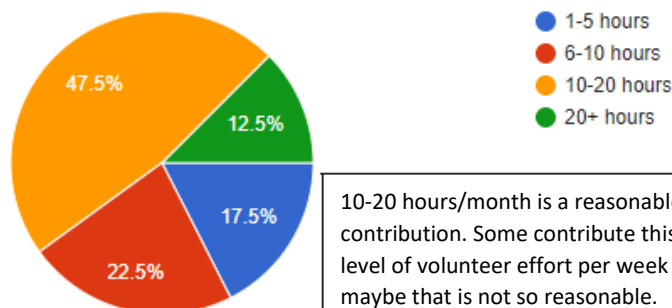
Demonstrates how valuable the voices of individual ALS members are in At-Large conversations.

Gender



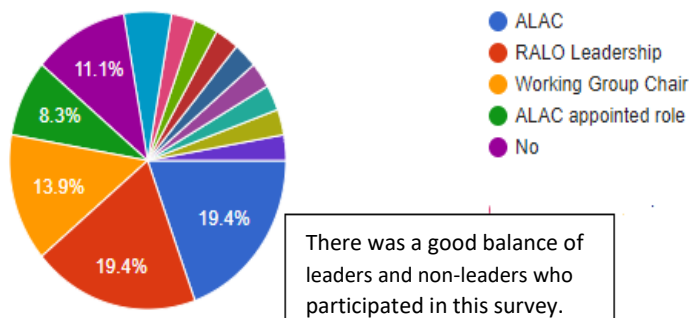
Great to see growing number of women participants

Hours spent on ICANN work



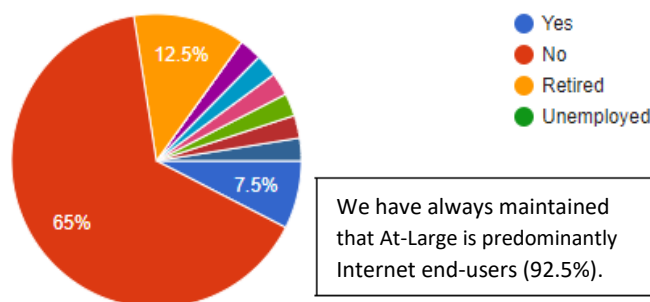
10-20 hours/month is a reasonable contribution. Some contribute this level of volunteer effort per week – maybe that is not so reasonable.

Leadership role



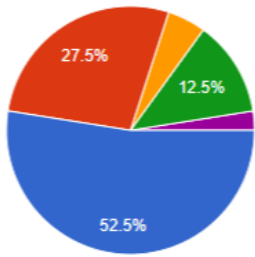
There was a good balance of leaders and non-leaders who participated in this survey.

Work in Domain Industry



We have always maintained that At-Large is predominantly Internet end-users (92.5%).

Work at home due to COVID

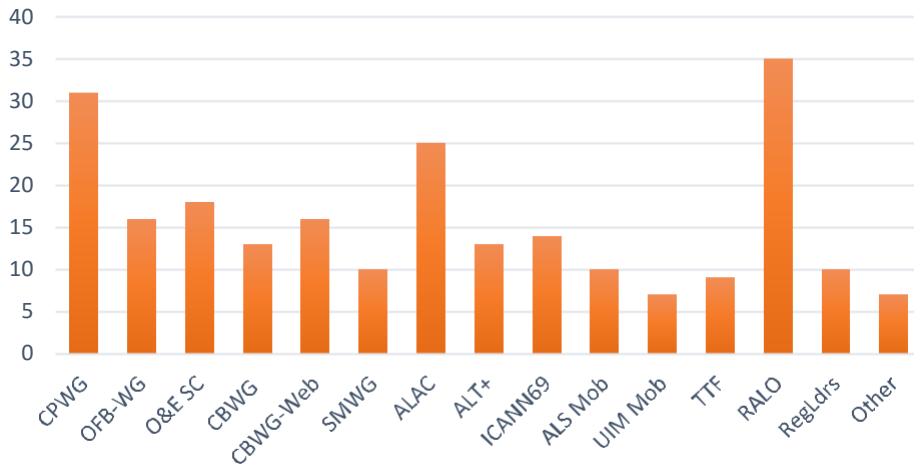


- Yes - full time
- Yes - for part of the time
- No
- I am not employed
- All done virtually

80% of our survey community were impacted by COVID lockdowns with unexpected consequences, for example, working from home, home-schooling responsibilities, even unemployment

2. MEETING PRIORITIES

Meetings participants rarely miss

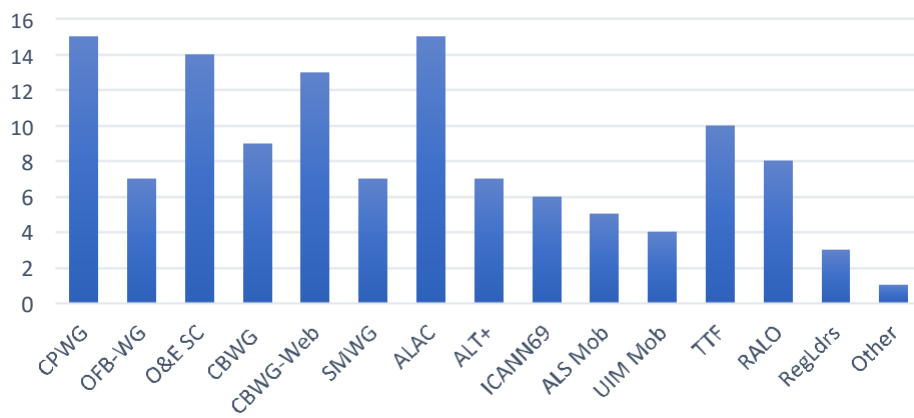


Popularity poll ?

It is good to see that RALOs hold the interest of 87.5% of our survey members. We therefore need to invest more of our attention on the needs and interests of our RALO communities.

CPWG has the interest of 77.5% of this community of participants and the ALAC can count on 62.5%.

Meetings that participants attend occasionally



Nearly 50% of our survey community donate 10-20 hours per month to At-Large and, given the choice, the ALAC and the CPWG are their prime areas of interest.

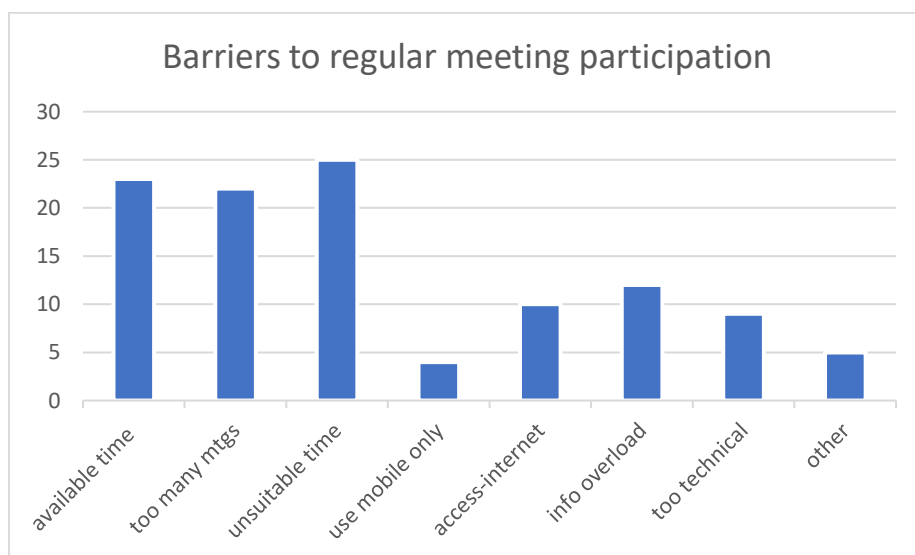
This is closely followed by Outreach and Engagement and the Webinar Capacity Building sessions. There is an interest in capacity building and learning more about ICANN. Our ICANN Learn courses that are currently being developed should be well received.

3. AT-LARGE COMMITMENT TO OTHER ICANN MEETINGS

At the same time as the continued workload of At-Large meetings, many At-Large participants were regularly engaged in cross-community meetings, adding additionally to the loads expected of them by the new “normal” in their personal lives. This list included (from individual submissions):

- Other PDP WG's, RIWGs, IRTs and RT's many of which I chair or Co-Lead, these add at least 9-15 hrs additional meeting time per week
- Some related to the mix of GNSO with At-Large
- Subsequent Procedures (SubPro), Rights Protection Mechanism (RPM), Name Collision Analysis Project (NCAP-DG)
- Community Excellence Award 2020 Selection Panel
- CCWG-IG, the CSC meetings
- Internet Governance Group
- CCWG-IG
- ATRT3 / leadership ICANN meeting planning / Auction proceed /
- CCWG-Auction Proceeds until it ended and CCEG, Cross community engagement group on internet governance
- Auction Proceeds
- NomCom implementation review
- ccNSO IGLC (Internet Governance Liaison Committee), UACG, UA Regional Initiatives, EURALO monthly meetings though I'm from APRALO
- IDN and New GTLDs WG

4. BARRIERS TO PARTICIPATION



Top three barriers?

- 1. Time zones** – it is unavoidable that we are always going to have issues with trying to get the multistakeholder voices together in online meetings.
- 2. Available time** – the pandemic has imposed more responsibilities closer to home, so time for meetings is limited.
- 3. Too many meetings** – they have become a growing trend – and many of us cannot keep up with this demanding pace.

5. HOW COULD ICANN BETTER SUPPORT AT-LARGE'S CONTINUED CONTRIBUTION TO ITS WORK?

In this section there were 34 contributions which I have tried to coordinate into groups while at the same time retaining the actual personal submissions intact.

*ICANN CONSIDERATION OF ALTERNATIVE SUPPORT

ICANN should support and encourage community members who are volunteering time and effort for fulfilling ICANN's goals and objectives, especially in these trying times. Also, unlike many community members from

other constituencies, community members from At Large are not supported by their organisations to participate in the ICANN processes.

At the time of f2f meetings, ALAC, RALO leaders and other confirmed travelers got reimbursement for their travel, accommodation and per diems. With virtual meetings despite the continuous work overload and regular weekly/monthly calls, these volunteers get no compensation. This is a real challenge of keeping people engaged and get contributions from them, especially for many of them struggling to keep their paid daily jobs and combine with volunteer work. Thus said, the only real encouragement for these participants (ALAC and RALO leaders) is money compensation, at least for the period of virtual Forums (ideally all 3 of this year). This would be very fair as people face enormous challenges of timezone, combining their daily jobs, family issues, etc. and still continue their dedicated work and contribution. Thanks for the survey and kind consideration.

ICANN must consider supporting its At-Large volunteers, for most of whom participation in At-Large meetings is a second--and non-paying--job. As of now, many At-Large volunteers are feeling burnt-out, un-valued and under-appreciated. While ICANN Staff continue to be fully supported at pre-COVID levels, ICANN has, in stark contrast, washed its hands off volunteers

The time commitments of the elected RALO members deserve to receive their stipend and the lack of understanding and empathy by paid ICANN staff is astounding. They are receiving our participation without any compensation. We are speaking token compensation. The lack of any support illustrates how ATLARGE is treated as second class citizens. We are the only community non sponsored by corporate or academic funds to continue the work. The work has escalated which is fine for staff but this neglects the needs of the community.

Some form of recognition of volunteers commitment to ICANN work

***COMMUNICATION**

More executive summaries in a simplified manner. Use video clips to explain with visual aids some concepts or more technical terms/concepts. Some RALOs are experimenting with monthly calls dedicated to specific topics related with engaging more volunteers with easy sessions with experts that simplify upcoming Policy Comments. It feels that most activities do not bring new individuals to step up due to what seems to be a unfulfilling long process to reach consensus. (NOTE: I am clear that the multistakeholder model follows the 'consensus' process as philosophical method.). On the other hand, it is clear that this Covid-19 pandemic has made every community in ICANN do more with less volunteers that have to spend more time teleworking, and some even losing their jobs

For acronyms, there is a strict method that journalists learned and use. Same practice in Governments: the first time you write an acronym in a text, write down what it stands for.

Brief summary on every issue to discuss (in agendas)

b) Making information easier to absorb by implementing suggestions made in the joint ALAC/GAC statement on "Enabling Inclusive and Meaningful Participation at ICANN" (ICANN60)

Might be useful to develop a draft in a group/call and then circulate it for email comments before its final to allow those who can not attend to participate if they chose

By providing more support and ensure that issues are prioritize while making sure that not too many issues are being addressed simultaneously when possible

***MEETING SUGGESTIONS**

It is very difficult to spare the time of a ICANN meeting (not the regular wg calls) when it is online , when the meeting is in person most of the attention is to the meeting. When it is online the work at the end will have most of the attention, specially in these days, when most jobs are at stake. I think regional f2f meetings, or even a series of hubs connected at the time of the ICANN meetings might solve this time commitment. For the regular wg I can't foresee a solution other than keep increasing the volunteer base

A face-to-face place at the ICANN meeting for those who have attended the greatest number of Ralo, ALAC, CCWG meetings, webinars, etc. and has participated with opinions in them in the last year prior to each meeting

Use two different time zones for each meeting, finance internet access for those who have to pay more, restrict the number of meetings as too many meetings is less productive

Decrease the number of meetings. Change the schedule and time commitment.

Reduce the number of meetings and of the length of each, and reduce the information overload
Scheduling of meetings that will be suitable for everyone to attend or rotation of time.

Better planning for the meeting Financial help for those who need it Real time transcription for all the meeting

c)Constantly updating and improving teleconferencing tools

Encourage more people to volunteer so that fatigue is reduced

***TIME ISSUES**

For worldwide online meetings, there is a time zone that can satisfy all regions, but for a short period of the day.

Resolve the time issues specifically avoid middle of the night

Rotate meeting times, and keep meetings short where possible

(1) Use more timezone rotation for calls (2) Rely more on non-call mechanisms - email lists, surveys to solicit input

rotate the time meetings are held, and for complex issues or for new WGs, hold awebinar to explain the relevant issues

Setting meeting on regional basis to make it more compliance with local time

The time issue should be addressed considering the African time zone where possible. The cost of Internet is extremely very high here in Uganda if ICANN can find ways of how to support us , this will be great.

***INTERNET ACCESS**

a) Helping those for whom access to or cost of the internet is a financial problem. What is being planned for enabling participation to ICANN69 is a good beginning.

Internet Access Reimbursement Program Pilot

Have a connectivity fund. Also make sure meeting do not run over the allotted time

Support with a stipend for connectivity

Financial help for access

Reduce the accessibility barrier with respect to costs and working conditions

***EQUIPMENT**

Sponsor the devices needed and financially support the cost of Internet connection

Tablets for ICANN work and zoom meetings

Thank you everyone for your participation

Maureen