ICANN Fellowship Program 10 Year Survey

Development and Public Responsibility Department (DPRD)

28 June 2017

ICANN

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Introduction

Since its inception in 2007, ICANN's Fellowship Program is ICANN's single largest capacity-building program. The program seeks to engage more individuals from around the world in the policy development and technical coordination arms of ICANN's community. The first application round was for the ICANN29 Meeting in San Juan, with minor modifications to the criteria, requirements, and operational guidelines over the next eight years in line with growth of ICANN and its community. In 2016, the Fellowship Program went through a full review and made some more significant changes – in response to the comments received from the community through the Public Comment process. Improvements in the candidate criteria and selection process will help Fellowship evolve into an even more globally reaching and diverse program. The program's overarching goal remains: to strengthen the multistakeholder model by bringing more diverse voices into ICANN, which reflect the current ICANN global community and its work and facilitate more inclusive decision-making.

However successful the Fellowship Program has been, stopping to make regular assessments will ensure that it aligns with the mission of ICANN and the goals of the changing community. This is especially relevant after the Internet Assigned Numbers Authority (IANA) transition. The community needs more actively engaged volunteers to help build policy, and to have access to the tools and resources needed to ensure the security and stability of the Internet and Domain Name System. To that end, the Fellowship Program launched a survey in March 2017. The survey reached out to over 600 Alumni – volunteers ICANN has invested in for the past decade. The objective was to determine their current level of participation in Internet governance and in ICANN. Are they still involved, and if so, how? If not, why not? And how can we increase their level of participation, or in some cases, re-engage them?

In this report, we will summarize the results of the survey, highlight what we believe are key findings and challenges, and present focus areas for the coming fiscal year. Our goal is to maximize the engagement of the program Alumni in the ICANN community where they are most needed.

Summary of Survey Results

Numbers of Respondents and Rate of Response

Of the 602 documented program Alumni in the ICANN database, we reached 597. Of these, 53% responded. As a comparison, the FY15 survey garnered 10%.

Gender

The gender breakdown was 66% male and 34% female.

Regional Allocation

The highest percentage of respondents came from Latin America and the Caribbean (LAC) and Africa. The lowest percentage came from North America, a region that was only recently included with the program changes following the 2016 program review.

The results correlate directly with engagement in the regions.

Sectors of Interest[1]

The largest number of respondents came from civil society. The lowest number of respondents came from the domain name Industry.

Overall Level of Engagement in ICANN

Members were asked to identify their level of engagement in ICANN. Of the over 300 respondents, 62 percent reported their engagement level as "member/observer" or higher, meaning that they have at least joined a community group in ICANN.

Breakdown of Community Engagement

Almost half of the respondents reported engaging in At-Large, the largest single selection, with the breakdown of Regional At-Large Organizations (RALOs) matching participant regions. The Commercial Stakeholder Group represented the lowest percentage.

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[1] Note that this is self-selected on both the application form and the survey; individuals determine how to best identify themselves.

Selected Comments

RESPONDENTS WHO ARE CURRENTLY ENGAGED:

"I am the representative for of my regional ALS on ICANN."

"I am involved in DNS/DNSSEC Capacity Building in our region."

"I am working with ICANN Fellows in India."

"Helped (my employer) in conducting the ICANN57 meeting, we also conduct roundtable meetings to engage Indian multi-stakeholder community in ongoing policy discussions at ICANN and other relevant issues, related to Internet Governance."

"I work with regional office to organize workshop or training on DNS Issues."

"I am currently working on hosting an L-Root server. I am also engaged in setting up an IXP in Fiji. I am also a member of the Pacific IGF. I am also organizing to host a DNSSEC workshop in Fiji."

"I hold and have held leadership positions in regional TLD and Number Resources organizations at Board and other levels."

"I have attended and spoke at Chinese ICANN meetings; joined a collective effort and translated ICANN related materials from English to Chinese to help the Chinese community be more aware of ICANN issues…"

"I from time to time assist the ICANN regional co-ordinator in Nairobi with events and outreach. I've also worked directly with the ICANN DNS team in deploying an instance of the L-Root server."

"I'm working with the Regional Manager for the Caribbean to promote ICANN Meeting remote hubs and readout sessions and to build local communities of Internet Governance interest."

"I am on the Regional Journalist mailing list and also in communication with some staff of ICANN APAC."

"I lead ICANN GSE for the LAC Region."

RESPONDENTS WHO ARE NOT CURRENTLY ENGAGED:

"Too many personal commitments and too many ICANN-related messages from various groups/platforms make things a bit overwhelming."

" (no) Funding for travel."

"We are undergoing major ICT reform and there is quite a lot on my plate at the moment. However, I do hope to find time to engage more in regional ICANN activities."

"There has been limited opportunities to participate in regional activities. I see some announcement but it is at the highest level participation."

"I'm involved in too many things and I can't afford to join or follow any other working group."

"I'm already engaged with IT associations from Brazil and still considering the best course of action to fit ICANN engagement with my other commitments"

"As a domains' registry, we have a lot of people already involved in regional IG activities, so my employees consider that our registry is already well represented in that manner. "

 "I don't have an engineering or policy development related academic background, so my participation is not considered."

"As I work for the Brazilian government my only participation option is GAC. The organization that I work follow ICANN discussions but we do suffer a huge budget restrain that prevent us from participating."

Key Conclusions

⊙ Targeted outreach is needed in sectors outside civil society with a focus on remote and underrepresented countries.

⊙ Community collaboration could help move already informed volunteers into sectors and communities where gaps exist.

⊙ Continued efforts related to community onboarding, regional and process training, awareness of events, and "open positions" could bring inactive, but willing volunteers back to ICANN.

FY18 Action Items

⊙ Expand onboarding information and best practices to retain and place volunteers; widen policy and security training opportunities and bring timely awareness of events to regions. Collaborate with ICANN Policy liaisons, Global Stakeholder Engagement (GSE) Regional Team members and Community Outreach/Inreach Committees.

⊙ Identify the challenges preventing further engagement; develop solutions to bring individuals back to their region, sector, or community of interest. Partner with GSE and Policy teams, as applicable, but also experienced ICANN volunteers who can serve as mentors.
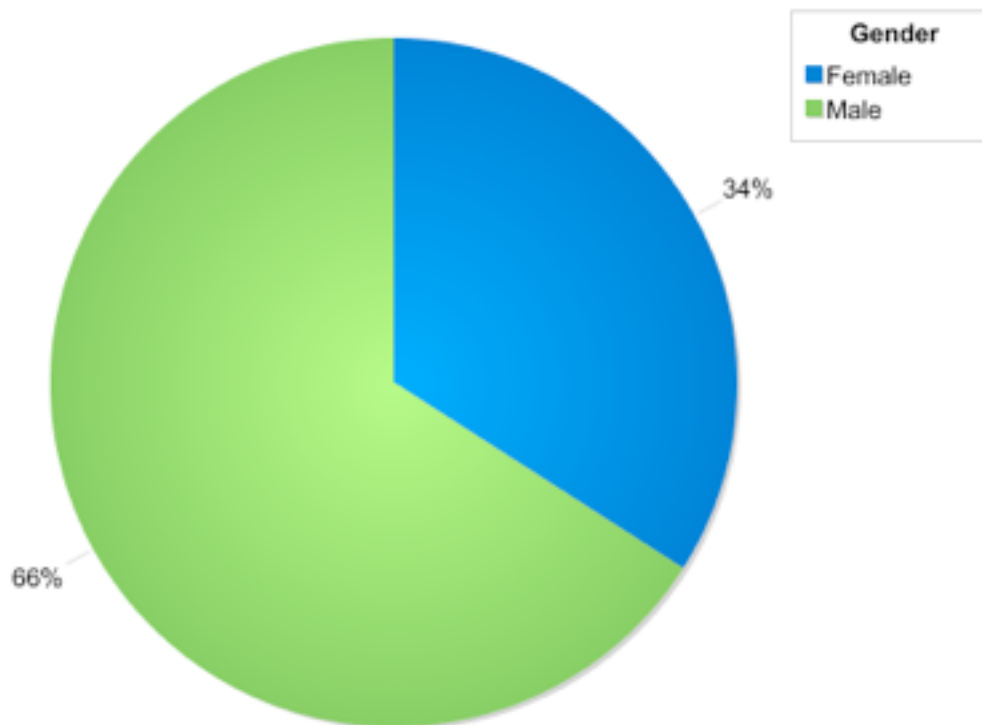
All Survey Results Compiled: 11 May 2017

Survey Reach

We were able to contact 98% of Fellowship Alumni (597) via email for this survey; 317 responded.
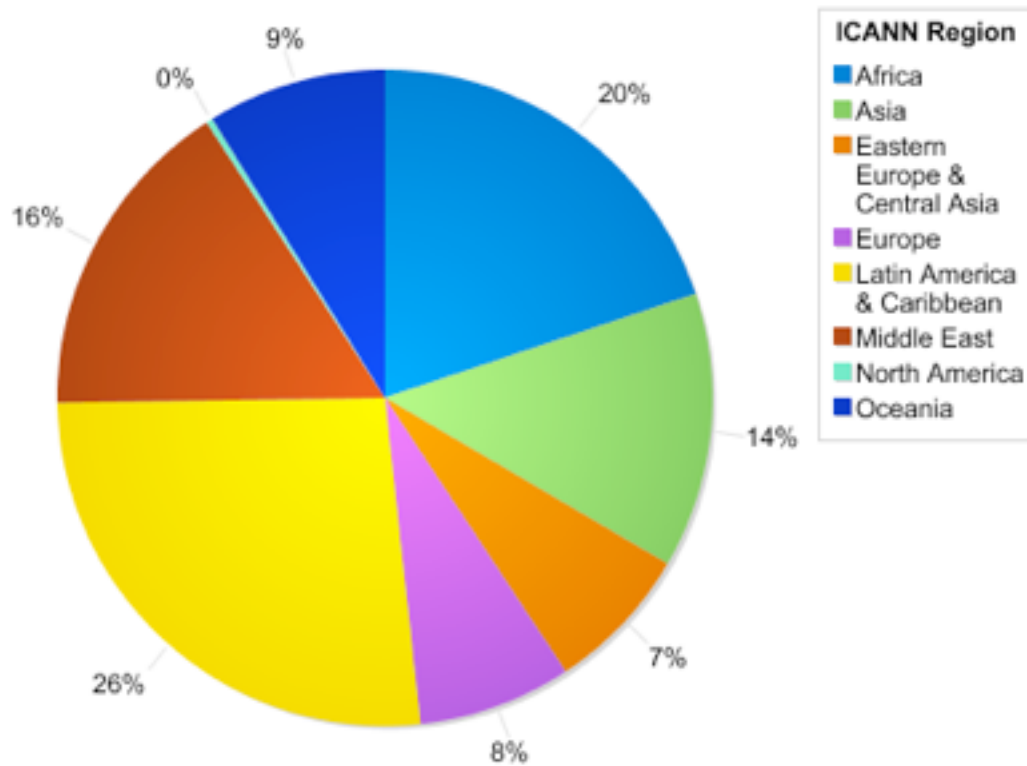
Participant Information

Gender

	Count	Percent
Male	209	66%
Female	108	34%

Region and Gender

	Male	Female	Total
Latin America and the Caribbean	51	33	**84**
Africa	44	19	**63**
Middle East	36	15	**51**
Asia	35	8	**43**
Oceania	17	11	**28**
Europe	13	11	**24**
Eastern Europe and Central Asia	12	11	**23**
North America	1	0	**1**

Primary Language
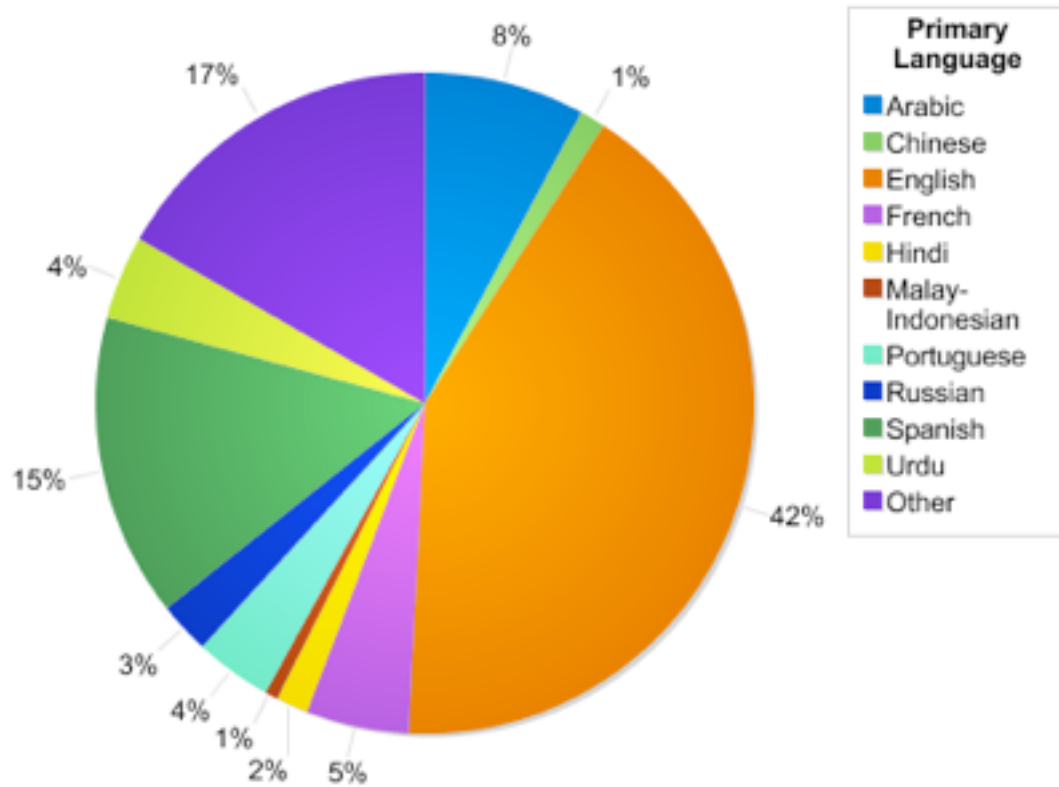
	Count	Percent
English	132	42%
Others	53	17%
Spanish	47	15%
Arabic	25	8%
French	16	5%
Urdu	13	4%
Portuguese	12	4%
Russian	8	3%
Hindi	5	2%
Chinese	4	1%
Malay-Indonesian	2	1%

Regional Engagement

Are you currently engaged with the ICANN regional team in your region?
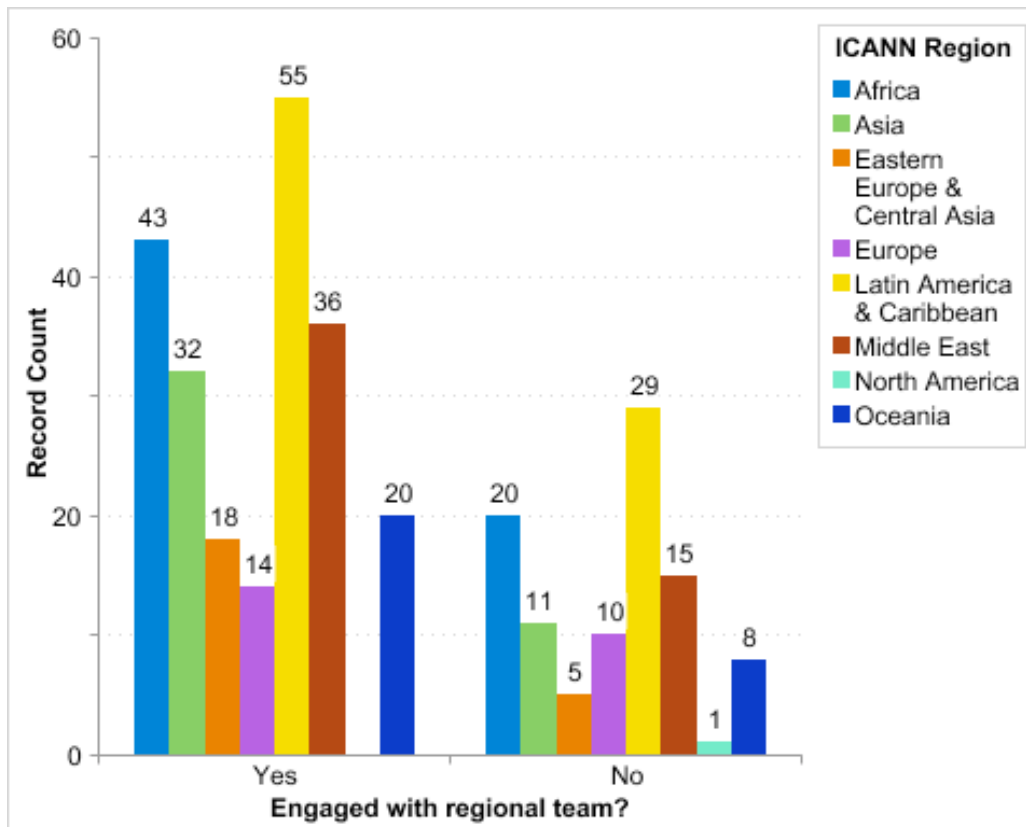
	Engaged	Not Engaged
Africa	43	20
Asia	32	11
Eastern Europe and Central Asia	18	5
Europe	14	10
Latin America and the Caribbean	55	29
Middle East	36	15
North America	0	1
Oceania	20	8
Total	**218**	**99**
Percent	**69%**	**31%**

If yes, which areas are you involved in? (multiselect)[2]

	Count
I am on the regional mailing list.	179
I have attended regional events.	167
I am involved in regional strategy work.	96
I have hosted regional events.	64

If no, what challenges prevent your active participation in regional activities? (multiselect)

	Count
Lack of funding to attend regional events	61
Unclear on how to become involved in region	42
Lack of employer support for time away	24
Challenges with participating remotely/access issues	20
Unclear on how to access content specific to region	18
Language challenges/localization	2
No challenges, I do not want to be involved at this time	2

## How would you like to re-engage/further engage with your regional team? (multiselect)

	Percent
I would like to attend regional events.	68%
I would like to be involved in the regional strategy work.	60%
Please add me to the regional mailing list.	42%
I would like to host regional events.	35%
I am happy with my current level of involvement in my region.	27%

The regional breakdowns will be communicated to the corresponding regional engagement teams so they can engage respondents further where requested.

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[2] Totals for survey questions that allowed multiple selections are exceed the total number of respondents.

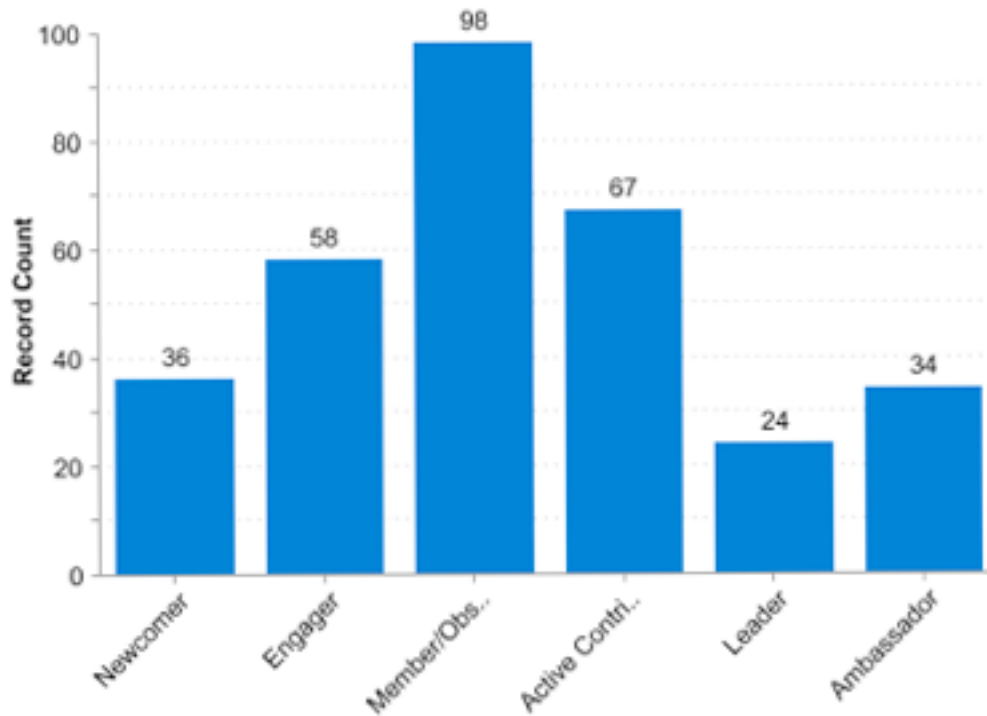# Community Participation and Engagement

Are you currently involved in the ICANN community?
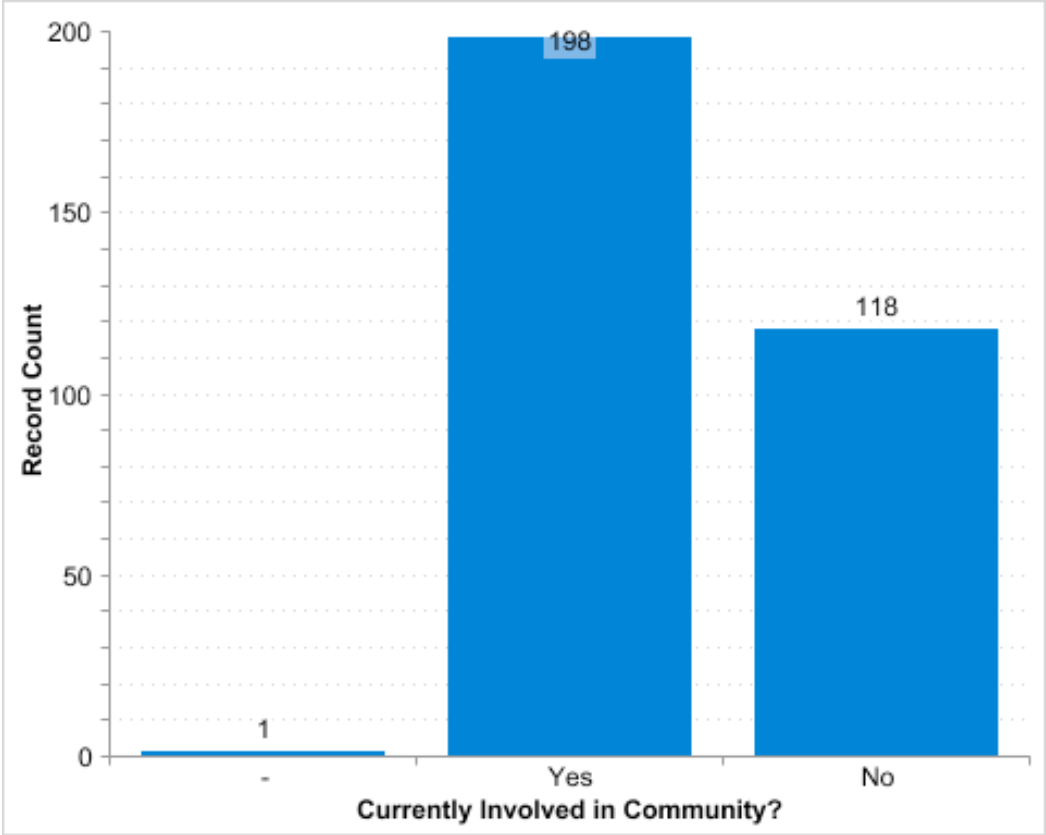
	Count	Percent
Involved with the community	198	62%
Not involved with the community	118	37%
Did not answer	1	0%

Engagement Level

How do you categorize your current involvement with ICANN?

Category	Definition	Count	Percent
Newcomer	Brand new	36	11%
Engager	Still learning, but interested	58	19%
Member/observer	Joined a community or group	98	31%
Active contributor	Engaged and active in community	67	21%
Leader	Currently holding, or have held a leadership position within the community	24	7%
Ambassador	Current or former leader, mentor to newcomers, regularly engaged and actively learning and teaching others	34	11%

What communities are you currently involved in? (multiselect)

These are selections of the 198 respondents who indicated they are involved in the community.

	Percent
At-Large 36 APRALO members, 21 AFRALO members, 16 LACRALO members, 6 EURALO members, 12 individually, 3 ALAC members	47%
GNSO - Non-Commercial Stakeholder Group 37 NCUC members, 1 NPOC member, 5 participate in neither the NCUC nor the NPOC	18%
ccNSO	11%
GAC	7%
GNSO - Commercial Stakeholder Group 7 Business members, 6 ISPCP members, 2 IPC members	6%
Remaining were split among: 5 in RSSAC Caucus, 4 in Registrar Stakeholder Group, 4 in Registry Stakeholder Group, 4 Nominating Committee members, 4 ASO members	11%

Are there any communities that you are interested in participating in? (multiselect)

These are selections of the 118 respondents who indicated they are not involved in the community.

	Percent
At-Large	44%
GNSO - Non-Commercial Stakeholder Group	31%
ccNSO	27%
GAC	22%
GNSO - Commercial Stakeholder Group	19%
SSAC	15%
RSSAC	13%
ASO	12%
Nominating Committee	12%
I am not interested at this time	9%

What challenges prevent your active participation in ICANN communities? (multiselect)

These are selections of the 118 respondents who indicated they are not involved in the community.

	Percent
Lack of funding to attend community activities or ICANN meetings	61%
Unclear on how to become involved in an ICANN community	31%
Lack of employer support for time away	28%
Participating remotely/access issues	18%
Unclear how to access community-specific content	17%
Language challenges/localization	5%
No challenges, they did not wish to be involved at this time	3%

Please select your engagement level with each of these community activities.

Community Teleconferences	Count	Percent
Newcomer	42	21%
Engager	39	20%
Active Contributor	44	22%
Member/ Observer	54	27%
Leader	10	5%
Ambassador	3	2%
Did not answer	6	3%

Mailing Lists	Count	Percent
Newcomer	26	13%
Engager	29	15%
Active Contributor	52	26%
Member/ Observer	77	39%
Leader	4	2%
Ambassador	4	2%
Did not answer	6	3%

Review Teams	Count	Percent
Newcomer	79	40%
Engager	45	23%
Active Contributor	20	10%
Member/ Observer	43	22%
Leader	2	1%
Ambassador	3	2%
Did not answer	6	3%

Public Comments	Count	Percent
Newcomer	58	29%
Engager	52	26%
Active Contributor	29	15%
Member/ Observer	47	24%
Leader	2	1%
Ambassador	4	2%
Did not answer	6	3%

Working Groups	Count	Percent
Newcomer	31	16%
Engager	29	15%
Active Contributor	51	26%
Member/ Observer	71	36%
Leader	7	4%
Ambassador	3	2%
Did not answer	6	3%

Subcommittees	Count	Percent
Newcomer	66	33%
Engager	47	24%
Active Contributor	29	15%
Member/ Observer	43	22%
Leader	4	2%
Ambassador	3	2%
Did not answer	66	33%

# Do you feel as though your participation in your community is acknowledged and encouraged?

	Acknowledged and Encouraged	Not Acknowledged and Encouraged
Africa	49	14
Asia	36	5
Eastern Europe and Central Asia	15	7
Europe	19	4
Latin America and the Caribbean	58	23
Middle East	41	6
North America	0	1
Oceania	23	4
Did not answer	0	12
Total	**241** **(M: 163, F: 78)**	**64** **(M: 40, F: 24)**

Professional Development

Professional development was defined as the ability to enter into ICANN communities at a level equal to other experienced community members in order to participate in a meaningful way in policy development or areas requiring technical expertise.
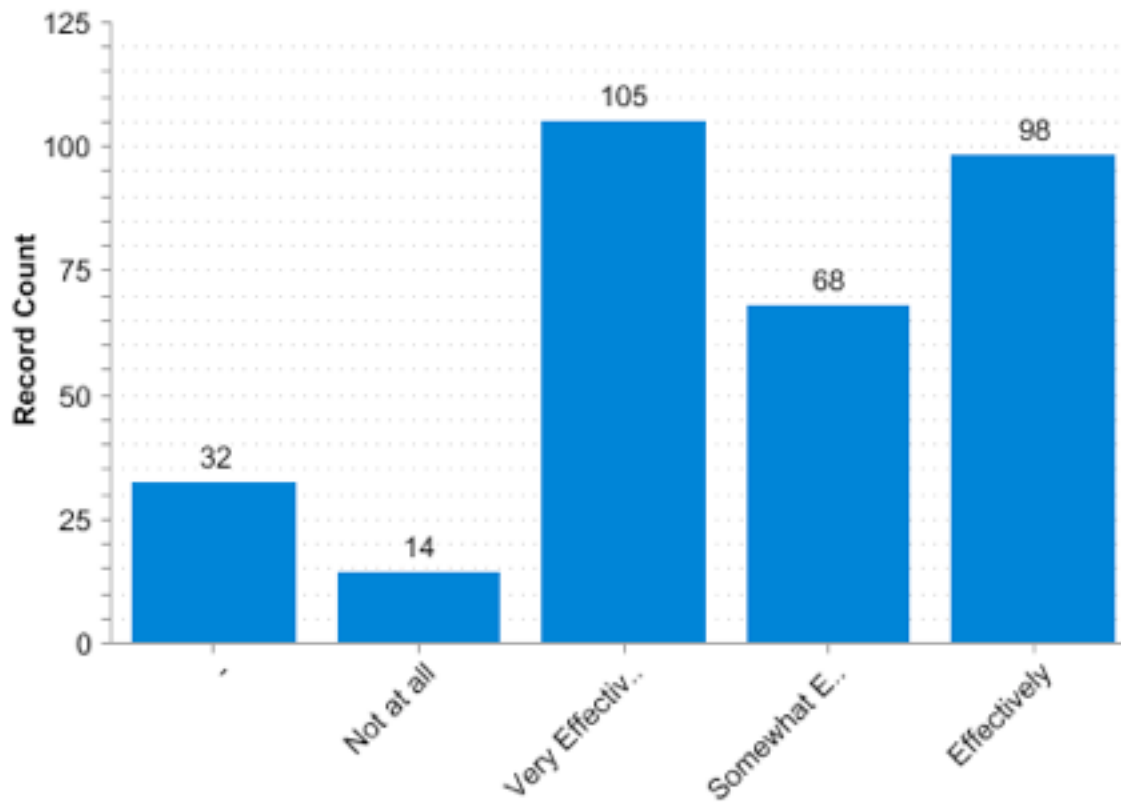
How effectively do you think the current systems and programs enable your professional development?
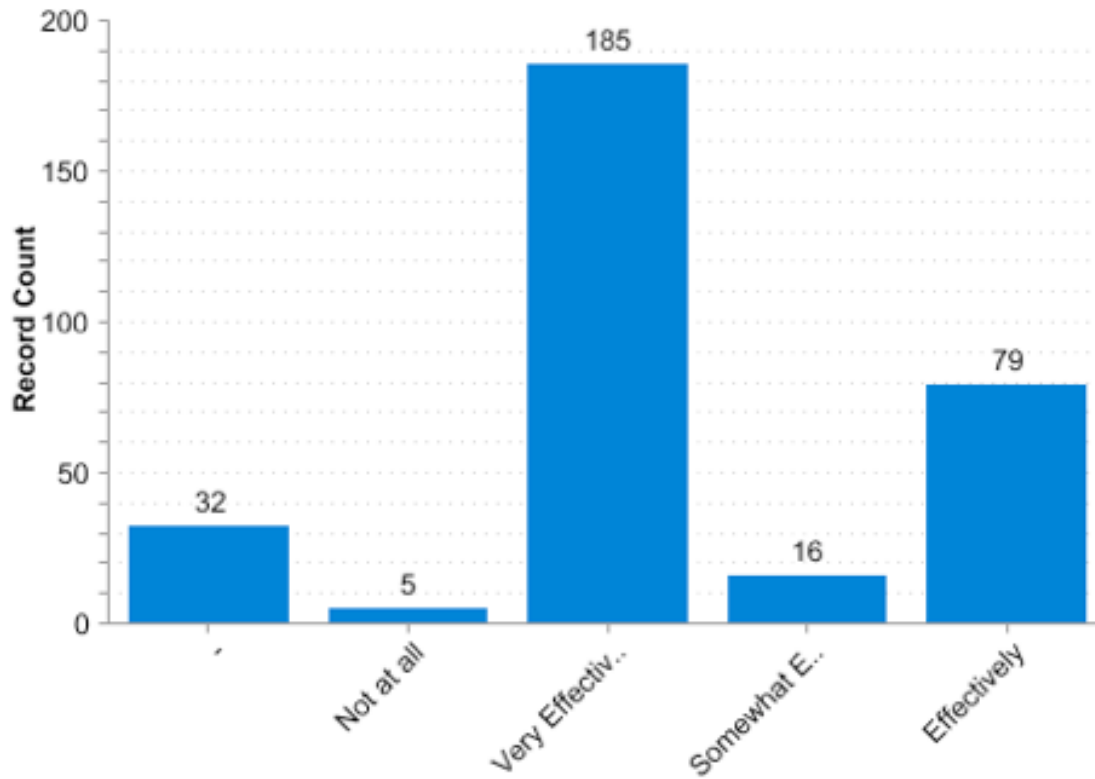
Newcomer Programs
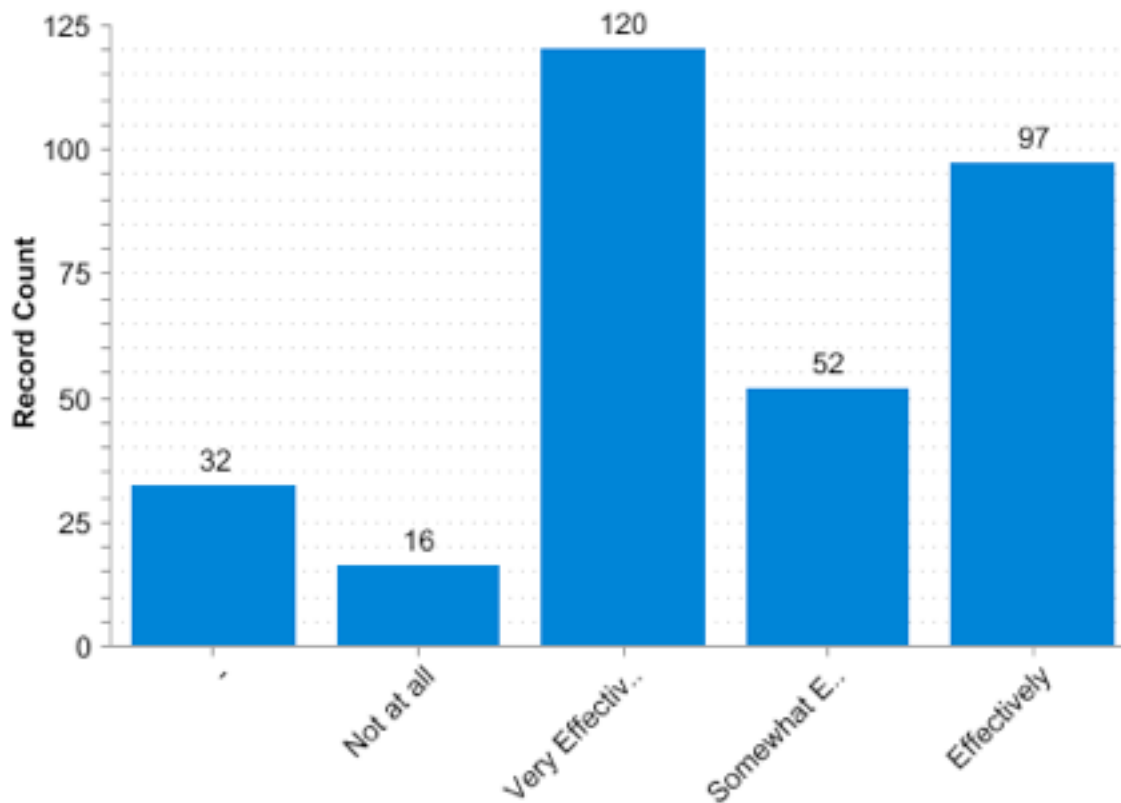
Response	Count	Percent
Very effectively	120	38%
Effectively	97	31%
Somewhat effectively	52	16%
Not at all	16	5%
Did not answer	32	10%

Regional Engagement

Response	Count	Percent
Very effectively	105	33%
Effectively	98	31%
Somewhat effectively	68	21%
Not at all	14	4%
Did not answer	32	11%

Fellowship Program

Response	Count	Percent
Very effectively	185	58%
Effectively	79	25%
Somewhat effectively	16	5%
Not at all	5	2%
Did not answer	32	10%

Community Participation
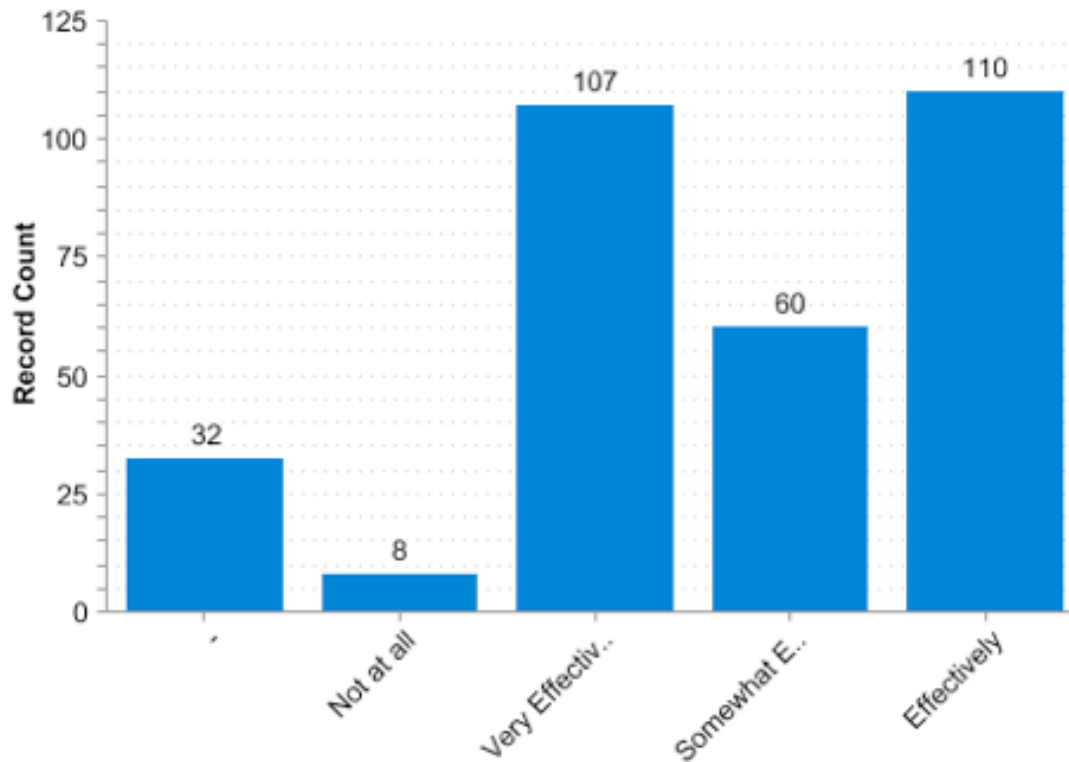
Response	Count	Percent
Very effectively	107	34%
Effectively	110	35%
Somewhat effectively	60	19%
Not at all	8	3%
Did not answer	32	10%

Is the lack of professional development a barrier/challenge to your ongoing participation?
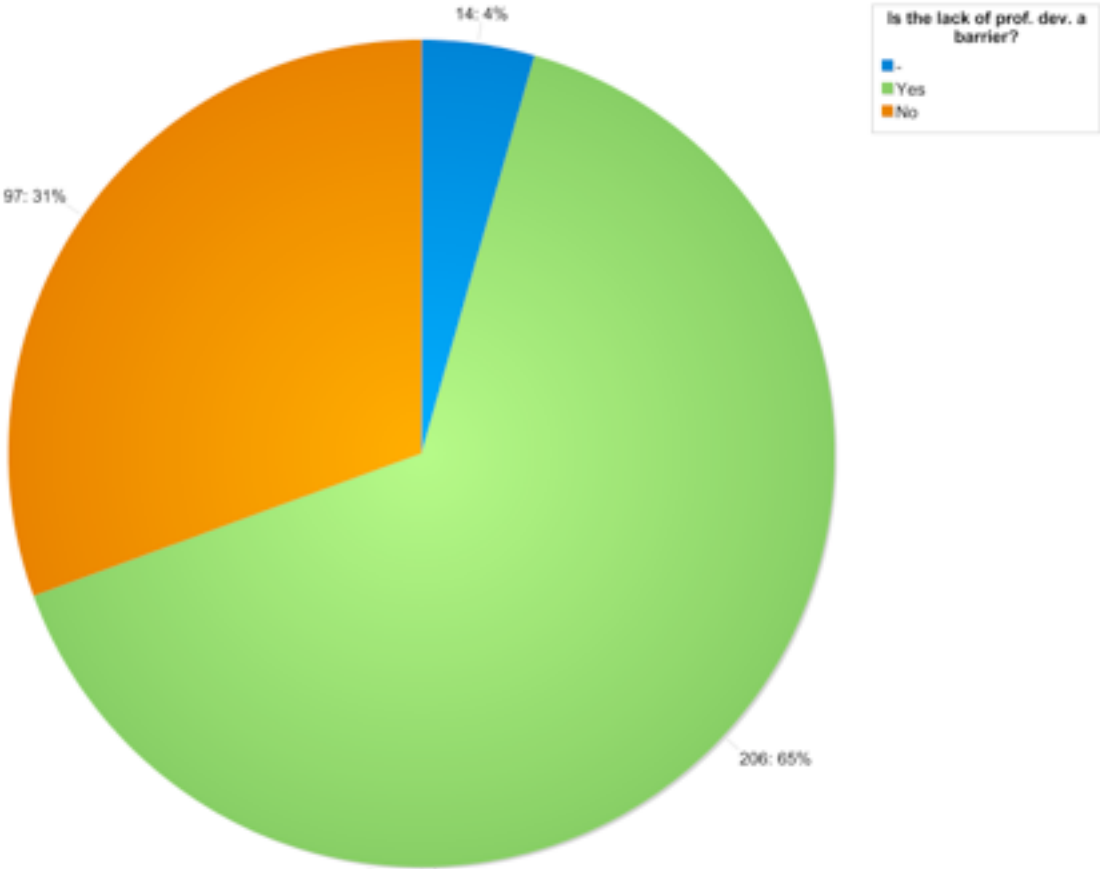
	Count	Percent
Yes	206	65%
No	97	31%
Did not respond	14	4%

Future Participation and Engagement

ICANN Meeting B/Policy Forums have Fellowship opportunities available for actively engaged Fellowship Alumni. Have you applied to participate as a Fellow at one of these ICANN Meeting B/Policy Forums?
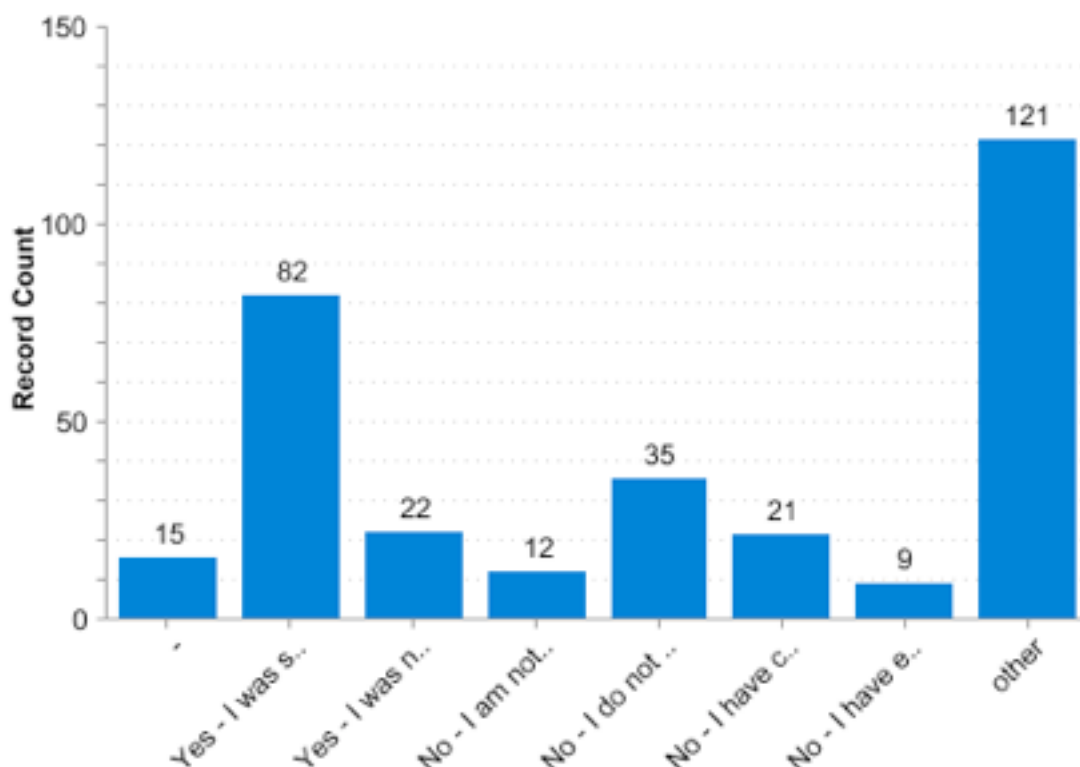
	Count	Percent
Yes, I applied and was selected.	82	26%
No, I do not qualify for Meeting B Fellowship opportunities.	35	11%
Yes, I applied, but was not selected.	22	7%
No, I have community travel funding.	21	7%
No, I am not interested.	12	4%
No, I have employer funding.	9	3%
Other	121	38%
Did not answer	15	5%

How can ICANN better support you, or others, in the future to increase participation regionally and globally, to ensure the multistakeholder model continues to thrive?

Participant feedback was centered mainly around mentoring from community members for incoming newcomers, and financial support from participants from underserved regions. Comments also targeted the need for more regional engagement events and more easily accessible content.

COMMENTS

"Greater financial support for Caribbean regional events. Helping the Caribbean to have a greater voice in ICANN"

"I would like to find an easy access resource in many languages directed to layman explaining ICANN and how SO/ACs contribute to the development and stability of DNS in a very simple language. This could be done with website, blog or Wiki."

"More meetings in Latin America. There were no meetings in Latin America since Jun 2015 and the next is in Puerto Rico in 2018. Puerto Rico is USA and many people has problems with visas. It is difficult for us to participate out of our region."

"Further supporting the Fellowship Program and Mentor Program with the Fellowship Program. It was a pity that all events in Latin America were cancelled in 2016 due to different reasons which affected my participation in ICANN."

"Development of mentoring / handholding support with experienced ICANNERS"

"ICANN can better support my participation by increasing the local or country participation of the community. Providing locally relevant content as speaking aids or IEC materials for engagement with different stakeholders"

"Fellowship program should be mainly focused in those who have never participated in ICANN"

"ICANN fellowship program has very effectively supported my participation, leading to meaningful interaction with the community, leading to membership in SSAC and eventually becoming a staff member of ICANN"

"- funding projects on some in advance defined topic among youth and students in order to educate future leaders (from quantity to quality)
- more regional representatives"

"pay more attention to underserved regions - not necessarily just by providing more resources to attend meetings but by providing more means to engage with person from these regions who don't as yet 'get' ICANN's purpose and value."

"To have more meetings in the Southern Hemisphere, Australia, NZ, etc.

AP as in Asia Pacific maybe too broad as we literally stretch half the globe! Split AP to Asia and Oceania (Pacific/Aus/NZ)?"

"people with professional interest in the work of ICANN, domain name policy in general should be engaged, it is not enough to target general civil society organizations."

"Is the Fellowship program the only way to get support from ICANN to attend the meetings?"

"Ensure the language diversity and provide webinars to explain ICANN's structure and processes"

"Travel grants to regional events"

"I think follow-up of the fellows is very important to make one fellow to be Mentor or Leader."

"By allowing and providing more capacity building and assigning tasks that will challenge me to complete and report back. Attaching alumni to Working Groups and track their progress. Mentorships"

"There is little or no activity in the region. I don't know about other regions but as for Africa, I do not get the opportunity to engage. The regional events should be well publicized"

"Create more regional events and provide funding for further participate in meetings."

"Assist fellow (present and past) to attend regional events and support their outreach efforts. These fellows should also be considered as ICANN ambassadors so that they rally communities behind the work and efforts of ICANN."

"While the fellowship experience is excellent, I believe mentorship to be particularly important and should be offered as widely as possible."