Middle East DNS Forum 2021 (Virtual): Survey Report

28 June 2021

ICANN

TABLE OF CONTENTS

Executive Summary

ICANN's Global Stakeholder Engagement team for the Middle East (GSE Middle East) circulated a short survey to solicit the community's feedback on the first virtual Middle East Domain Name System Forum (ME DNS Forum) in both format and content.

40 respondents completed the survey. The respondents were from 25 countries, 16 of which are in the Middle East[1].

The following are selected highlights from the feedback collected:

- 62.50% of the respondents had attended one or more previous editions of the Middle East DNS Forum, while for the remaining 37.50%, the 2021 edition was their first.

- 92.50% of the respondents were either satisfied or very satisfied with the virtual setup of the forum. None of the respondents were dissatisfied.

- 97.50% of the respondents were either satisfied or very satisfied with the content of the agenda. None of the respondents were dissatisfied.

- 87.50% of the respondents were either satisfied or very satisfied with the format and the duration of the sessions. None of the respondents were dissatisfied.

- 37.50% of the respondents would like to see future forums take place in-person, 20% virtually, and the remaining 42.50% are fine with either format.

---

[1] The Middle East for ICANN's engagement purposes is defined as the 22 Arab States (please see https://en.wikipedia.org/wiki/Arab_League), Turkey, Iran, Afghanistan, and Pakistan.

Survey Analysis

Introduction

The Middle East DNS Forum 2021 was held between 5-7 April 2021, in virtual format due to the COVID-19 pandemic. Over the course of three days, approximately 200 community members attended one or more sessions.

As is the custom, a short survey was circulated at the end of the forum, to solicit the community's feedback on the event's format and content, including the fact that it was held virtually.

Respondent Profile and Background

The survey was sent to 180 participants who attended the forum and provided valid email addresses when registering for the event. 40 respondents took part in the survey. The respondents were from 25 countries, 16 of which are in the Middle East.

The survey can be found in Appendix 'A'.

ClickTools was the platform used for the survey.

62.50% of respondents had attended one or more previous editions of the Middle East DNS Forum, while it was the first time for the remaining 37.50%. Figure 1 illustrates the input received.
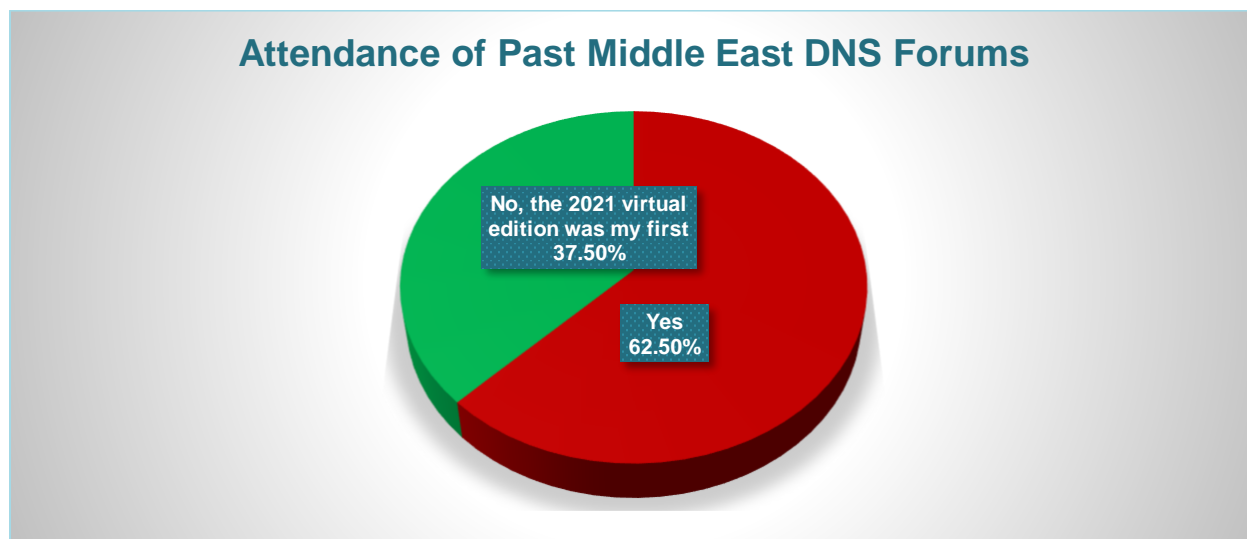

Figure 1: Attendance of Past Middle East DNS Forums

Satisfaction with the Virtual Setup

92.50% of the respondents were either satisfied or very satisfied with the virtual setup of the forum. The term "Virtual Setup" denotes the Zoom room, YouTube live streaming, interpretation, captioning, and other services were used to provide attendees with a seamless. None of the respondents were dissatisfied. Figure 2 illustrates the input received.
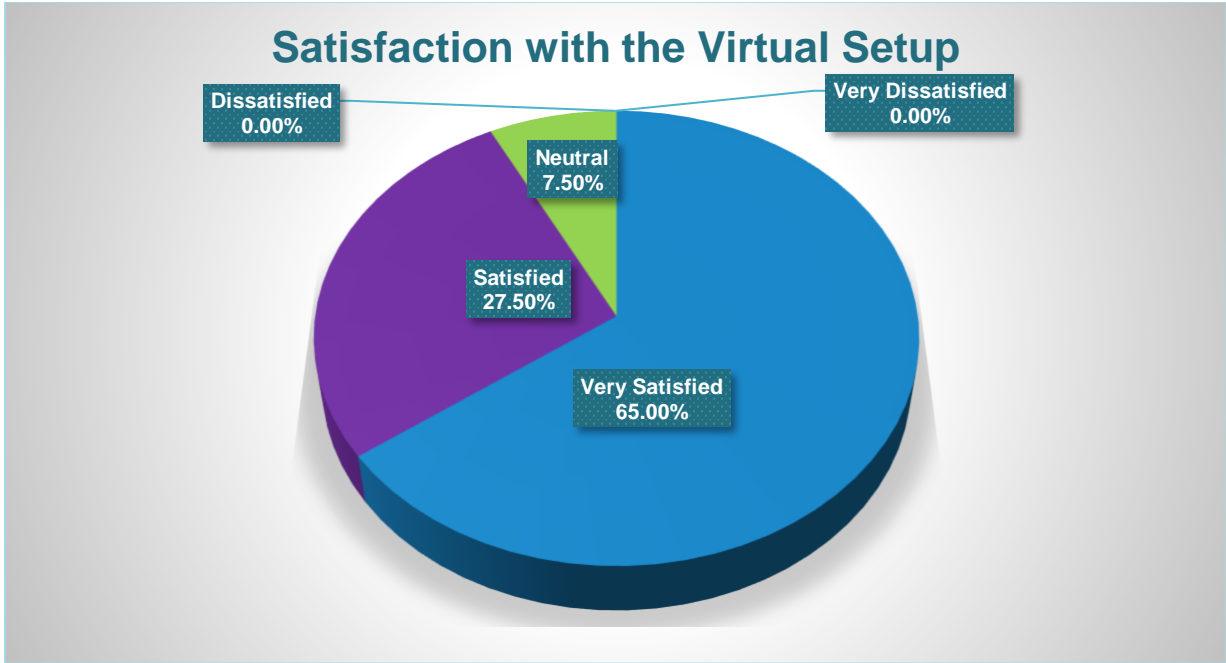
Figure 2: Satisfaction with the Virtual Setup

Satisfaction with the Agenda Content

97.50% of the respondents were either satisfied or very satisfied with the content of the agenda. None of the respondents were dissatisfied. Figure 3 illustrates the input received.
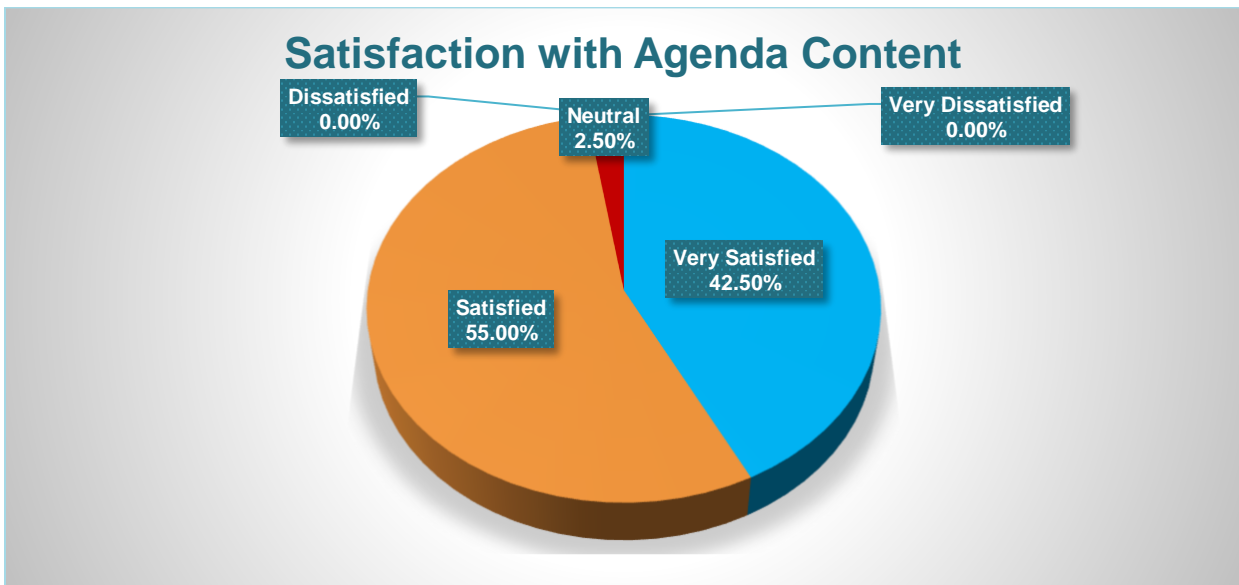

Figure 3: Satisfaction with the Content of the Agenda

Satisfaction with Format and Duration of the Sessions

87.50% of the respondents were either satisfied or very satisfied with the format and the duration of the sessions. None of the respondents were dissatisfied. Figure 4 illustrates the input received.
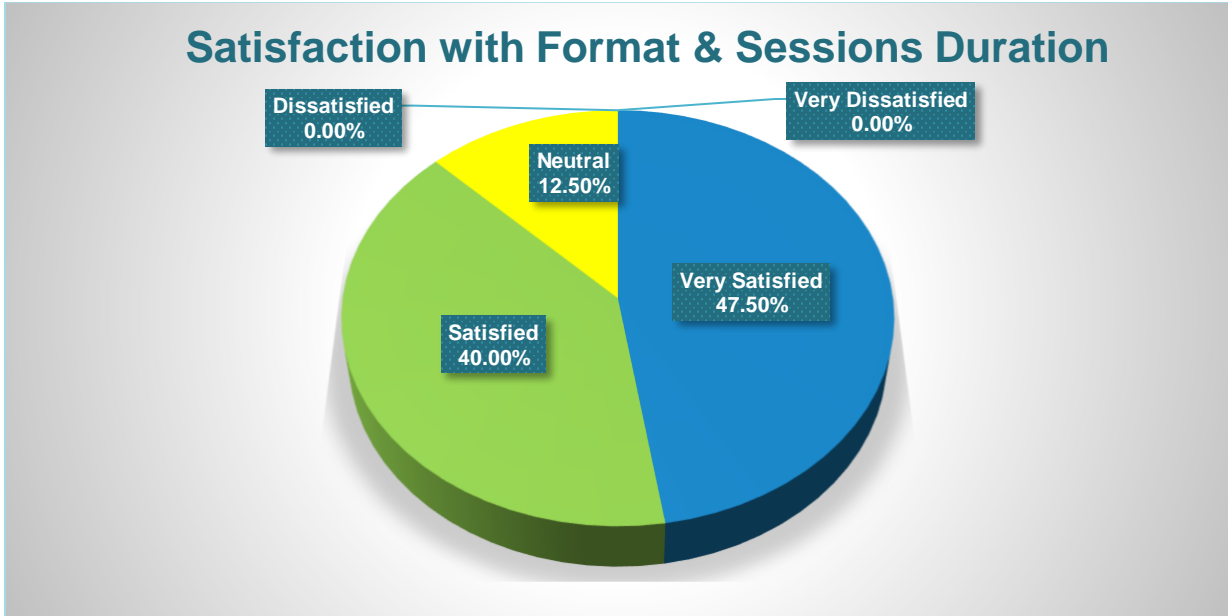
Figure 4: Satisfaction with Format and Duration of the Sessions

Format of Future Middle East DNS Forums

Respondents were asked about how they would like to see future Middle East DNS Forums take place. 37.50% of responded they would like to see future forums take place in-person, 20% virtually, and the remaining 42.50% were fine with either format. Figure 5 illustrates the input received.
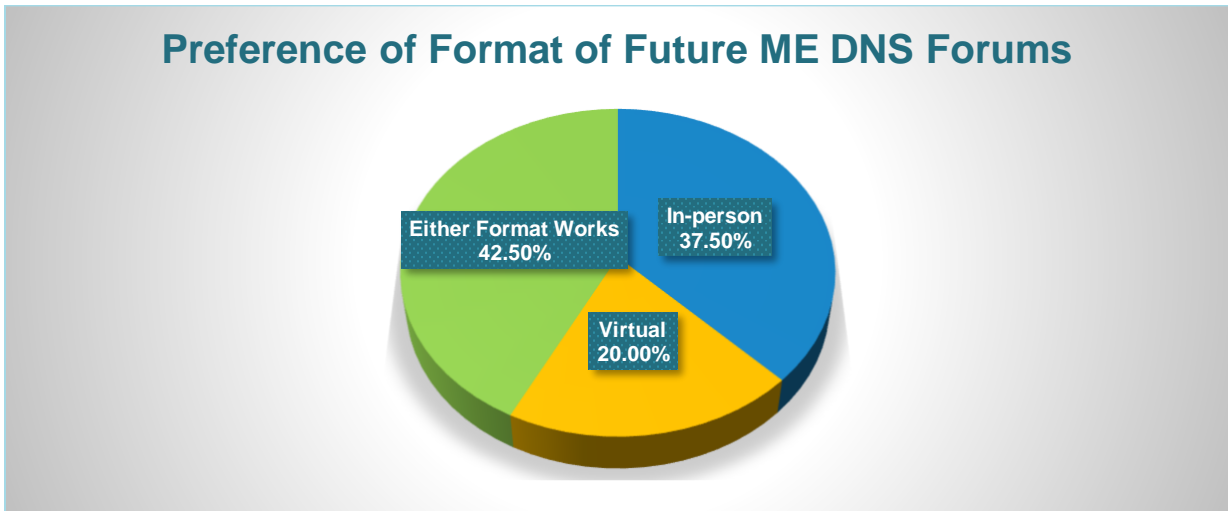

Figure 5: Preference of Format of Future Middle East DNS Forums

The results indicate that in-person forums remain the top choice.

Respondents were asked to elaborate further on their answers. Their responses are summarized below:

Supporters of In-Person Meetings	Supporters of Virtual Meetings
Better for networking, as it allows for more interactions during the meeting and also in	More flexible, more participation, and overall, more cost-effective

social arrangements around the meeting which helps build trust and friendship	
Many people are tired of virtual meetings	The best option when face-to-face meetings is not an option
There is no substitute for in-person meetings; they have more value	Allows for more engagement and participation from the community
Provides an opportunity to discuss real life experiences with other registry providers	Upgrading the virtual meeting (e.g., including breakout rooms and social sessions) would make it as useful as the in-person meeting, but with the benefit of wider participation and more inclusivity
	The Middle East DNS Forum 2021 was structured with a robust agenda and highly experienced speakers

Table 1: Further elaboration on the format of future ME DNS Forums

Several respondents showed interest in the return to a hybrid format (in person and remote participation), and noted that it makes more sense, particularly as COVID-19 is here to stay.

Improving Future Middle East DNS Forums

Survey participants were also asked to provide suggestions on how to improve future Middle East DNS Forum. Responses are summarized as follows:

1. Include sessions on the agenda organized by Middle East community members (e.g., Middle East Space).
2. Organize a session for newcomers to help them understand the discussions during the forum.
3. Introduce new topics, and more information on TLDs and variants.
4. Train the moderators to ensure they have the required skills to moderate a good discussion with the panelists.
5. Bring different perspectives to the forum, as having all panelists sharing the same view does not enrich the discussion.
6. For forums in a virtual format, communicate with panelists in advance and test their audio/video connection prior to their respective sessions.

Appendix 'A' – Survey Questions

Whether you attended the whole forum, or some sessions, your feedback is important to us. As a registered participant to the forum, we appreciate your feedback to help us continue delivering appropriate topics for the region, and improving the event format.

<<< Page 1 - Personal Questions >>>

1. First Name: _____

2. Last Name: _____

3. Email Address: _____

4. Country: _____

By submitting my personal data, I acknowledge that my personal data will be processed in accordance with the ICANN Privacy Policy and agree to abide by the ICANN electronic Terms of Service.

<<< Page 2 - Mandatory Questions >>>

5. Have you attended past Middle East DNS Forums?

   o   Yes
   o   No, the 2021 virtual edition was my first.

6. How satisfied were you with the virtual setup of the Middle East DNS Forum 2021v (ZOOM room, YouTube live streaming, Interpretation, captioning… etc)?

   o   Very Satisfied
   o   Satisfied
   o   Neutral
   o   Dissatisfied
   o   Very Dissatisfied

7. How satisfied were you with the content of the agenda?

   o   Very Satisfied
   o   Satisfied
   o   Neutral
   o   Dissatisfied
   o   Very Dissatisfied

8. How satisfied were you with the format and duration of the sessions?

- o Very Satisfied
- o Satisfied
- o Neutral
- o Dissatisfied
- o Very Dissatisfied

9. Based on your experience, this year, with the virtual ME DNS Forum, how would you like to see future forums take place?

- o In-person
- o Virtual
- o Either format works for me

Please elaborate further.

10. Do you have any suggestions to improve future Middle East DNS Forums?

<<< Page 3 - Mailing Lists and Finish >>>

If interested in joining our EMEA regional newsletter, please register here.

If interested in joining the Middle East ICANN mailing list, please register here.

Thank you for taking the survey!

One World, One Internet

ICANN

Visit us at **icann.org**

@icann

facebook.com/icannorg

youtube.com/icannnews

flickr.com/icann

linkedin/company/icann

slideshare/icannpresentations

soundcloud/icann

instagram.com/icannorg