





# Thick Whois Self-Assessment-2013

## Administrator's Report

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### 1. Report Overview

This report, including its appendices and exhibits, was prepared by the ICANN Survey Administrator and is intended to be an exhaustive analysis of a Self-Assessment conducted for the **Thick Whois** Working Group. As a result, it is necessarily long and, in certain sections, contains statistical information that may be of more or less interest to some readers. The following table is intended to provide additional explanation about each Chapter, Appendix, and Exhibit so that readers may find information quickly that interests them:

*Disclaimer: This report does not purport to interpret the meaning of the survey results, which is left to the ICANN Chartering Organization based upon the raw data presented herein.*

Chapter	Description of Contents
2	Overview information covering the origin, objectives, design elements, population, participation rate, segmentation, and logistics of the Self-Assessment.
3	Introduces the raw data tables/charts (Exhibit 1), explains how the results are presented, and provides an effectiveness ranking of the 15 survey questions.
4	Explains how a series of data extrapolations were obtained from the raw data including effectiveness ratings for the overall WG and each of the 4 major sections (Exhibit 2).
5	Provides summary data concerning the demographics variables utilized in the survey as well as discusses correlations to the 15 questions and to each other.
6	Administrator's observations about the survey experience and specific recommendations to be evaluated as potential process improvements.
App. 1	Screenshots of the entire Self-Assessment (7 pages) for those who may not be familiar with the instructions, design, mechanics, and specific questions asked.
App. 2	E-mail invitation and reminder sent to WG members.
Exh. 1	Primary raw data (10 pages) showing each a tabulation of effectiveness ratings, charts, and individual comments submitted for each Section.
Exh. 2	Extrapolations of the raw data (2 pages) that summarize ratings for the Working Group and each of the 4 major Sections.



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## 2. Introduction

This chapter discusses the origins of the Working Group (WG) Self-Assessment as well as its purpose, design, methodology, population/participation, segmentation, and logistics.

### A) Self-Assessment Purpose, Objectives, and Design

In the spring of 2013, the Standing Committee on Improvements Implementation (SCI) began to consider a survey to explore the effectiveness of the Working Group Guidelines. Staff suggested an alternative approach that would combine the idea of the survey with the concept of a "WG Self-Assessment" which had been identified within the original framework, but was never instantiated. The SCI accepted this recommendation and, circa June-July, development began on a new instrument which was initially conceptualized around five key learning objectives:

- Effectiveness of WG Operations and Norms
- Effectiveness of Logistics and Requirements
- Effectiveness of Products and Outputs
- Personal Gratification/Fulfillment
- Most Effective WG Recruitment Sources

The purpose of the Self-Assessment is conveyed in the introductory welcome paragraph to prospective respondents:

*"Your Chartering Organization (CO) and other ICANN stakeholders are keenly interested in learning about the effectiveness of its chartered teams by asking participants for their assessments, perspectives, and insights concerning various performance aspects of the Working Group's operations, norms, logistics, decision-making, and outputs. The results of your feedback will be used to identify improvement areas in the guidelines, tools, methods, templates, and procedures applicable to Working Groups. Summary reports will be shared not only with your Working Group, but the larger GNSO stakeholder community."*

The instrument design was ultimately restructured into three core components of a dynamic system containing: **Inputs → Processes → Outputs**. The major sections of the final questionnaire appear below:

- Participant Identification ...includes name, email address, organization, and WG role.
- Section 1-Inputs ...evaluates effectiveness of the charter/mission, team members, tools, and resources.
- Section 2-Processes ...evaluates effectiveness of WG norms, operations, logistics, and decision-making.
- Section 3-Products and Outputs ...evaluates effectiveness in achieving the mission as well as quality of the deliverables.



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- Section 4-Personal Dimensions ...assesses the member's personal Engagement, Fulfillment, and Willingness-to-Serve in the future.
- Demographics ...inquires how the member learned about the WG, years of involvement with ICANN, and average hours/week spent on ICANN activities.

For Sections 1-4, detailed questions were developed to more narrowly evaluate each one (15 in total excluding free-form comment fields). To view the survey, including the introduction, instructions, and individual questions by section, please see Appendix 1 in which screenshots are presented in the original sequence.

### **B) Working Group Population and Response Rate**

Based upon a recommendation from Staff, the SCI decided to test the survey with either a recently disbanded or nearly completed Working Group. In addition to completing the Self-Assessment instrument, the SCI would ask this particular test group to provide comments about the process itself. In particular, the SCI was eager to learn:

- Are the questions intelligible and is the wording clear as to intent?
- Are the design and format straightforward?
- Does the scaling (1-7) make sense?
- Are the instructions clear?
- Is the online presentation (QuestionPro) easy to complete?
- Can the entire questionnaire be completed within 30 minutes?
- Are there any important elements of the Working Group's operations that have been neglected?

Unfortunately, only one individual responded to this meta-request. It will be noted here and the remainder of the report will confine itself to the Self-Assessment results:

*"I think it's fine. I was able to do it in about 15 minutes. My advice would be to keep it within a 15 time frame. If someone wants to spend more time on it with more extensive comments, that's fine. But it should be something that can be completed within 15 minutes as it currently is."*

Survey Population: For this Self-Assessment test, the SCI chose the Thick Whois Working Group whose roster contained 32 members (excluding the Council Liaison) according to the Thick Whois [Membership](#) Wiki page.

There were a total of eight (8) completed responses registered in Question Pro for an overall response rate of **25%** (see Chapter 2-E below for additional discussion).

### **C) Personal Identification**



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The SCI considered the option of having a completely anonymous survey; however, in the absence of any identifying data, it would be difficult to differentiate and eliminate a specious response from one that was genuine, but provided a wholesale negative (or positive) assessment. After weighing the pros and cons, in order to ensure survey input integrity, the decision was made to collect (as required fields) the following minimal personal information:

- Name
- Email Address
- Organization (Drop-Down List)
- Working Group Role

Recognizing that some prospective respondents may be concerned about divulging their names and contact information, the following statement concerning privacy was placed prominently in the survey introduction:

*Confidentiality: We will be asking you for identifying information to ensure that each response is valid. Your individual responses will not be accessible by anyone other than the ICANN Survey Administrator (external contractor) and they will not be disclosed or published in a way that could be matched to your identity.*

### Organizational Affiliations

One of the three personal identification questions asked respondents to select the Primary Organizational Affiliation from a drop-down list. Of the 8 completed surveys, Table 1 below shows the actual responses for each organization listed (sorted high to low by number of completed responses):

Table 1

<b>Identification Data: Organizational Affiliation</b>		
<b>Primary Organizational Affiliation</b>	<b>Count</b>	<b>Pct</b>
Registrar Stakeholder Group (GNSO)	3	38%
Intellectual Property Constituency (GNSO)	1	13%
Internet Services Provider Constituency (GNSO)	1	13%
Non-Commercial Users Constituency (GNSO)	1	13%
Non-Commercial Stakeholder Group (NCSG)	1	13%
Registry Stakeholder Group (GNSO)	1	13%
Business Constituency (GNSO)	0	0%
Not-for-Profit Operational Concerns Constituency (GNSO)	0	0%
At-Large Advisory Committee (ALAC)	0	0%
Other ICANN SO/AC	0	0%
Representing Self	0	0%
Other	0	0%
<b>Total Population.....</b>	<b>8</b>	<b>100%</b>



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*Administrator's Note: As a result of having so few questionnaires completed at the organizational level, there will be no cross-tabulations reported for this Self-Assessment.*

### D) Segmentation

Staff proposed that the following demographic data be collected based upon the hypothesis that viewpoints and perceptions could vary significantly based upon one or more of these variables. Incorporating segmentation into the survey design was intended to permit the individual results to be (a) stratified according to engagement variables and, optionally, (b) assigned differential weights based upon engagement experience and/or intensity.

As is commonly recommended by design experts, this information was placed at the end of the survey and was marked "required" in order to complete the questionnaire properly.

#### 1) Engagement Experience

Variable: Years Active Involvement with ICANN

Scale	1	2	3	4	5	6
Years	< 1	1-2	2-4	4-6	6-8	> 8

#### 2) Engagement Intensity

Variable: Average Hours/Week Spent on ICANN Activities

Scale	1	2	3	4	5	6
Hours/Week	< 2	2-5	6-10	11-15	16-20	> 20

#### 3) Recruitment Sources

Variable: How did you first learn about this WG?

The above question, although not technically demographic, was asked in this section to help understand the most common methods by which members were informed about the WG.

### E) Survey Logistics

Invitations: An initial email invitation was sent to the Thick Whois WG Members by its Chair on 22 August 2013 and a follow-up reminder was sent on 11 September 2013 (see Appendix 2 for email contents).



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**Methodology:** An online survey was developed using QuestionPro (<http://www.questionpro.com>). Most of the substantive questions were framed as shown in Figure 1 below:

Figure 1.

### Working Group Self-Assessment

**Working Group: Thick WHOIS**

**Section 1-Inputs ...includes the charter/mission, team members, tools, and resources**

Thinking about the overall EFFECTIVENESS of the Working Group's **Inputs**, how would you rate each of the following six elements on a scale where 1=Highly Ineffective and 7=Highly Effective:

	1	2	3	4	5	6	7	N/A
	Highly Ineffective						Highly Effective	
A) The <u>Charter/Mission</u> of the WG where <b>1=Highly Ineffective</b> means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unachievable; and <b>7=Highly Effective</b> means understandable, clear, well-structured, bounded, realistic (e.g., time, constraints), achievable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Expertise</u> of WG members where <b>1=Highly Ineffective</b> means that, collectively, team members did not possess an appropriate level of knowledge/skill to fulfill the mission; and <b>7=Highly Effective</b> means that team members, collectively, were appropriately knowledgeable and skilled to accomplish the mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Respondents were asked to rate their assessments of the Working Group's effectiveness (Scale 1-Highly Ineffective to 7-Highly Effective) for each element within three sections: **Inputs, Processes, and Products/Outputs**. These components were defined briefly so that participants would know what specific characteristics were to be evaluated. A scale was presented to the right of each service element with radio buttons which could be turned on/off with a mouse click. Other than a few required identification and demographic questions, respondents were able to SKIP (N/A) any question.

A free-form Comment section followed each major section in which respondents were encouraged to provide "supplementary explanations or other supporting information that will help the Chartering Organization understand and interpret your input."

**Survey Period:** The Self-Assessment was launched on 22 August 2013 and responses were completed as shown in the following table:

Week 1	4
Week 2	1
Week 3	3
<b>Totals.....</b>	<b>8</b>





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As is frequently mentioned in the survey literature, a disproportionate percentage of responses occurs in the first week or two of the period; in this case, 50% were received during first week. The third week (approximately 40%) corresponds to the period in which the reminder e-mail was sent and all three (3) responses were submitted on that specific date (11 September 2013). In early October, it was decided not to send out a 2<sup>nd</sup> reminder and the survey was closed to further input.

Survey Length: Based upon internal Staff testing prior to launch, the average length of time to complete the survey was estimated to be less than 30 minutes (see Chapter 6-C for actual results).

### 3. Effectiveness Evaluations by Section

As explained in Chapter 2, the Self-Assessment comprised 15 individual questions organized into 4 major sections. This chapter discusses the results of those 15 questions; whereas, Chapter 4 contains analytical extensions and extrapolations for each major section as well as overall. Chapter 5 discusses the outcomes of the segmentation/demographics information.

#### A) How the Results Are Presented

Exhibit 1 contains the raw data results for each of the 15 individual questions organized by Section (1-Inputs, 2-Processes, 3-Products/Outputs, 4-Personal Dimensions). To understand how the data is reported, see the following example below (Table 2) extracted from Section 1-Inputs. The third question in that section dealt with "C) Representativeness."

**Table 2.**

C) Representativeness		
<i>...where 1=Highly Ineffective means narrow, skewed, selective, unbalanced; and 7=Highly Effective means broad, diverse, balanced</i>		
1-Highly Ineffective	0	0%
2	1	13%
3	0	0%
4	1	13%
5	3	38%
6	1	13%
7-Highly Effective	2	25%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>5.13</b>	
<b>Median</b>	<b>5.00</b>	
<b>Mode</b>	<b>5.00</b>	
Std Deviation	1.64	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	3.5	6.8

Response Category	Percentage
1-Highly Ineffective	0%
2	13%
3	0%
4	13%
5	38%
6	13%
7-Highly Effective	25%
SKIP	0%



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In the data table, each of the ratings (1-Highly Ineffective to 7-Highly Effective) is shown in the leftmost column and the raw counts and relative percentages are contained in columns 2 and 3, respectively.

Under each distribution of ratings, the Mean (statistical average), Median (middle observation), and Mode (most popular) are presented along with Low and High values constituting a 95% statistical confidence interval within which the true population mean can be inferred to occur (assuming a normal distribution).

For the **Mean** row, if the value is greater than 4.00 (scale mid-point), the cell is highlighted green; if it is exactly equal to 4.00, it is colored yellow; and if it is lower than 4.00, it is highlighted pink. This display convention was followed throughout the reporting to make it easier to spot areas of potential strength or weakness.

*Administrator's Note: It turned out that, in this Self-Assessment, no mean value scored below 4.00; therefore, all means are highlighted green.*

To the right of the data table, there is a chart showing the ratings distribution by percentage. For this particular question, it can be seen visually that, although there was some dispersion in the ratings, most respondents were generally favorable concerning the Representativeness of the WG, thus contributing to a Mean of 5.13 and Median/Mode of 5.00.

Immediately following each section's data tables and charts, the individual comments are presented verbatim (i.e., unedited) in the following format (Table 3). It should be noted that comments were only solicited for each major section) - not each individual question. The sequence of the comments is essentially random; that is, there is no inherent logic to the order of the comments in any section. This was done to fulfill the promise of protecting individual identities from being matched to particular answers. The comments are numbered simply to facilitate reference.

**Table 3.**

<b>Section 1-Inputs</b>	
<b>No.</b>	<b>Comments:</b>
1	For this WG, additional representation from registries (ccTLD) and privacy advocates would have been useful. There were un-answered questions to the relevancy of issues due to lack of valid input.
2	The only problem with technical resources I've experienced was occasional slow forwarding of emails to the WG list. Administrative resources provided by ICANN (i.e.: staff) were amazing. Really appreciate their support.

At the end of the survey, one final question was asked whether the respondent wished to provide any additional comments. Those submissions are presented on the last page of Exhibit 1, labeled "Section 6-Overall Feedback."



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### B) Key Results Summary by Question/Component

It is beyond the scope of this paper to interpret the meaning of the survey results, for example, what Mean Effectiveness score should be considered acceptable to the Chartering Organization? Should there be one overall answer or should it vary depending upon the category (e.g., Inputs, Processes, Outputs)? For some particular sections/questions, there may be extenuating circumstances that will influence how the actual results are understood.

With the above disclaimer in mind, this section briefly summarizes the actual data collected. The Chartering Organization, together with Staff, will have opportunities to analyze the raw data, determine significance, and develop action plans as deemed appropriate.

The following Table 4 shows all 15 individual questions (components) ranked by **Mean Rating**.

Two components tied for the highest statistical Mean (6.38 out of 7.00): Behavioral Norms and Decision-Making Methodology. The lowest result obtained (4.75 out of 7.00) was Personal Engagement within the Personal Dimensions section.

Table 4.

Individual Questions Sorted by Mean Rating (Scale 1-7)					
Rank	Major Section	Question/Component	Mean	Median	Mode
1	Section 2-Processes	B) Behavior Norms	6.38	6.50	7.00
2	Section 2-Processes	C) Decision-Making Methodology	6.38	6.50	7.00
3	Section 1-Inputs	E) Technical Resources	6.14	6.00	7.00
4	Section 1-Inputs	F) Administrative Resources	6.14	7.00	7.00
5	Section 3-Products & Outputs	A) Working Group's Primary Mission	6.14	7.00	7.00
6	Section 4-Personal Dimensions	C) My Personal Willingness-to-Serve	6.13	7.00	7.00
7	Section 1-Inputs	A) Charter/Mission	6.00	6.00	6.00
8	Section 1-Inputs	B) Expertise	6.00	6.00	6.00
9	Section 2-Processes	D) Session/Meeting Planning	6.00	6.50	7.00
10	Section 3-Products & Outputs	B) Quality of Outputs & Deliverables	6.00	6.00	7.00
11	Section 2-Processes	A) Participation Climate	5.88	6.00	7.00
12	Section 4-Personal Dimensions	B) My Personal Fulfillment	5.14	7.00	7.00
13	Section 1-Inputs	C) Representativeness	5.13	5.00	6.00
14	Section 1-Inputs	D) External Human Resources	4.83	6.00	6.00
15	Section 4-Personal Dimensions	A) My Personal Engagement	4.75	5.50	7.00

One observation from the above table is that these 8 respondents perceive that the Thick Whois Working Group excelled on a substantial majority of the dimensions evaluated with 10 out of the 15 (~70%) scoring a mean rating equal to or above 6.00. If Medians are used for the ranking (not shown),



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13 out of 15 components (~85%) scored 6.00 or above! A quick scan of the Mode column reveals that the most often selected ratings across all dimensions was 6 or 7, that is, "Highly Effective."

### 4. Effectiveness Extensions and Extrapolations

In order to keep the total number of questions manageable, the Self-Assessment did not ask respondents to evaluate each of the 4 major sections (e.g., Inputs, Processes, Outputs, Personal Dimensions) independently or, for that matter, the Working Group overall. Even though such questions were not framed, it is possible to extrapolate from the individual questions, arithmetically, to show results for these hierarchical categories. Data extrapolations are presented separately in this chapter because, strictly speaking, they are extensions of the data and were not explicitly asked within the survey instrument.

#### A) Effectiveness of the Working Group Overall

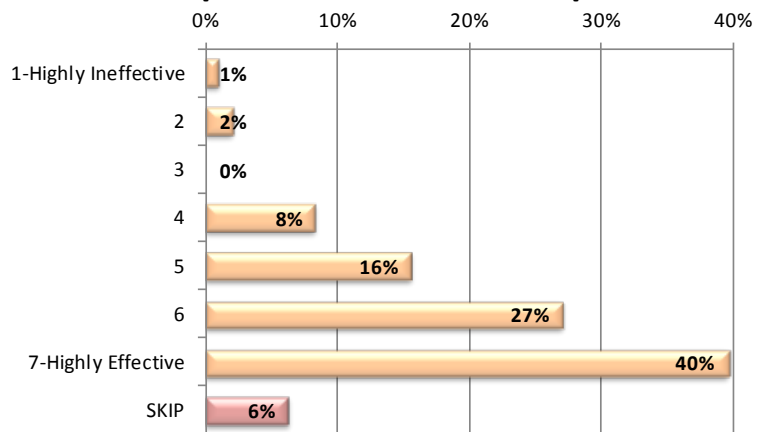
Shown below (Table 5) are the aggregate results for the Working Group, which incorporates the individual raw data for all survey questions in Sections 1-Inputs, 2-Processes, and 3-Outputs<sup>1</sup>. There were 12 individual questions within these three major sections and 8 respondents, combining to produce a total of 96 possible scores. The distribution of effectiveness ratings is shown in the table below and, excluding the skipped responses (6%), is heavily skewed toward the maximum score of 7.00 (Highly Effective).

Table 5.

#### Sections: Inputs, Processes, & Outputs

Ratings	Total	Pct
1-Highly Ineffective	1	1%
2	2	2%
3	0	0%
4	8	8%
5	15	16%
6	26	27%
7-Highly Effective	38	40%
SKIP	6	6%
<b>Total</b>	<b>96</b>	<b>100%</b>
<b>Mean</b>	<b>5.93</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>7.00</b>	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.7	6.2

#### Sections: Inputs, Processes, & Outputs



<sup>1</sup> Section 4-Personal Dimensions was excluded from this extrapolation because the scales used were different from 1-Highly Ineffective to 7-Highly Effective. See Table 8 below for a summary of the Personal Dimensions.



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While it is not statistically legitimate to conclude that the respondent pool would have rated the WG's overall effectiveness in the 6-7 range had that question been asked specifically, it is not unreasonable to note that this grouping of participants evaluated some questions low, other questions in the middle, and many questions high. Analyzing those ratings across the spectrum of components suggests that, on balance, the WG members' perceived effectiveness as very near the maximum of the evaluation scale.

### B) Effectiveness by Major Section

Exhibit 2 provides a data table and chart for each of the 4 major sections of the survey. Again, strictly speaking, questions were not asked about these aggregate categories; however, if the questions are representative of the section, the extrapolated statistics in Table 6 (sorted high to low based on the Means) represent reasonable inferences from the raw data.

Table 6.

Major Sections Sorted by Mean Effectiveness				
Rank	Major Section	Mean	Median	Mode
2	Section 2-Processes	6.16	6.00	7.00
3	Section 3-Products & Outputs	6.07	6.50	7.00
1	Section 1-Inputs	5.73	6.00	7.00
4	Section 4-Personal Dimensions	5.35	7.00	7.00

The highest effectiveness result was obtained for **Section 2-Processes** (see Table 7 below) with a Mean of 6.16, a Median of 6.00, and a Mode of 7.00.

Table 7.

Section 2-Processes		
Ratings	Total	Pct
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	2	6%
5	6	19%
6	9	28%
7-Highly Effective	15	47%
SKIP	0	0%
<b>Total</b>	<b>32</b>	<b>100%</b>
<b>Mean</b>	<b>6.16</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>7.00</b>	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.8	6.5

### Section 2-Processes

Rating	Percentage
1-Highly Ineffective	0%
2	0%
3	0%
4	6%
5	19%
6	28%
7-Highly Effective	47%
SKIP	0%



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The questions in this component grouping dealt with perceptions concerning the WG's participation climate, behavioral norms, decision-making methodology, and meeting logistics (e.g., agenda).

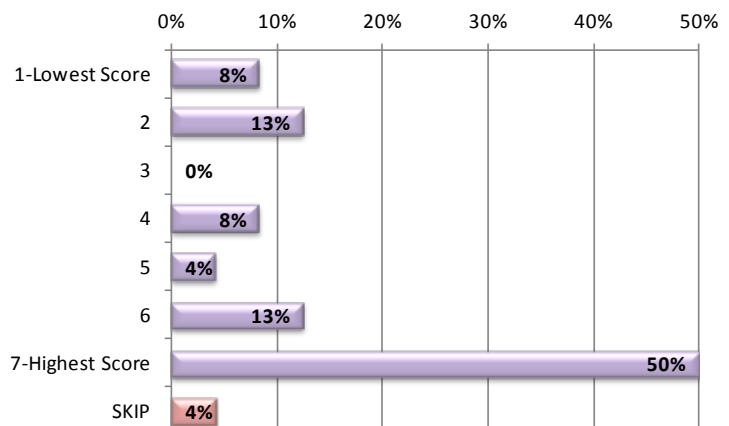
The lowest rated category is **Section 4-Personal Dimensions** (see Table 8) with a Mean result of 5.35, a Median of 7.00, and a Mode of 7.00. Although this result appears curious, it makes sense when examining the individual component questions. Two WG members admitted that their Personal Engagement was between 1-2 (rarely participated), two respondents noted that their Personal Fulfillment was a 2 (largely unrewarding), and one member reported (rating=1) being highly unreceptive to serving on a future WG. Notwithstanding these outlier responses, the great majority of WG members reported being maximally engaged, fulfilled, and willing to join another WG in the future.

Table 8.

### Section 4-Personal Dimensions

Ratings	Total	Pct
1-Lowest Score	2	8%
2	3	13%
3	0	0%
4	2	8%
5	1	4%
6	3	13%
7-Highest Score	12	50%
SKIP	1	4%
<b>Total</b>	<b>24</b>	<b>100%</b>
<b>Mean</b>	<b>5.35</b>	
<b>Median</b>	<b>7.00</b>	
<b>Mode</b>	<b>7.00</b>	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	4.4	6.3

### Section 4-Personal Dimensions





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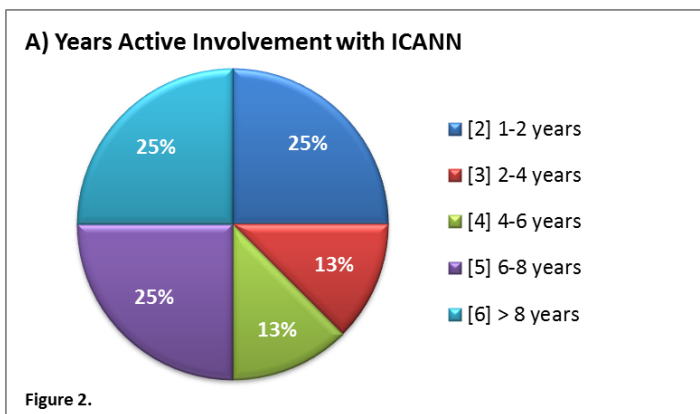
### 5. Demographics Variables and Correlations

As discussed in Chapter 2-D (Segmentation), two demographic questions were identified to help determine certain characteristics of the respondents. The specific questions can be viewed on the last page of Appendix 1.

#### A) Experience: “Years Active Involvement with ICANN”

Respondents were asked to select one of 6 options corresponding to how many years they have spent working with ICANN. The range was expressed as:

Scale	1	2	3	4	5	6
Years	< 1	1-2	2-4	4-6	6-8	> 8



On average, the 8 respondents fell into category 4 or 4-6 years involvement with ICANN although this sample was well dispersed among the groupings (Figure 2).

Cumulatively, 5 out of 8 (63%) of the respondents indicated that they have been actively involved with ICANN for four or more years.

No one in this sample self-identified as having less than 1 year of active involvement with ICANN.

#### B) Intensity: “Hours per Week Spent on ICANN Activities”

Respondents were asked to select one of 6 options corresponding to the average number of hours per week spent on ICANN activities. The scale for these responses is presented below:

Scale	1	2	3	4	5	6
Hours/Week	< 2	2-5	6-10	11-15	16-20	> 20



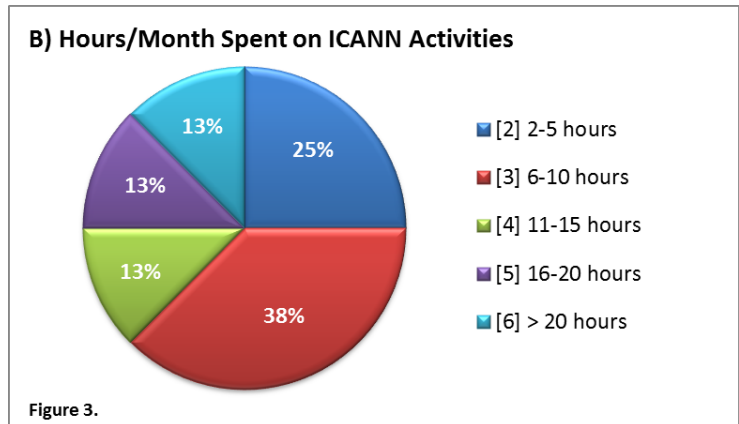
# Thick Whois Self-Assessment-2013

## Administrator's Report

As shown in the accompanying Figure 3, the most popular answer, chosen by 3 participants (38%), and also the median value, was **3** or 6-10 hours/week.

A full 39% of WG members indicated that they devote more than 10 hours/week to ICANN activities.

No one reported spending less than 2 hours per week on ICANN activities.



### C) Recruitment Sources: “How did you first learn about this WG?”

WG members were asked to identify how they came to be involved with this Working Group. The following Table 9 shows a breakdown of the most popular answers among the 8 respondents:

Table 9.

	Count	Pct
I was informed or invited by my SG/C or ICANN-affiliated organization	6	43%
I was contacted by an ICANN Staff member	2	14%
I learned about the WG through one of ICANN's websites (or Wikis)	2	14%
I learned about the WG from another organization external to ICANN	2	14%
I was contacted by an individual seeking to recruit volunteers	1	7%
A professional colleague or associate informed me about the WG	1	7%
Other (Please describe)	0	0%
<b>Total</b>	<b>14</b>	<b>100%</b>

Note that the total of 14 exceeds the number of respondents (8) because this question allowed multiple choices to be selected.

### D) Correlations

One hypothesis held during survey design was that there might be useful relationships between the demographic variables and certain individual questions, for example, would those who spend relatively more hours on ICANN activities hold a different perceptions concerning WG effectiveness than those who work fewer hours.

To test this hypothesis, correlation coefficients were calculated for each of the two demographic variables plus Working Group Role and all 15 questions. In general, no significant correlations were





# Thick Whois Self-Assessment-2013

## Administrator's Report

obtained with the Inputs, Processes, and Outputs dimensions; therefore, for brevity's sake and due to the small sample size, those data have been omitted from this report<sup>2</sup>.

Not surprisingly, a statistically significant relationship does exist between Working Group Role and the three Personal Dimensions (Engagement, Fulfillment, and Willingness-to-Serve). As a variable, WG Role was structured from highest to lowest in terms of involvement (e.g., 1=Chair, 2=Contributing Member, 3=Background Contributor, 4=Liaison, 5=Observer, etc.). As a result, it would be reasonable to expect a strong negative correlation with the Personal Dimensions and that is precisely what the data revealed ( $R^2=77-86\%$ ).

With respect to the two demographic variables themselves (Experience and Intensity) it can be concluded, perhaps both logically and statistically, that the longer a respondent has been involved with ICANN is not a predictor of how many hours/week are invested. It is certainly reasonable that a volunteer could have a long history of involvement with ICANN yet never invest a lot of time (weekly).

*Administrator's Note: From a survey design perspective, demographic variables should be selected in such a way that they are independent of each other; otherwise, they would tend to measure the same underlying phenomenon.*

## 6. Observations and Recommendations

This chapter contains a number of specific observations and recommendations including several process improvements that should be evaluated for applicability to future Working Group Self-Assessments.

### A) Participation Rate

The level of participation in this survey (25%) was lower than initially anticipated; however, there were extenuating circumstances owing to the workload of the team as it was seeking to complete its deliverables under time constraints.

Perhaps the most disappointing result was that only one participant provided feedback as to the overall process, structure, and efficacy of the Self-Assessment instrument – a main objective of this particular test. That individual's feedback was generally positive; however, it would have been useful to have additional input concerning the survey approach, structure, scaling, and instrumentation.

Under most circumstances, Chartering Organizations will specify, within the WG's formal Charter, when a Self-Assessment is requested<sup>3</sup>. At least for an initial period, in order to obtain an exhaustive understanding of the efficacy of various Working Groups, it is recommended that Chartering Organizations request a Self-Assessment in most cases. As patterns emerge about the successes and

---

<sup>2</sup> For anyone interested, these correlation tables are available upon request of the ICANN Survey Administrator.

<sup>3</sup> Revisions to the GNSO Operating Procedures have been proposed by Staff and are pending approval of the SCI.



# Thick Whois Self-Assessment-2013

## Administrator's Report

failures within the WG process, it may make sense to be more selective in requesting that Self-Assessments be completed.

### B) Rating Scale

The rating construct employed for this survey was a 7-point behaviorally anchored Likert scale from 1-Highly Ineffective to 7-Highly Effective. This particular scale was chosen for its simplicity and because SCI members and Staff believed that individuals would not be unduly “stretched” in considering a slightly wider set of values than is available in a typical 5-point scale.

One disadvantage to a 5-point scale is that, by providing fewer choices, the results tend to aggregate around the central point or 3, which makes it more difficult to differentiate among responses using statistics. If some percentage of a survey population reinterprets the scale as being similar to giving a grade (e.g., A - F) and is unwilling to utilize the extreme values (1 or 5), then the scale immediately devolves to 3 points.

For future WG Self-Assessments, the 7-point scale is recommended.

### C) Survey Length

The average length of time to complete the entire questionnaire, as computed by QuestionPro from the 8 actual respondents, was 9 minutes. The lowest amount of time spent was 4.5 minutes and the highest just over 20 minutes.

Figure 4 shows the percent distribution of time spent by the 8 respondents in 10 minute increments. While a majority of participants (63% or 5) was able to complete the survey in less than 10 minutes, 25% took between 10-20 minutes. Only one individual required just over 20 minutes.

Interestingly and as might be expected, there is a strong linear relationship between the time (in minutes) consumed for the survey and the number of explanatory comments submitted (see Figure 5.) Of the 5 respondents who spent less than 10 minutes on the Self-Assessment questionnaire, virtually no comments were entered (1 out

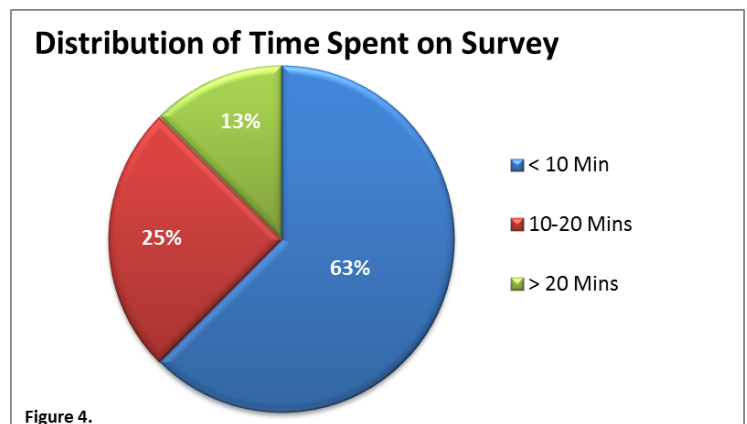


Figure 4.

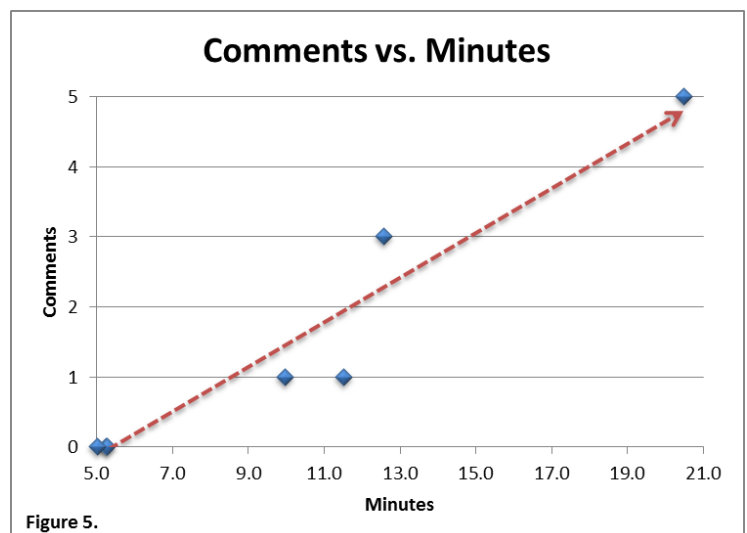


Figure 5.



# Thick Whois Self-Assessment-2013

## Administrator's Report

of a total 25 possible or 4%). The person who took slightly more than 20 minutes, offered a text comment for every section (5 total), which could certainly explain the additional time devoted.

Given that the original survey was designed not to require more than 30 minutes to complete, this test sample would suggest that the structure is appropriate in terms of size, number of questions, and overall length, and does not need to be further modified for this reason.

### **D) Online Survey Tool**

The online software tool used for this survey was provided by [QuestionPro](#). This particular tool was selected for several reasons:

- It has been used successfully on other ICANN surveys;
- The cost to obtain a "Corporate Edition" license (including the most important key features needed) is comparatively low at \$99/month with no contract requirements; and
- The tool contains excellent help, instructions, data downloads, and other useful features/functions.

While QuestionPro served the needs of this Survey Administrator, the online reports are quirky and inconsistent in terms of display formatting. For this Self-Assessment, all raw data was downloaded into Excel for subsequent analysis, charting, and reporting. None of the online reports was determined to be usable although they were acceptable for quick checks while the survey was in progress.

In general, given the relatively low cost and plethora of features, QuestionPro was an excellent choice; however, if customization of the survey presentation is desired, prospective users should understand that HTML coding may be required. Additionally, depending upon the survey's complexity and need for statistical analysis of the data, facility with Excel is recommended versus reliance on the standard reports.



# Thick Whois Self-Assessment-2013

## Administrator's Report

### **Appendix 1: Complete WG Self-Assessment Screenshots**

There are 7 screenshots presented in this Appendix extracted from [QuestionPro](#) - the online survey tool selected for this project. Each screenshot corresponds to a page in the actual survey.

These pages provide the exact sequence, specific language used, as well as the visual context in which the Self-Assessment was conducted.


**ICANN Survey Administrator**



# Thick Whois Self-Assessment-2013

## Administrator's Report

QuestionPro Survey - Working Group Self-Assessment - Google Chrome  
thickwhois.questionpro.com/?ext\_ref=test\_response



### Working Group Self-Assessment

Working Group: Thick WHOIS

**Welcome & Introduction:**

Thank you for accepting the invitation to complete this questionnaire concerning your experiences with the above-named Working Group (WG). Your Chartering Organization (CO) and other ICANN stakeholders are keenly interested in learning about the effectiveness of its chartered teams by asking participants for their assessments, perspectives, and insights concerning various performance aspects of the Working Group's operations, norms, logistics, decision-making, and outputs. The results of your feedback will be used to identify improvement areas in the guidelines, tools, methods, templates, and procedures applicable to Working Groups. Summary reports will be shared not only with your Working Group, but the larger GNSO stakeholder community.

*Confidentiality: We will be asking you for identifying information to ensure that each response is valid. Your individual responses will not be accessible by anyone other than the ICANN Staff Administrator and they will not be disclosed or published in a way that could be matched to your identity.*


If you have any questions or concerns about this self-assessment, please send an e-mail to: [participation@icann.org](mailto:participation@icann.org) and we will try to address them promptly.

This questionnaire is organized into four sections and should take less than 30 minutes to complete. Although most of the questions will ask you for an effectiveness rating (1-7 Scale), there will be an opportunity within each major section to add free-form text comments. You are encouraged to provide supplementary explanations or other supporting information that will help the Chartering Organization understand and interpret your input. Except for a few required identification and demographic questions, if there is any individual question for which you do not wish to provide a rating, a SKIP option is available.

You may begin now by clicking on the Next button below. You should be able to complete the questionnaire in one sitting; however, there is a button to Save Page and Continue Later if you are interrupted and need to resume at another time. Please note that the survey's internal Back option only operates for the most recent page completed. Please **do not** use your browser's Back button or you will lose answers.

**ICANN Staff Administrator**

Save Page and Continue Later | Next

POWERED BY  QuestionPro



# Thick Whois Self-Assessment-2013

## Administrator's Report

QuestionPro Survey - Working Group Self-Assessment - Google Chrome

thickwhois.questionpro.com/a/GoBackSurvey?id=3603641&responseSetID=18955391&submissionID=104309546

### Participant Identification

Before we get started with the first Section, the following questions are intended to ensure that (1) each response is being provided by a recognized member of the Working Group and (2) we only receive one submission per individual.

***Your identity will remain strictly confidential and no attempt will be made to associate individual responses to survey results.***

---

**Name \***

**Email Address \***

**Primary Organizational Affiliation: \***

**Working Group Role: \***

---

In the next three sections, you will be asked to rate the EFFECTIVENESS (Scale 1-7) of several Working Group performance dimensions organized into **Inputs -> Processes -> Outputs**; the scale interpretation will be provided appropriate to each element.

*Your Chartering Organization (CO) understands that, when answering survey questions, it may seem challenging to assign a single numerical rating to any team dimension in which a broad spectrum of experiences occurred. You are asked to think about the overall effort and provide the most honest and accurate representation in your best judgment. Learning and process improvement are the goals and there are no right or wrong answers. Recognizing that there may be important dynamics that simply cannot be captured in a single rating, you are encouraged to use the free-form comment box within each major section to provide supplementary explanations that will help the CO understand and interpret your feedback.*

***THANK YOU and now on to Section 1...***

Save Page and Continue Later | Next

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# Thick Whois Self-Assessment-2013

## Administrator's Report

QuestionPro Survey - Working Group Self-Assessment - Google Chrome

thickwhois.questionpro.com/a/TakeSurvey?jsessionid=paaH\_EkEb0Yb2fwOcVmju

**Section 1-Inputs ...includes the charter/mission, team members, tools, and resources**

Thinking about the overall EFFECTIVENESS of the Working Group's **Inputs**, how would you rate each of the following six elements on a scale where 1=*Highly Ineffective* and 7=*Highly Effective*:

	1	2	3	4	5	6	7	N/A
	Highly Ineffective						Highly Effective	
A) The <u>Charter/Mission</u> of the WG where <b>1=Highly Ineffective</b> means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unachievable; and <b>7=Highly Effective</b> means understandable, clear, well-structured, bounded, realistic (e.g., time, constraints), achievable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Expertise</u> of WG members where <b>1=Highly Ineffective</b> means that, collectively, team members did not possess an appropriate level of knowledge/skill to fulfill the mission; and <b>7=Highly Effective</b> means that team members, collectively, were appropriately knowledgeable and skilled to accomplish the mission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C) The <u>Representativeness</u> of WG members where <b>1=Highly Ineffective</b> means narrow, skewed, selective, unbalanced; and <b>7=Highly Effective</b> means broad, diverse, balanced	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D) The external <u>Human Resources</u> (e.g., briefings, experts, consultants, liaisons) provided to the WG where <b>1=Highly Ineffective</b> means inappropriate, inadequate, untimely, not helpful/useful; and <b>7=Highly Effective</b> means appropriate, adequate, timely, helpful/useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E) The <u>Technical Resources</u> (e.g., systems, tools, platforms, templates) provided to and utilized by the WG where <b>1=Highly Ineffective</b> means difficult, challenging, clumsy, awkward, tedious, slow, not helpful/useful; and <b>7=Highly Effective</b> means easy, straightforward, clear, efficient, fast, helpful/useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
F) The <u>Administrative Resources</u> (e.g., support, guidelines, documentation) provided to and utilized by the WG where <b>1=Highly Ineffective</b> means inappropriate, inadequate, untimely, not helpful/useful; and <b>7=Highly Effective</b> means appropriate, adequate, timely, helpful/useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments about the WG's Inputs:**

Save Page and Continue Later | Next

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# Thick Whois Self-Assessment-2013

## Administrator's Report

QuestionPro Survey - Working Group Self-Assessment - Google Chrome

thickwhois.questionpro.com/a/TakeSurvey?jsessionid=paaH\_EkEb0Yb2fwOcVmju

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### Working Group Self-Assessment

Working Group: Thick WHOIS

**Section 2-Processes ...includes norms, operations, logistics, and decision-making**

Thinking about the overall EFFECTIVENESS of the Working Group's **Processes**, how would you rate each of the following four elements on a scale where *1=Highly Ineffective* and *7=Highly Effective*:

	1	2	3	4	5	6	7	N/A
	Highly Ineffective						Highly Effective	
A) The <u>Participation</u> climate within the WG where <b>1=Highly Ineffective</b> means inhospitable, unilateral, frustrating, unproductive; and <b>7=Highly Effective</b> means inviting, inclusive, accepting, respectful, productive	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Behavior</u> norm of WG members where <b>1=Highly Ineffective</b> means disruptive, argumentative, disrespectful, hostile, domineering; and <b>7=Highly Effective</b> means accommodating, respectful, collaborative, consensus-building	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C) The <u>Decision-Making</u> methodology (e.g., consensus) where <b>1=Highly Ineffective</b> means broken, ignored, not observed, disrespected; and <b>7=Highly Effective</b> means honored, followed, observed, respected	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D) The <u>Session/Meeting Planning</u> (e.g., agendas) where <b>1=Highly Ineffective</b> means disorganized, haphazard, unstructured, untimely notice; and <b>7=Highly Effective</b> means organized, disciplined, structured, timely notice	<input type="radio"/>		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments about the WG's Processes:**

Save Page and Continue Later | 
 Next

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# Thick Whois Self-Assessment-2013

## Administrator's Report

QuestionPro Survey - Working Group Self-Assessment - Google Chrome  
thickwhois.questionpro.com/a/TakeSurvey?jsessionid=paaH\_EkEb0Yb2fwOcVmju

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### Working Group Self-Assessment

Working Group: Thick WHOIS

#### Section 3-Products and Outputs

Thinking about the overall EFFECTIVENESS of the Working Group's **Products and Outputs**, how would you rate each of the following two elements on a scale where 1=*Highly Ineffective* and 7=*Highly Effective*:

	1	2	3	4	5	6	7	SKIP
	Highly Ineffective						Highly Effective	
A) The Working Group's primary <u>Mission</u> where <b>1=Highly Ineffective</b> means not achieved, fulfilled, and/or accomplished per the Charter; and <b>7=Highly Effective</b> means completely achieved, fulfilled, and/or accomplished as directed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) The <u>Quality</u> of the WG's outputs and/or deliverables where <b>1=Highly Ineffective</b> means incomplete, inadequate, materially deficient/flawed, unsupported; and <b>7=Highly Effective</b> means complete, thorough, exhaustive, reasoned, supported	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments about the WG's Products and Outputs:**

|

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65%

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## Administrator's Report

QuestionPro Survey - Working Group Self-Assessment - Google Chrome  
 thickwhois.questionpro.com/a/TakeSurveyjsessionid=paaH\_EkEb0Yb2fwOcVmju



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### Working Group Self-Assessment

Working Group: Thick WHOIS

**Section 4-Personal Dimensions**

As a result of having invested significant time and effort volunteering on a Working Group, your Chartering Organization is interested to learn about your own personal Engagement, Fulfillment, and Willingness-to-Serve in the future.


***Please note that the scale meaning changes for each dimension.***


	1	2	3	4	5	6	7	SKIP
A) My personal <u>Engagement</u> in helping the WG accomplish its mission where <b>1=Participated Never</b> and <b>7=Participated Extensively</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B) My personal <u>Fulfillment</u> considering the time, energy, and work efforts I contributed to this WG where <b>1=Highly Unrewarding</b> and <b>7=Highly Rewarding</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C) Assuming all other conditions are suitable (e.g., subject, interest, need, fit, availability), I assess my personal <u>Willingness-to-Serve</u> on a future ICANN Working Group as <b>1=Extremely Unreceptive</b> and <b>7=Extremely Receptive</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments about Personal Dimensions:**

Save Page and Continue Later | Next

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 **75%**

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# Thick Whois Self-Assessment-2013

## Administrator's Report

QuestionPro Survey - Working Group Self-Assessment - Google Chrome  
thickwhois.questionpro.com/a/TakeSurveyjsessionid=paaH\_EkEb0Yb2fwOcVmju

### Demographics

Your Chartering Organization has a few final questions that will assist in framing your experience with this Working Group.

---

**How did you first learn about this WG (Select any/all that apply)? \***

- I was informed or invited by my SG/C or ICANN-affiliated organization
- I was contacted by an ICANN Staff member
- I was contacted by an individual seeking to recruit volunteers (e.g., GNSO Councilor, interim Chair)
- I learned about the WG through one of ICANN's websites (or Wikis)
- I learned about the WG from another organization external to ICANN
- A professional colleague or associate informed me about the WG
- Other (Please describe)

**Approximately how long have you been actively involved with ICANN? \***

-- Select --

**Considering the most recent 12 months, approximately how many hours per week do you spend on ICANN activities on the average? \***

-- Select --

---

*Please feel free to provide any additional feedback about your Working Group experience, this Self-Assessment, or any other matter not covered elsewhere in this questionnaire:*

POWERED BY QuestionPro



# Thick Whois Self-Assessment-2013

## Administrator's Report

### Appendix 2: Invitation E-Mails

Two e-mails were sent by Kurt Pritz to community leaders, the first on 30 November 2011 and a reminder on 12 December 2011. The contents of those messages are shown below:

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#### **E-Mail Survey Invitation Forwarded by Mikey O'Connor on 22 August 2013**

From: "Mike O'Connor" <[mike@haven2.com](mailto:mike@haven2.com)>

Subject: [gnso-thickwhoispdp-wg] assessment questionnaire

Date: August 22, 2013 9:47:28 AM CDT

To: Thick Whois WG <[gnso-thickwhoispdp-wg@icann.org](mailto:gnso-thickwhoispdp-wg@icann.org)>

hi all,

as i mentioned on the call yesterday, i've volunteered us to be the test-case for a new self-assessment questionnaire being developed by the GNSO Standing Committee on Improvements (SCI).

i'd just like to add a few words to Ron's note (see below). i hope that \*everybody\* who has participated in this working group will fill this out, including those of you who were not able to participate actively throughout our work.

i also hope that you fill this out "for real" and not just as an exercise to see whether the form is working correctly. from a selfish perspective i'm looking for frank feedback on my performance as chair (there's a section for that) in addition to all the other things that we the SCI are hoping to learn from this kind of questionnaire going forward.

thanks,

mikey

-----  
Dear Mikey,

As a member of the Standing Committee on Improvements Implementation (SCI), you have been intimately involved in helping develop a new instrument that we are calling "Working Group Self-Assessment." Delving back into the history of the GNSO Improvements initiative (2008-2012), it had always been envisioned that there would be team member evaluations of Working Group processes; however, no prescription for such an instrument had been undertaken until now. The purpose of these assessments is to provide Chartering



# Thick Whois Self-Assessment-2013

## Administrator's Report

Organizations, such as the GNSO Council, important information about how well its Working Groups are functioning through an examination of their Inputs -Processes -Outputs and ultimately leading to continuing process improvements.

As the Chair of the "Thick WHOIS" Working Group, we appreciate your willingness to ask your team members if they would help us test the latest version of the questionnaire that has been customized at this link: <http://thickwhois.questionpro.com>. All of the background information and instructions are contained within the instrument, so there is little more that you need to do other than provide an invitation and, say, a 2-3 week timeframe to complete it.

Our consultant, Ken Bour, will monitor the completion process, provide status updates to the SCI, and be available to provide technical assistance if needed by any of your team members.

It would be most helpful if your members would complete the questionnaire as though it were a real self-assessment for the "Thick WHOIS" Working Group, despite it being a test at this time. That approach will ensure that the instrument is thoroughly and exhaustively tested.

### **How to Provide Further Feedback to the SCI**

The questionnaire is designed, of course, to ask about Working Group members' experiences – not the Working Group itself. To provide your team members with a place where they can provide feedback about the instrument, we created a separate page in the "Thick WHOIS" ICANN Wiki space (Link: <https://community.icann.org/x/pVZ-Ag>) where that type of information can be aggregated. We are also set up to accept emails if any of your members would prefer that method. Please ask them to submit any feedback to our Consultant on this project: Ken Bour at [ken.bour@verizon.net](mailto:ken.bour@verizon.net).

In particular, we are interested in learning:

- Are the questions intelligible and is the wording clear as to intent?
- Are the design and format straightforward?
- Does the scaling (1-7) make sense?
- Are the instructions clear?
- Is the online presentation (QuestionPro) easy to complete?
- Can the entire questionnaire be completed within 30 minutes?
- Are there any important elements of the Working Group's operations that have been neglected?

Thank you in advance for your WG's involvement in testing this assessment instrument.

Ron Andruff, Chair, SCI  
RNA Partners  
[www.rnapartners.com](http://www.rnapartners.com)

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# Thick Whois Self-Assessment-2013

## Administrator's Report

### E-Mail Survey Reminder Forwarded by Kurt Pritz on 11 September 2013

From: "Mike O'Connor" <[mike@haven2.com](mailto:mike@haven2.com)>  
Subject: Reminder: assessment questionair  
Date: Wed 9/11/2013 8:07 AM  
To: Thick Whois WG <[gns0-thickwhoispdp-wg@icann.org](mailto:gns0-thickwhoispdp-wg@icann.org)>

hi all,

just a quick nudge note, and a correction, about the self-assessment questionnaire.

gold stars all around for the folks who have already filled one out. it would be terrific if we could collect a few more, so that the SCI would have a nice sample size for their review of the results.

to that end, i left a request off my first note. the self-assessment does not have any questions about the questionnaire itself. so the SCI is also hoping that you will also tell us about your experience with the questionnaire by adding your thoughts to this page on our working group wiki: <https://community.icann.org/x/pVZ-Ag>

here are the questions you'll find on that page (i know -- a questionnaire about a questionnaire -- but you are doing a Great Good Deed here)

In particular, the SCI is interested in learning:

- Are the questions intelligible and is the wording clear as to intent?
- Are the design and format straightforward?
- Does the scaling (1-7) make sense?
- Are the instructions clear?
- Is the online presentation (QuestionPro) easy to complete?
- Can the entire questionnaire be completed within a 30 minute time-frame including any written comments?
- Are there any important elements of the Working Group's operations that have been neglected?

Any other information you would like to provide would be appreciated.

i think it's fair to say that the SCI is \*especially\* interested in any negative comments you may have. if you'd prefer to share those directly with the person who is developing the questionnaire, rather than posting them for all the world to see, you can send your thoughts to:

Ken Bour (Ken's email address can be found in the CC address line of this note)

thanks, mikey

**Section 1-Inputs**

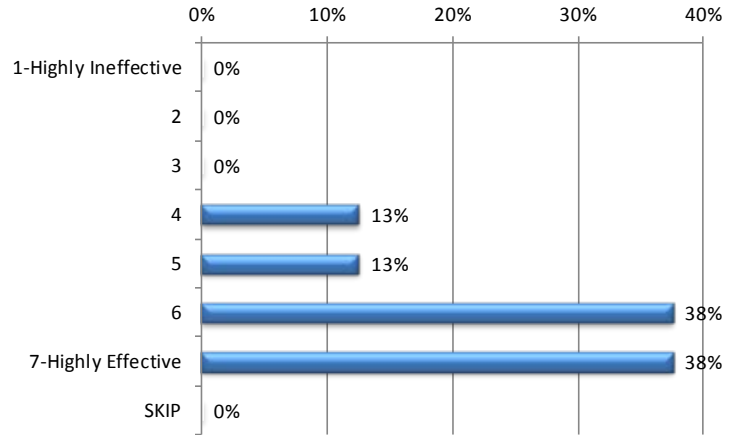
...includes the charter/mission, team members, tools, and resources

**A) Charter/Mission**

...where 1=Highly Ineffective means confusing, vague, ill-structured, unbounded, unrealistic (e.g., time, constraints), unachievable; and 7=Highly Effective means understandable, clear, well-structured, bounded, realistic (e.g., time, constraints), achievable

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	13%
5	1	13%
6	3	38%
7-Highly Effective	3	38%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.00</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>6.00</b>	
Std Deviation	1.07	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	4.9	7.1

**A) Charter/Mission**

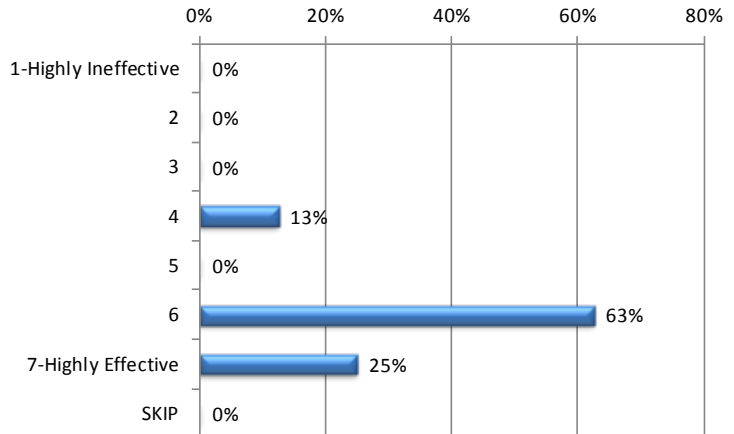


**B) Expertise**

...where 1=Highly Ineffective means that, collectively, team members did not possess an appropriate level of knowledge/skill to fulfill the mission; and 7=Highly Effective means that team members, collectively, were appropriately knowledgeable and skilled to accomplish the mission

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	13%
5	0	0%
6	5	63%
7-Highly Effective	2	25%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.00</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>6.00</b>	
Std Deviation	0.93	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	5.1	6.9

**B) Expertise**



**Section 1-Inputs**

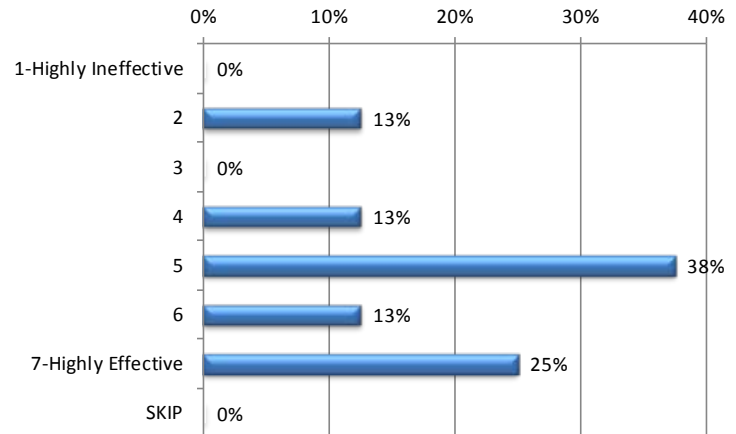
...includes the charter/mission, team members, tools, and resources

**C) Representativeness**

...where 1=Highly Ineffective means narrow, skewed, selective, unbalanced; and 7=Highly Effective means broad, diverse, balanced

1-Highly Ineffective	0	0%
2	1	13%
3	0	0%
4	1	13%
5	3	38%
6	1	13%
7-Highly Effective	2	25%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>5.13</b>	
<b>Median</b>	<b>5.00</b>	
<b>Mode</b>	<b>5.00</b>	
Std Deviation	1.64	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	3.5	6.8

**C) Representativeness**

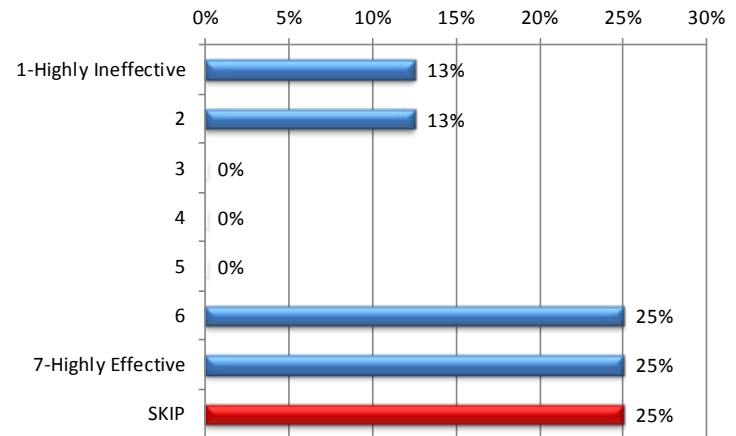


**D) External Human Resources**

(e.g., briefings, experts, consultants, liaisons) ...where 1=Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful; and 7=Highly Effective means appropriate, adequate, timely, helpful/useful

1-Highly Ineffective	1	13%
2	1	13%
3	0	0%
4	0	0%
5	0	0%
6	2	25%
7-Highly Effective	2	25%
SKIP	2	25%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>4.83</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>6.00</b>	
Std Deviation	2.64	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	2.2	7.5

**D) External Human Resources**





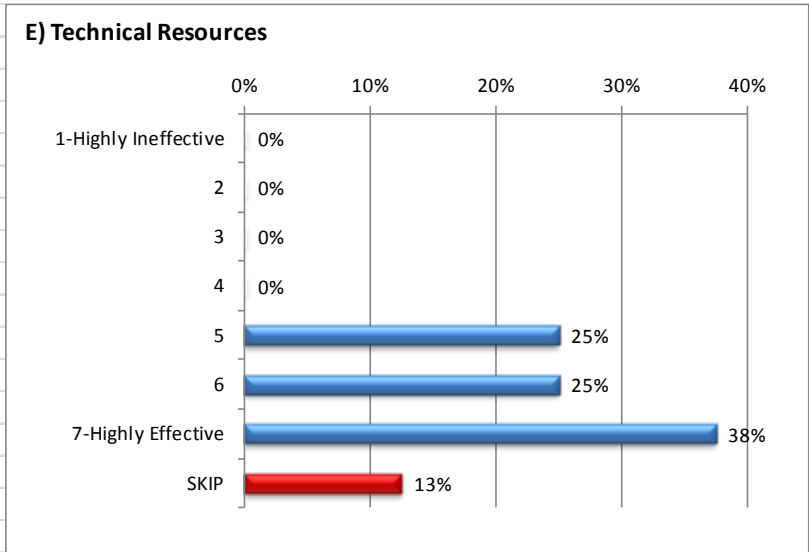
**Section 1-Inputs**

...includes the charter/mission, team members, tools, and resources

**E) Technical Resources**

(e.g., systems, tools, platforms, templates) ...where 1=Highly Ineffective means difficult, challenging, clumsy, awkward, tedious, slow, not helpful/useful; and 7=Highly Effective means easy, straightforward, clear, efficient, fast, helpful/useful

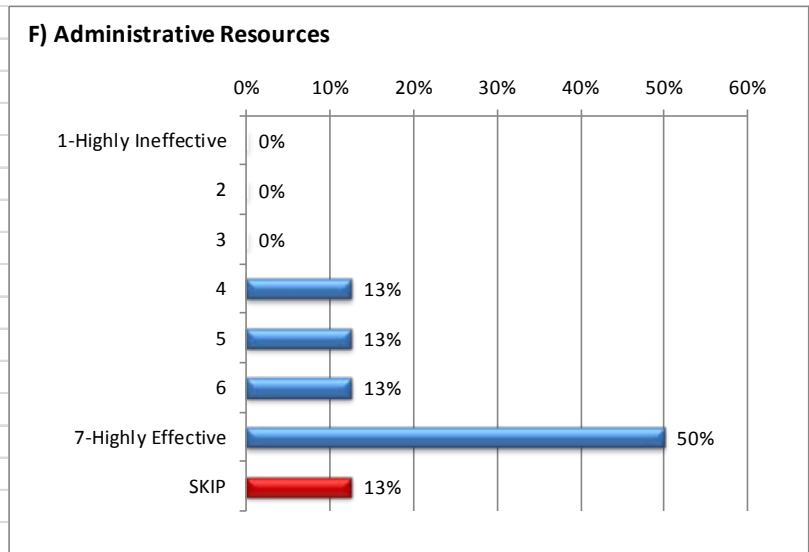
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	2	25%
6	2	25%
7-Highly Effective	3	38%
SKIP	1	13%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.14</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	0.90	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	5.2	7.0



**F) Administrative Resources**

(e.g., support, guidelines, documentation) ...where 1=Highly Ineffective means inappropriate, inadequate, untimely, not helpful/useful; and 7=Highly Effective means appropriate, adequate, timely, helpful/useful

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	13%
5	1	13%
6	1	13%
7-Highly Effective	4	50%
SKIP	1	13%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.14</b>	
<b>Median</b>	<b>7.00</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	1.21	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	4.9	7.4



COMMENTS

Section 1-Inputs	
No.	Comments:
1	For this WG, additional representation from registries (ccTLD) and privacy advocates would have been useful. There were un-answered questions to the relevancy of issues due to lack of valid input.
2	The only problem with technical resources I've experienced was occasional slow forwarding of emails to the WG list. Administrative resources provided by ICANN (i.e.: staff) were amazing. Really appreciate their support.

**Section 2-Processes**

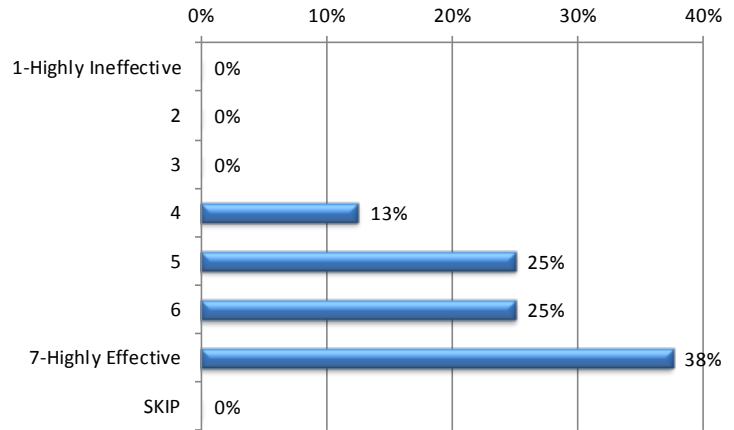
...includes norms, operations, logistics, and decision-making

**A) Participation Climate**

...where 1=Highly Ineffective means inhospitable, unilateral, frustrating, unproductive; and 7=Highly Effective means inviting, inclusive, accepting, respectful, productive

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	13%
5	2	25%
6	2	25%
7-Highly Effective	3	38%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>5.88</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	1.13	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	4.7	7.0

**A) Participation Climate**

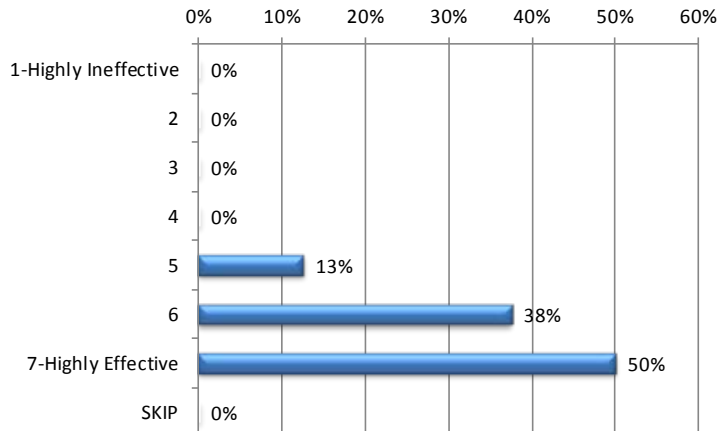


**B) Behavior Norms**

...where 1=Highly Ineffective means disruptive, argumentative, disrespectful, hostile, domineering; and 7=Highly Effective means accommodating, respectful, collaborative, consensus-building

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	13%
6	3	38%
7-Highly Effective	4	50%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.38</b>	
<b>Median</b>	<b>6.50</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	0.74	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	5.6	7.1

**B) Behavior Norms**



**Section 2-Processes**

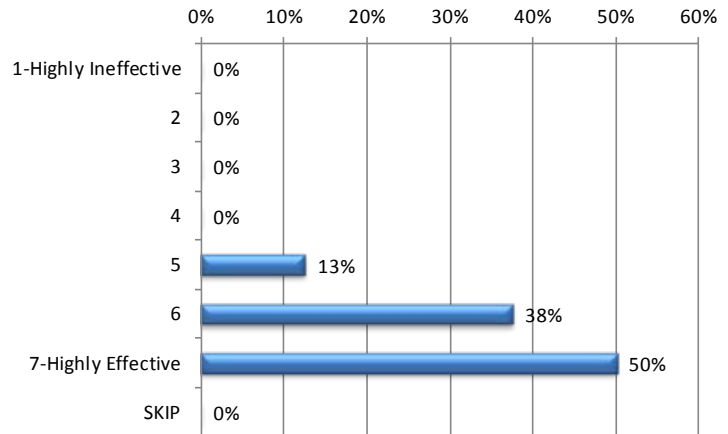
...includes norms, operations, logistics, and decision-making

**C) Decision-Making Methodology (e.g., Consensus)**

...where 1=Highly Ineffective means broken, ignored, not observed, disrespected; and 7=Highly Effective means honored, followed, observed, respected

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	0	0%
5	1	13%
6	3	38%
7-Highly Effective	4	50%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.38</b>	
<b>Median</b>	<b>6.50</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	0.74	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	5.6	7.1

**C) Decision-Making Methodology (e.g., Consensus)**

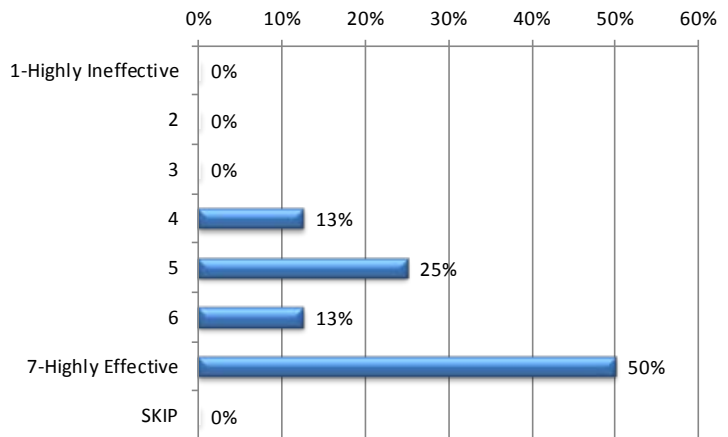


**D) Session/Meeting Planning (e.g., Agendas)**

...where 1=Highly Ineffective means disorganized, haphazard, unstructured, untimely notice; and 7=Highly Effective means organized, disciplined, structured, timely notice

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	13%
5	2	25%
6	1	13%
7-Highly Effective	4	50%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.00</b>	
<b>Median</b>	<b>6.50</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	1.20	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	4.8	7.2

**D) Session/Meeting Planning (e.g., Agendas)**



COMMENTS

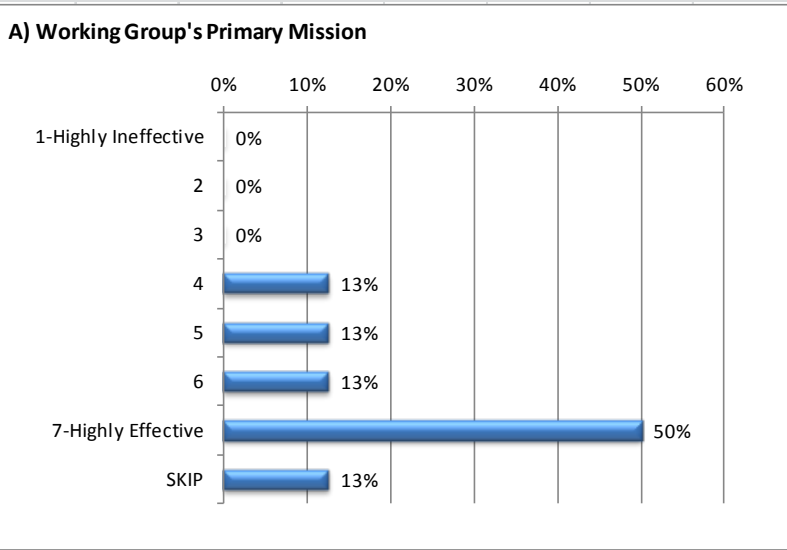
<b>Section 2-Processes</b>	
<b>No.</b>	<b>Comments:</b>
1	As usual, there were a few very active members but mostly 'observer' type. Admittedly, with timing of other demands my availability and activity diminished quickly after joining group resulting in mostly observer type.
2	Behavior was great apart from an couple of isolated events on the mail list where hostility in expression of opinions was somewhat evident.
3	Use of interactive web meeting along the with call was helpful so people could include 'chat' comments while others were talking. ALso helpful in a large group to 'raise hands' on the web to manage the calls effectively.

**Section 3-Products & Outputs**

**A) Working Group's Primary Mission**

...where 1=Highly Ineffective means not achieved, fulfilled, and/or accomplished per the Charter; and 7=Highly Effective means completely achieved, fulfilled, and/or accomplished as directed

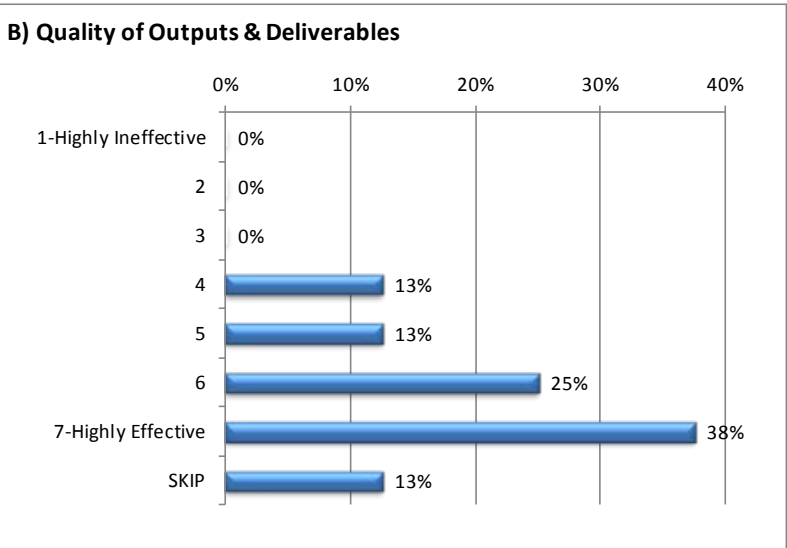
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	13%
5	1	13%
6	1	13%
7-Highly Effective	4	50%
SKIP	1	13%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.14</b>	
<b>Median</b>	<b>7.00</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	1.21	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	4.9	7.4



**B) Quality of Outputs & Deliverables**

...where 1=Highly Ineffective means incomplete, inadequate, materially deficient/flawed, unsupported; and 7=Highly Effective means complete, thorough, exhaustive, reasoned, supported

1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	1	13%
5	1	13%
6	2	25%
7-Highly Effective	3	38%
SKIP	1	13%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.00</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	1.15	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	4.8	7.2



COMMENTS

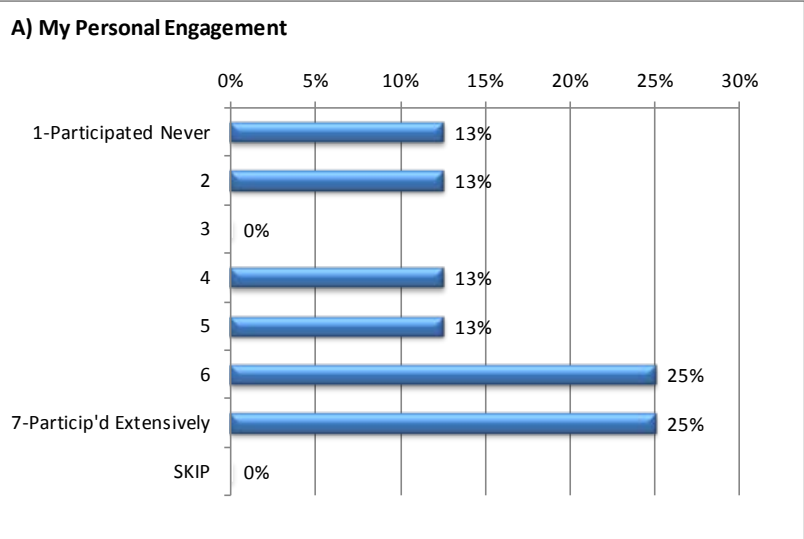
Section 3-Products & Outputs	
No.	Comments:
1	As per the WG's initial report, the WG lacked the capacity to address one of the key and controversial issues specified in the charter; privacy and data protection in a transition from 'thin' to 'thick' taking into account cross border/legal jurisdiction transfers of WHOIS data. Although and honest effort was made in tackling this issue, it is a large and evolving issue requiring more resources.
2	A is difficult because we sometimes went beyond our scope. Looking from the inside, that was a good thing in context when it happened. This is more a comment on the fact that 'accomplished as directed' doesn't always apply. Sometimes narrow objectives can't be accomplished without taking broader perspectives.

Section 4-Personal Dimensions

**A) My Personal Engagement**

...in helping the WG accomplish its mission where 1=Participated Never and 7=Participated Extensively

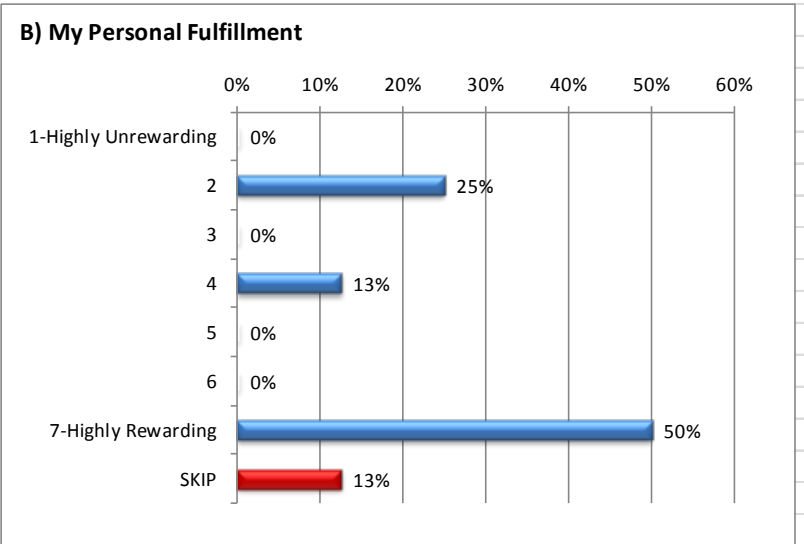
1-Participated Never	1	13%
2	1	13%
3	0	0%
4	1	13%
5	1	13%
6	2	25%
7-Particip'd Extensively	2	25%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>4.75</b>	
<b>Median</b>	<b>5.50</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	2.25	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	2.5	7.0



**B) My Personal Fulfillment**

...considering the time, energy, and work efforts I contributed to this WG where 1=Highly Unrewarding and 7=Highly Rewarding

1-Highly Unrewarding	0	0%
2	2	25%
3	0	0%
4	1	13%
5	0	0%
6	0	0%
7-Highly Rewarding	4	50%
SKIP	1	13%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>5.14</b>	
<b>Median</b>	<b>7.00</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	2.41	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	2.7	7.6



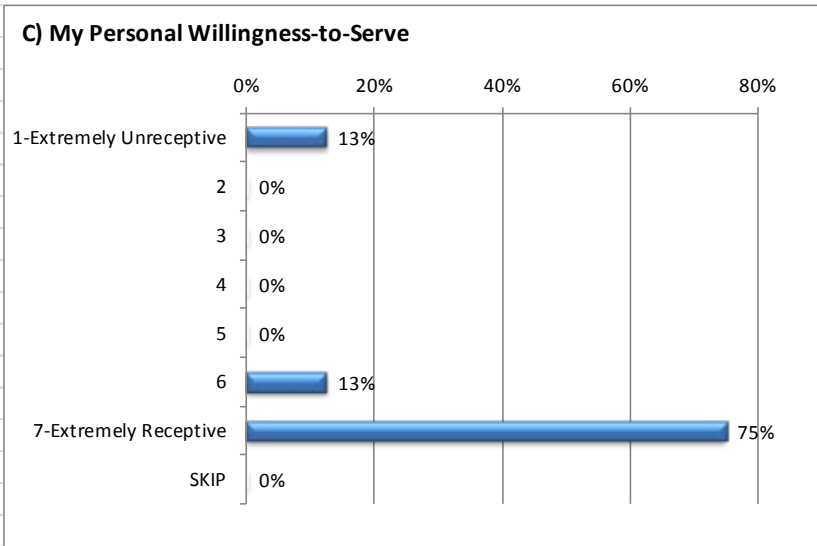


**Section 4-Personal Dimensions**

**C) My Personal Willingness-to-Serve**

...assuming all other conditions are suitable (e.g., subject, interest, need, fit, availability), I assess my willingness to serve on a future ICANN Working Group as 1=Extremely Unreceptive and 7=Extremely Receptive

1-Extremely Unreceptive	1	13%
2	0	0%
3	0	0%
4	0	0%
5	0	0%
6	1	13%
7-Extremely Receptive	6	75%
SKIP	0	0%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>6.13</b>	
<b>Median</b>	<b>7.00</b>	
<b>Mode</b>	<b>7.00</b>	
Std Deviation	2.10	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	4.0	8.2



**COMMENTS**

**Section 4-Personal Dimensions**

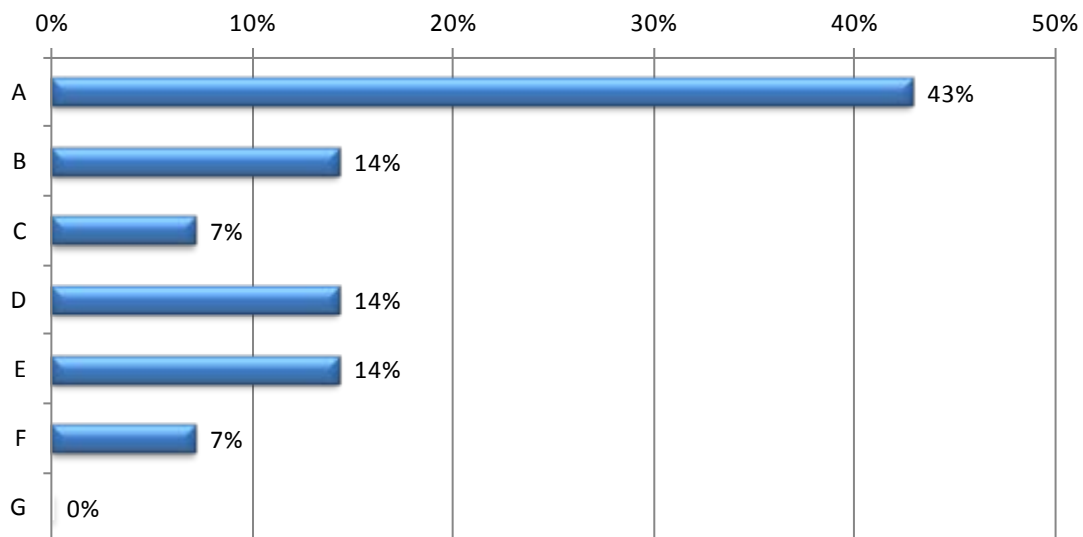
No.	Comments:
1	This was my first time to participate in an ICANN WG. It was a very fulfilling experience, and I plan to participate in many more in the future.

**Section 5A-Demographics**

**How did you first learn about this WG (Select any/all that apply)?**

	<b>Code</b>	<b>Count</b>	<b>Percent</b>
I was informed or invited by my SG/C or ICANN-affiliated organization	A	6	43%
I was contacted by an ICANN Staff member	B	2	14%
I was contacted by an individual seeking to recruit volunteers (e.g., GNSO Councilor, interim Chair)	C	1	7%
I learned about the WG through one of ICANN's websites (or Wikis)	D	2	14%
I learned about the WG from another organization external to ICANN	E	2	14%
A professional colleague or associate informed me about the WG	F	1	7%
Other (Please describe)	G	0	0%
<b>Total</b>		<b>14</b>	<b>100%</b>

**How did you first learn about this WG (Select any/all that apply)?**



Section 5B-Demographics

A) Years Active Involvement with ICANN

Question: Approximately how long have you been actively involved with ICANN?

[1] < 1 year	0	0%
[2] 1-2 years	2	25%
[3] 2-4 years	1	13%
[4] 4-6 years	1	13%
[5] 6-8 years	2	25%
[6] > 8 years	2	25%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>4.13</b>	
<b>Median</b>	<b>4.50</b>	
<b>Mode</b>	<b>5.00</b>	
Std Deviation	1.64	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	2.5	5.8

A) Years Active Involvement with ICANN

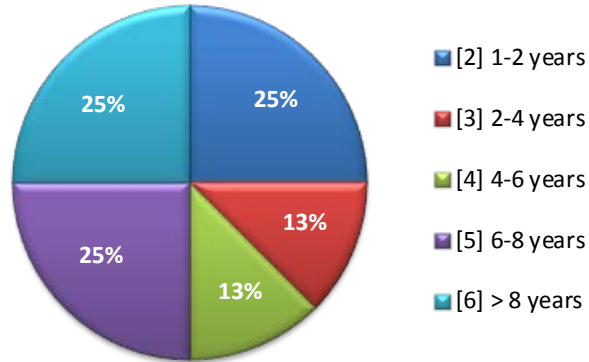


Figure 2.

B) Hours/Month Spent on ICANN Activities

Question: Considering the most recent 12 months, approximately how many hours per week do you spend on ICANN activities on the average?

[1] < 2 hours	0	0%
[2] 2-5 hours	2	25%
[3] 6-10 hours	3	38%
[4] 11-15 hours	1	13%
[5] 16-20 hours	1	13%
[6] > 20 hours	1	13%
<b>Total</b>	<b>8</b>	<b>100%</b>
<b>Mean</b>	<b>3.50</b>	
<b>Median</b>	<b>3.00</b>	
<b>Mode</b>	<b>3.00</b>	
Std Deviation	1.41	
	<b>Low</b>	<b>High</b>
95% Confidence Interval (Mean)	2.1	4.9

B) Hours/Month Spent on ICANN Activities

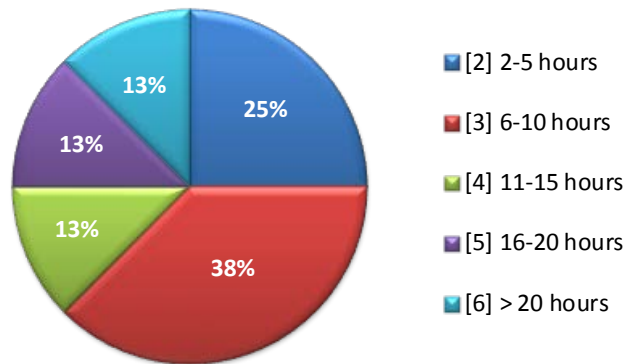


Figure 3.

**FINAL OVERALL COMMENTS**

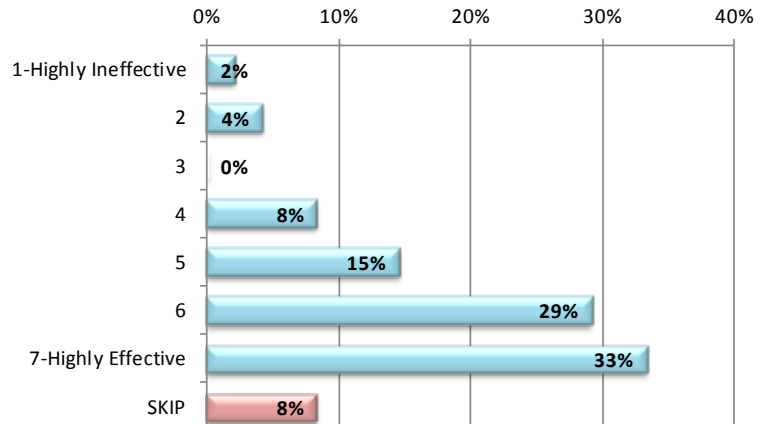
<b>Section 6-Overall Feedback</b>	
<b>No.</b>	<b>Comments:</b>
1	ICANN Activities are not always visible to ICANN. I include staying up to date on issues, which is time consuming.
2	I would like to note that the WG Chair (Mikey) was an ideal chair for a first-time participant in a WG. He was very supportive in terms of encouraging participation as well as answering questions that were asked as a result of inexperience. Generally, he was also very attentive to the wide scope of issues discussed by the WG, and did a great job during the early calls to map out how the WG sub-teams would function using mind-maps. All in all, a great WG chair IMHO.

### Ratings by Major Survey Section

#### Section 1-Inputs

Ratings	Total	Pct
1-Highly Ineffective	1	2%
2	2	4%
3	0	0%
4	4	8%
5	7	15%
6	14	29%
7-Highly Effective	16	33%
SKIP	4	8%
<b>Total</b>	<b>48</b>	<b>100%</b>
<b>Mean</b>	<b>5.73</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>7.00</b>	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.3	6.2

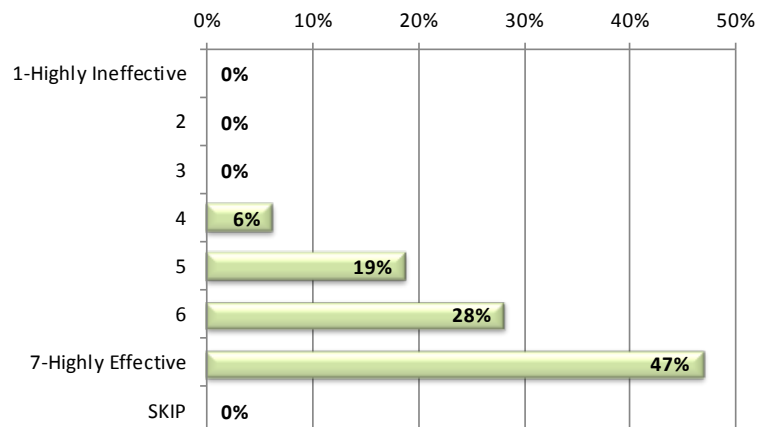
#### Section 1-Inputs



#### Section 2-Processes

Ratings	Total	Pct
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	2	6%
5	6	19%
6	9	28%
7-Highly Effective	15	47%
SKIP	0	0%
<b>Total</b>	<b>32</b>	<b>100%</b>
<b>Mean</b>	<b>6.16</b>	
<b>Median</b>	<b>6.00</b>	
<b>Mode</b>	<b>7.00</b>	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.8	6.5

#### Section 2-Processes

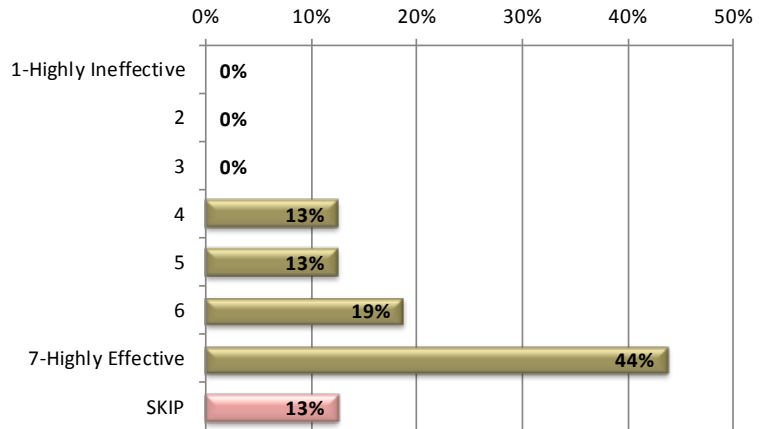


### Ratings by Major Survey Section

#### Section 3-Products & Outputs

Ratings	Total	Pct
1-Highly Ineffective	0	0%
2	0	0%
3	0	0%
4	2	13%
5	2	13%
6	3	19%
7-Highly Effective	7	44%
SKIP	2	13%
<b>Total</b>	<b>16</b>	<b>100%</b>
<b>Mean</b>	<b>6.07</b>	
<b>Median</b>	<b>6.50</b>	
<b>Mode</b>	<b>7.00</b>	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	5.5	6.7

#### Section 3-Products & Outputs



#### Section 4-Personal Dimensions

Ratings	Total	Pct
1-Lowest Score	2	8%
2	3	13%
3	0	0%
4	2	8%
5	1	4%
6	3	13%
7-Highest Score	12	50%
SKIP	1	4%
<b>Total</b>	<b>24</b>	<b>100%</b>
<b>Mean</b>	<b>5.35</b>	
<b>Median</b>	<b>7.00</b>	
<b>Mode</b>	<b>7.00</b>	
	<i>Low</i>	<i>High</i>
95% Conf Interval (Mean)	4.4	6.3

#### Section 4-Personal Dimensions

