Working Group Self-Assessment

Working Group: <u>SCI Test</u>

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.

<u>Confidentiality</u>: 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 and we will try to address them promptly.
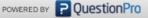
This questionnaire is organized into four sections and should take less than 30 minutes to complete. Although most of the questions will ask you for an effectiveness rating (1-7 Scale), there will be an opportunity within each major section to add free-form text comments. You are encouraged to provide 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 <u>Next</u> button below. You should be able to complete the questionnaire in one sitting; however, there is a button to <u>Save Page and Continue Later</u> if you are interrupted and need to resume at another time. Please note that the survey's internal <u>Back</u> 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

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<u>Participant Identification</u>

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.

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

Name *

Email Address *

Primary Organizational Affiliation: *

-- Select --

Working Group Role: *

-- Select --

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...

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

Thinking about the <u>overall</u> 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 Highly Ineffective	2	3	4	5	6	7 Highly Effective	N/A
A) The <u>Charter/Mission</u> of the WG 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	○	○	○	○	○	○	○	○
B) The <u>Expertise</u> of WG members 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	○	○	○	○	○	○	○	○
C) The <u>Representativeness</u> of WG members where **1=Highly Ineffective** means narrow, skewed, selective, unbalanced; and **7=Highly Effective** means broad, diverse, balanced	○	○	○	○	○	○	○	○
D) The external <u>Human Resources</u> (e.g., briefings, experts, consultants, liaisons) provided to the WG where **1=Highly Ineffective** means inappropriate, inadequate, untimely, not helpful/useful; and **7=Highly Effective** means appropriate, adequate, timely, helpful/useful	○	○	○	○	○	○	○	○
E) The <u>Technical Resources</u> (e.g., systems, tools, platforms, templates) provided to and utilized by the WG 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	○	○	○	○	○	○	○	○
F) The <u>Administrative Resources</u> (e.g., support, guidelines, documentation) provided to and utilized by the WG where **1=Highly Ineffective** means inappropriate, inadequate, untimely, not helpful/useful; and **7=Highly Effective** means appropriate, adequate, timely, helpful/useful	○	○	○	○	○	○	○	○

Comments about the WG's <u>Inputs</u>:

[   ]

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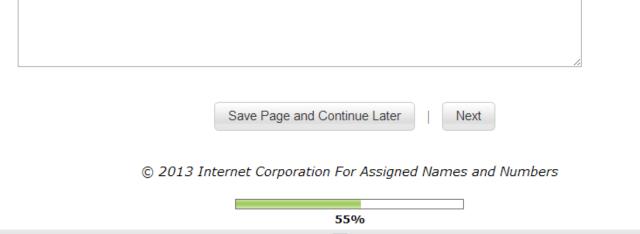# Working Group Self-Assessment

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<u>Section 2-Processes</u> ...*includes norms, operations, logistics, and decision-making*

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

Comments about the WG's Processes:

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Section 3-Products and Outputs

Thinking about the <u>overall</u> 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 Highly Ineffective	2	3	4	5	6	7 Highly Effective	SKIP
A) The Working Group's primary <u>Mission</u> 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	○	○	○	○	○		○	○
B) The <u>Quality</u> of the WG's outputs and/or deliverables where **1=Highly Ineffective** means incomplete, inadequate, materially deficient/flawed, unsupported; and **7=Highly Effective** means complete, thorough, exhaustive, reasoned, supported	○	○	○	○	○		○	○

Comments about the WG's Products and Outputs:

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Working Group Self-Assessment

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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 Engagement in helping the WG accomplish its mission where **1=Participated Never** and **7=Participated Extensively**	○	○	○	○	○	○	○	○
B) My personal Fulfillment considering the time, energy, and work efforts I contributed to this WG where **1=Highly Unrewarding** and **7=Highly Rewarding**	○	○	○	○	○	○	○	○
C) Assuming all other conditions are suitable (e.g., subject, interest, need, fit, availability), I assess my personal Willingness-to-Serve on a future ICANN Working Group as **1=Extremely Unreceptive** and **7=Extremely Receptive**	○	○	○	○	○	○	○	○

Comments about Personal Dimensions:

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<u>Demographics</u>

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 <u>week</u> 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:

[   ]

[Record My Answers!]