
ABU DHABI – At-Large Capacity Building Working Group
Tuesday, October 31, 2017 – 10:45 to 12:00 GST
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UNKNOWN SPEAKER: It's Tuesday, October 31st, 2017, in Hall B, Section A, the ALAC for the At-Large Capacity Building Working Group, 10:45 to 12 even.

TIJANI BEN JAMAA: Good morning, everyone. For the remote participants, good morning, good afternoon, good evening. We will start this Capacity Building Working Group meeting here, face to face, despite the number of participants. I am so sorry for that. So, we have an agenda. It is displayed there, but I will read it. OK, the agenda will be a welcome and then introduction, and then we will speak about the program of 2017, more or less assessment and hearing from you. How do you want us to improve it? And then, the most important part of this working group meeting will be an introduction to the ICANN Learn platform used for the at-large capacity building. Betsy will be the champion for that, and then any other business. Do you accept this agenda? Do you have anything to add?

OK, I will consider that the agenda is adopted, so welcome, everyone. This meeting will be, especially, to introduce you to this new tool that we have now, thanks to the ICANN Learn

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people. I would like first to thank them, to thank the previous team, who was Nora and Chris, and the current team, who are Ergis and Betsy. They did a very good job. They are always listening to us. I made a lot of comments on the platform from the inception of the platform, and they were always reactive to that, and they did the necessary improvement. This doesn't mean that the current platform is good. It is not. There is always things to do, and the proof of that is that they are now working on changing this platform and having a new version of it. So, I want to thank them, and now to thank Betsy particularly, because she was the one who worked the most on this platform, and she was always listening to us and always providing us the services she may give us.

But before that, to go through the 2017 program, and especially the second part, because we discussed the first part in Johannesburg, and make a little bit assessment of it, and ask you if you have any idea how to improve it, can we have it displayed, please?

OK, second part—so, I will speak only about the second part. We had, in this second part, 1, 2, 3, 4—OK, we had three webinars so far, and you'll have two other webinars in November and December. The first one was about diversity in ICANN. The second was about universal acceptance. We didn't do the KSK rollover because the KSK rollover has been postponed. We

wanted to do it just before, so that people know what will be impacted. Are they expected to do anything, or not? Etc. But since the rollover has been postponed, we postponed the webinar. And then, we spoke about the WHOIS and the RDS, and now, on 15 of November, we will address the security trends impacting registrants and users. And the last one will be about the at-large review, and it will be on the 13th of December.

So, all those topics have been identified thanks to you, thanks to your proposal. We made this survey at the beginning of the year, and we took the topics you proposed. For the next year, I would like to propose the same thing, so I want to send you, very soon after this meeting, a request to propose other topics for the next year. The next year will be also marked by the fact that we may be using the new platform for live webinars. That means that we will not use Adobe Connect to make our webinars and then convert everything to the platform. We will do it directly on the platform. So, this is, I think, a very big improvement, and Betsy will explain to us what will be the advantages of this move.

So, I would like to hear from you about the program, the second part of the program of this year, and how to prepare next year's program. The floor is yours. Yes, Glenn, please?

GLENN MCKNIGHT: I apologize for not having my card. It must be in my bag. One of the things that most of us have done in the RALOs—in our GAs, in our survey of our ALSs, we tried to identify what the hot topics are, and some of these hot topics are not here. Perhaps that’s something that we should consider looking at and doing a survey, just a random survey of all the hot topics, right across the board, and what are the ones that we should be possibly considering for the next year, whether it be privacy or other things, but perhaps that’s an action item that we could take out of this meeting, to find out exactly—and Silvia is cognizant of it—in terms of our own self, we had a GA back in April, and we had identified what our issues are that are facing our membership, and we really do want to have sessions, webinars and sessions, that we can actually reach out to our community. We are doing quite well in getting people to attend our monthly calls, but there’s a thirst for knowledge, and as Silvia can attest to, our goal after the completion of this AGM is, we hope to have some schedule, but if we can dovetail it with other RALOs and actually do stuff, which is very similar—I am pretty sure, Silvia, that the hot topics for the other RALOs are very similar—so perhaps that’s something we can just work out a strategy.

TIJANI BEN JAMAA: Thank you, Glenn. Dev, please?

DEV ANAND TEELUCKSINGH: Thanks, and I guess I'm following exactly what Glenn was saying. The various RALOs' hot topics of discussion, I think, need to be collated in one place, so that we can compare, and those that have the most commonality would be the obvious choices for the capacity-building sessions.

TIJANI BEN JAMAA: Thank you very much. I can inform you that AFRALO is working on their hot topics. They are almost identified. We are working on the final document now, and I know that EURALO did the same. I know that LACRALO is working on the same, and NARALO, also, so all the regions have their hot topics. We may compile all those hot topics and have a single document that we can use to extract some topics to be addressed here. But I would like to tell you that those topics are policy topics. I would like also to address some working topics for our community, because our community needs some knowledge and perhaps some capacity-building about how to do things.

So, it will be the hot—it's OK. The hot topics will be considered for the next year, but I think that we have to consider other things, also. Glenn?

GLENN MCKNIGHT: OK, in response to that—I’m sorry. I’m going to go back to policy stuff, but the process of how to write policy—now, you remember, we did a pilot project for helping people to write policy, and I’m still very critical of that material, because it was just a summary of material, but it didn’t teach you how to do policy, and there was no mentoring process of policy, and there’s been a lot of complaints that we haven’t done enough. We’ve dropped the ball on policy issues. So, perhaps something in instructing, in helping people to write policy, might be a very constructive thing that we could look at for the capacity-building, because it’s something that—we have an MOU. We’re required to do it.

TIJANI BEN JAMAA: Thank you, Glenn. Absolutely, I agree with you. Yes, Ali, please?

ALI ALMESHAL: Thank you, Tijani. On this requirement, on capacity building, we were discussing with the backup, as well, two days back, in this meeting, as to what is the priority for the capacity building requirement. Would it come in a specific—to a RALO? But I think it’s for all the regions, which I shared with Glenn, what he has said, and this is exactly what we have requested, or maybe a little bit of a difference. We told ALAC that the issue that we are having right now is always about policy. There is not that much

contribution to the policy from the ALSs, even from the leadership from different RALOs, as well, and that is because of the lack of knowledge about that type of policy. So, what we have asked for is that we need to simplify that type of policy whenever there is a requirement to give a comment. We need somebody to simplify that policy in a webinar, so the ALSs and all the RALOs, whoever gets this, and the end users, know what we are speaking about, and then they can easily comment on that.

And we gave some more examples when we spoke with the ALAC. So, if we have a knowledgeable person who knows that policy, but he put it in a very basic context that everybody can understand, so that easily people can comment on that, I think this is the measure of things that we have to focus on, regardless of any other points. But there are a number of policies that we need more contribution. Thank you.

TIJANI BEN JAMAA:

Thank you, Ali. Ricardo? Who is—ah, John, sorry.

JOHN LAPRISE:

I'm very good at hiding in large rooms. So, I understand what everyone is saying, and I readily accept it, but I also want to really make the point that we're representing at-large users

around the world, and we have to accept, even if we were really unhappy with the fact, that there are many users who may have opinions, who either lack the language, and I'm not talking about just language barriers, but they lack the capacity or the education to actually articulate the problems they want, and bridging that gap between what we're doing at the policy level at ICANN and where they're at and saying what policy they want to see—I'm not sure that we're going to be capable of bridging that gap completely. We may have to triage. We may have to pick and choose our battles about where we're devoting resources, because we can't bring everyone up to speed. And so, I think this is an issue, and I don't know how to resolve it. Thank you.

TIJANI BEN JAMAA: Thank you, John. Ricardo?

RICARDO: Thank you, Tijani. On the point of Glenn, I'd say there's no real coordination between ALAC and this program and the different RALOs, because we set up ALSs in the different regions. We set up our priorities, but then, we have a training from ALAC. This is the one, but also we have trainings from each RALO, and I don't see any real coordination. Sometimes because of the hour, I understand that it's difficult for us to be 3 AM in the morning in a

training, but also, I don't see how to set these priorities and explain them between what ALAC is doing and the RALOs are doing.

TIJANI BEN JAMAA: Thank you very much. Dev?

DEV ANAND TEELUCKSINGH: Thanks, just to jump onto what Ricardo was saying, I know I see that frustration when I see the RALO is doing various programs, and it's not done with any coordination. I faced a similar challenge with Outreach and Engagement, so I can empathize. The same thing is happening with capacity building. What I'd mention is that, OK, you're talking about the monthly public comment grind, so to speak, and I know what happens at the monthly RALO meetings—that we try to address those things. OK, here's what's on the public comment schedule this month, X, Policy A, B, C, D, and we try to address it. I was just wondering—maybe the thing to move forward would be, instead of all the five monthly meetings covering that separately, try to have one monthly meeting just on what's on the public comment schedule. So, this is the issue. Here's the core issue behind the background summary of it. Does anybody have any questions? And so forth, and try to have that early in the month, so that there's time for people to know, "OK, I can understand

the issue a little bit. I can read it a bit more and maybe contribute in comments and so forth.” Just a thought.

TIJANI BEN JAMAA: Thank you, Dev. Several points.

[non-English speech 00:17:09 - 00:30:59]

MARIA: Maybe you can all guess what the issue is. And so, in that way, I think I’ve drawn some of them in a little bit, to let them know that something happens here that they ought to care about. I’d like to continue that kind of thing. And I am always trying to get people out there in our jurisdiction to sign up on the NARALO form, and I’ve had some success, but not as much as I’d like to. But I think this is a way that I personally, if I can pick those issues people think they can connect to, give them a say, even if it’s a straw poll, and that’s how I identify it, “This is a straw poll. It’s not going to change anything but how would you vote?”—so, I was surprised at the incredible responses that I did get. People do care. You have to give them a very simple, simple question. Don’t give them a whole lot of stuff, but give them links and stuff if they want to look it up. But that’s one way just to draw them in. I think that’s what we need to do.

My other thing is here, with these, they're great. I've attended some of them. But this is not the audience that I'm trying to reach. I'm trying to reach an audience that really is not here at all. They're not here yet. You have to interest them to get them in with subjects that they are going to respond to. Thank you.

TIJANI BEN JAMAA:

Thank you very much. You know that we are doing what you are saying. We make a survey each year and ask people, "What are the topics you want us to address?" and we receive a certain number of responses, and we use them to identify those topics, so I think it is good. But about the marketing, I would like you, if you don't mind, please—send me an email with all the good ideas of marketing that you may imagine, that you have experienced, so that we perhaps find a way to have more people. Thank you. I will take only one question, because we have to give the floor to this beautiful lady to give us very good news about the platform. Please—

CHENAI CHAIR:

Thank you very much. My name is Chenai, ICANN 60 intern, for the record. I would like to make a suggestion or comment with regards to the commenting, that there was a specific ICANN 60 fellowship on learning initiative that was done for this year, where we learned about at-large and ALAC. Perhaps to have the

link on the kind of capacity-building that's done by at-large involved either in the next-gen programs or in the fellowship, so that way, when we come into the program, we already know—we don't have to come to the capacity building group meeting, but we've actually learned these platforms before, perhaps, we're active in our different RALOs. Thank you.

TIJANI BEN JAMAA:

Thank you very much for this idea. We will try to implement it. OK, now, if you don't mind, I would like to give the floor to Betsy, who will first introduce us to the current platform, which is working. You can use it today. But more importantly, she will introduce us to the new version of the platform that will be much better than this one. Betsy, go ahead, please.

BETSY ANDREWS:

Thank you, Tijani. My name is Betsy Andrews, and I'm ICANN staff. I work in the public responsibility support department, and I'd like to show you a few things today that can enhance how you use your archive of webinars, and also give you some ideas for how you can use ICANN Learn, which is a tool for you to use, in the future. So, we'll start by talking about the webinars that already exist. Then I'll show you some images that can get you introduced to what the new platform will look like, and then I'm happy to answer any questions that you might have.

First, let's start with a video introduction. Ariel's going to put that up on the screen. It will be in French, so you might want headphones, if that's not your listening language. OK. I think we're missing the sound. OK, good.

[French video 00:36:02 - 00:36:11]

VIDEO:

—to put together webinars for our community, to inform them, to educate them, and those webinars are only for those people that do participate. And starting today, you're going to be able to follow those webinars again and again, to see them again, with the cooperation we have with ICANN Learn, so that our webinars are on the platform, and they're going to be like lessons, like courses. You'll be able to go back to those webinars, have interactions with the people doing the webinars, and staff is going to make sure that your expectations are answered.

BETSY ANDREWS:

Thank you, Ariel, and thank you to the tech team for being so quick on your feet. OK, so as you heard in that introduction, we have the archive of the webinars that you have already produced from 2014 to the current time, and they're collected in such a way to take learners through a process that makes it a

little bit easier to learn, rather than just accessing the individual information on the wiki. So, as you know, there are over 25 webinars with a wide range of topics, so it's a great place to send newcomers, because there's a lot of really interesting information there. You can dive into subjects in great detail, which makes it a little bit easier than the general overviews, and we have English, French, and Spanish courses, because that's what the live translation was done at the time through your process.

So, one of the things that was a major key in needing to change the online learning platform is that currently, you have to log in in three separate locations for English, Spanish, and French. We also have Arabic, Chinese—I'm missing one—Russian—so we have multiple platforms, and you have to sign onto that particular platform in order for the interface and the courses to all be in the same language. So, if you want to take the Spanish course today, you can go to learn.icann.org and select the Spanish platform and log onto that. However, this is unwieldy for those of us who are learners in multiple language, particularly if there's a course that's only available in one language. So, in the new platform, it will just be a single sign-on, which you probably know is feedback that came from this group initially. So, you'll just sign on in one place, and all the courses will be there, and you can set your interface to whatever

language you prefer. There are twenty-two different options, so it's not limited to the six UN, and that is expanding all the time. So, your interface can be your preferred language, and then you can take courses in any language that they're offered, because the catalog will all be in one place.

OK, so currently, when you go to sign into ICANN Learn to take the course, this is what the screen looks like. And the promo where it says "Watch Promo" in the middle left of the screen— that's the promo that you just saw here, so Tijani was very generous and recorded in English and French, also in Arabic, though we haven't launched translations. So, you could click on that and watch the introduction. That's accessible to someone who's not even enrolled in the course. And then you can click "enroll in the course" for yourself.

And when you enroll in the course right now, this is what the screen looks like, so you can start any of the webinars on any topic that interests you, or you can start at the beginning and work your way through, and the platform will track your progress, as well.

On the new platform, on this next slide, you'll see it looks very similar, so it's not going to be a big shift, but I'm just giving you a heads-up that this is going to change, because the new platform will be launched in December. So, the main difference here is

that each video will be launched with the launch buttons that you see on the right, and there's a drop-down box, those arrows to the left of the line entries, and those drop-down boxes will give you the summary of what each lesson is about. But one big key difference is, you'll see the resources folder on the left-hand side, and that gives us the ability to compile resources in a really organized way. So, anything in the future that you want to do, when you're doing outreach, if you have handouts or brochures or something, a list of links that will accompany the webinar or the course that you're trying to design—this gives us a place to put that where the learner knows exactly where to go in order to download things. And the items can be PDFs. They can be video files. They can be images. They can be anything that you want them to be.

So, let's move on and talk about the new platform. The new platform login screen will look like this, and it will work the same way. It will use your same username. When it's launched, you'll receive an email prompting you to change your password, so this is where you'll come, and when you first log in, they'll give you a randomly generated password, and when you first log in, it will prompt you to change it.

And like I said, this will be the one single place to sign on for ICANN Learn, regardless of your language. When you log in, the screen will look something like this. It will welcome you by

name. When I log in, it will say, “Welcome, Elizabeth. We’re glad you’re here,” although my name’s Betsy, and you’re welcome to call me Betsy. You’ll have the option, at the top of the screen, to click Resume to continue any course that you’ve been in the middle of. You’ll be able to see the list of your courses by clicking on that middle button or see curricula that has been designed for you if you click on the right-hand side.

We’ll have the ability to create learning paths. So, for example, if someone comes into the Next Gen program, Deborah Escalera, who’s in charge of that, will be able to create a learning path to indicate either this is a set of courses that next-geners ought to take or this is the order in which we would like you to take courses. So, think about that here in this group, if, as you’re developing more curriculum—is there a learning path that you would like to create? I’m thinking of it sort of as a library that you have books on the shelf, and you can take different books together and put them on a learner’s desk and say, “This is a great place to start.”

So, I’ll scroll down to the next slide. This is actually all one screen. It just wouldn’t fit nicely on one slide. So, as you would scroll down, you would see that button in the middle is called Enrollment Key, and that’s how we can do the learning path, so we’ll create a learning path, and it will generate a key, and then you can give that key to a learner. And I don’t want to get overly

detailed, but I just want to explain to you how it works, so that you realize that it really can be customized for any particular situation.

So, if Humberto wants to do something that is LAC-specific, we can do that that way, or if you want to put something that's at-large specific, we can put it together in that way. So, there are multiple ways to look for courses. There's a search bar up at the very top. There's a catalog, and then we'll also have categories that I'm going to take you into in a moment. But one thing that I really want to highlight is that we'll have a transcription function. So, you see the transcript button there, in the middle right of the screen. This will give you, at a glance, a list of all the courses that you've completed and the progress that you've made. It also enables you to use certification, and that's something that everybody wants, is a certificate. They want credit for the courses that they've taken.

So, there will be—ICANN is a non-accredited organization, and so we can't offer university credit, for example, but you will get a certificate of completion for the course. This is slightly different when it comes to registrar training, because that recertification is required by ICANN every year. But other than that, it will be a non-accredited certification that you can get.

And then, when you look at Calendar on the far right-hand side, that plays into what Tijani was speaking about earlier, that we can do live training. It functions exactly the same way that it does if you sign up for an online university course, and you do live training at a particular time. There's a schedule that's filled. There are learners who are enrolled in the course, and they get prompts that way.

And one of the advantages to considering performing your webinars in this way is that learners can enroll in the course, and then anything that's set up, they are automatically reminded. It automatically comes on their calendar. Another reason is that it eliminates a huge amount of administration, in terms of taking the Adobe Connect files, converting them to video files, uploading them somewhere else. It's all going to be here in place, so if you're able to attend when the webinar is live, great. If you're not, it will be there the next time you log in, which leads me to another feature that I think is particularly useful, and that is that currently there's an iOS app, and that will allow you to download courses and do them offline.

So, there's not yet an Android app, though there will be in about six months. But what you can do, for example, if you are in an area that doesn't have great connectivity—when you do have good connectivity, you can download your course, and then you can complete it elsewhere, and when you're connected again, it

will give you credit for the course, and that could be really handy if you're getting on a plane, because that's good downtime to do some learning, but that's a feature that will really improve the situation.

You'll see below that the message board. The message board can be general or specific, and that leads me to tell you about groups, which is one of the most exciting things on this new platform for me. And by that, I mean that we can create multiple groups that can be self-identified, or they can be identified by information that already exists, and those groups can be targeted in different ways. So, I'll go back to the last screen, just to remind you what that banner at the top looks like.

So, let's say there's an at-large group, which is easy enough for us to create, on the platform. So, when you log in, if you're a part of the at-large group, any images that you determine that need to target the at-large group will appear at the top. So, that billboard really is the best word, I think—it will change, and we can put videos up there, or we can put static images, so if you have a new course you want to advertise, that's a good place for it. And this also pertains to the discussion areas. So, there can be discussion areas specific to a course or discussion areas specific to a group, such as at-large.

There's also polls that can go according to the same rules, so if you want to start doing a survey situation, you can do that with a poll targeting either people who have taken a particular course or people who are involved in particular groups, and that's very helpful, because it's then rule-based, so the results of a poll could then guide somebody to a different course.

So, say I'm a fellow, and I log in, and the poll says, "Which of the following four communities are you most interested in?" and I choose at-large. Well, we can make it so that when the answers to the polls come up, when somebody chooses at-large, the webinars course is recommended for them to take, or an introduction to at-large, the other things that we have.

So, this is just a sampler for you of the kind of customization that we can do, so that while you're planning your capacity-building and your outreach, you can start to think about how you can use this tool to best communicate the messages that you want to communicate.

The key features of the new platform—the main crux is that it's SCORM-compliant, and that's something that has come from a lot of different fields, and particularly from our security, stability, and resiliency team. They were not able to do the technical training that they wanted to do without SCORM compliance, so that has led our move. But we've gotten a lot of other benefits in

the meantime, and that is that this new program is much more compatible with multiple devices, so you won't see as much disruption if you're on a tablet or a phone, because it knows your screen size, and it's automatically resizing for that. And we do a little work in the background to make that easier. It also works better on lower bandwidths.

Obviously, if something is video-heavy, that's always going to be a potential problem when bandwidth is low, but this program will work a bit better in those situations. There will be badges that you can earn, so it's not just certificates. We'll have a series of categories, and I'll go into that in a minute. And when you've taken a certain number of courses in each of these categories, you can earn a badge, and this can be tied into other ways to make games out of the learning system, to help keep people motivated and keep them coming back.

Single sign-on—we already mentioned. That's something that I'm really, really proud of and have worked hard for, and the message boards, we discussed. So, I'll show you what the initial course competencies and badges will be. It will be Newcomer, Access, ICANN Operations, Security, Policy Development, Standards, and Public Interest. And what we'll do is, we'll revisit this taxonomy on an annual basis, so if, as courses are created, it evolves so that the categories should be different, that's something that's live, that can move. But initially, these will be

the categories, and this will be another way for you to browse through the courses to decide what you want to take.

So, Ariel's going to put up a different file, so that I can walk you through how to sign up for the course, if you're interested. You would go to learn.icann.org, and I'll take you through those steps, but if anyone has any questions about the capacity building webinars or about the new platform, before we get to that, I'd be happy to answer your questions.

TIJANI BEN JAMAA:

Yes, we have three questions already. Humberto?

HUMBERTO CARRASCO:

I'm going to speak in Spanish, please. First of all, thank you very much for your presentation. It's been quite clarifying, but I have a question. Actually, one of the big incentives to take these courses are certificates, but you said that you will not grant certificates or credits with universities, because obviously every university, every country, has their own standards regarding credits. Would it be possible, in the future, to sign a kind of agreement? Or is ICANN Learn ready to sign agreements with universities, so that you can harmonize or standardize content that you provide with the university program, so as to provide added value and more incentives? Because even though it's true

that certificate may be proof that you have taken a course, what some people are really interested in is not only money, but also something that will help them to improve their knowledge. Thank you very much.

TIJANI BEN JAMAA:

Humberto, you know the ICANN Learn are not about content at all. They prepare the platform. They help us, but we have to put the content. It is our job. I was a little bit surprised last time, when she came, that people asked her, “Why don’t you do that? Why don’t you do this?” They are not content providers. We have needs. We have to develop the content that will fit these needs, so I am afraid it will not be—OK, go ahead.

BETSY ANDREWS:

Thank you for your question, Humberto. Two things have come to mind. One is to remind everybody that ICANN Learn is free for the users, and also free for instructors who want to create a course, and I should have mentioned that earlier. And the second thing is, we aren’t in any partnerships right now with universities or other accredited institutions, but that is something that we will remain aware of as content is developed and as different requests for content have come in. So, I would say we’re aware of that need. It’s already something we have in our mind. But echoing what Tijani said, at this point, the

content is coming from the communities, and the request for content is coming from the communities, so the role that I serve is to help connect expertise with requests for content, which relates to another meeting that we've been in, that if there's a call for training on a particular topic, I'm in a position to reach out, both to staff internally in ICANN and also to see how different budgets can be allocated to make plans, to maybe engage with external expertise. So, that's where we are on the content. I'm a matchmaker, so to speak, but we don't have any current partnerships.

TIJANI BEN JAMAA:

Thank you very much, Betsy. I would like to close the queue now. You are the last one, because we need to continue on the presentation. The next one will be you, please.

ALI ALKHUDAIRI:

My observation about this platform, about some missing elements that are very important when it comes to learning— one, you need to identify and include learning opportunities. Then, two, you need to include the learning outcome, what the expected things are learners should get from this particular topic. Then, the third one is essential and very important, I think, that will enable the learner to be more ingrained in ICANN hot topics or other important topics. So, I think these elements

need to be included. It's not a set of quizzes on the topic. So, once you learn, you can test easily our knowledge about any topic, so I think that will be a very good thing, and that will make the platform more effective and efficient for every learner. Thank you.

TIJANI BEN JAMAA: Thank you very much. Next one is Dev.

DEV ANAND TEELUCKSINGH: Thank you. Betsy, it's great to see these great improvements of ICANN Learn over the years, and it just keeps getting better and better, so that's good. Two questions, and I think I know the answer, but I guess I want to be sure—you mentioned that you're able to identify the origins, based on the login and/or a quick poll, so I just want to confirm, because the outreach and engagement has been trying to do documentation, and one of the things we're trying to do is a—if a person is from a particular RALO or a particular region, show this content, and if not, then show this content instead. Are you able to do that within one course? So, if from LAC region, show this content; if from Europe, show this content; and so forth? Are you able to do it within one course?

And my second question is, I understand that it's good to have the ability to log in and track your course and so forth, but is there a way to just simply not log in and I guess just anonymously take the course?

TIJANI BEN JAMAA: Thank you very much, Dev. Next one is Vanda.

VANDA SCARTEZINI: Thank you very much for the opportunity, and there is real improvement. What I want to understand better is, while we are developing this big project for women in the DNS, part of the knowledge is there—I do believe we could use that as, for instance—start to talk with the people and show the link that you can go. But there is a lot of things, because it's business-related, so it's something that is more dedicated to the DNS industry. So, the basics, that is, designed for resellers—that is the idea, and then we're going to share with the Entrepreneurial Center for Latin America.

So, my way is—how is the process to use this platform in the way—that's something—I don't want to use this whole opportunity here in a waste of time, but I'd like to know if we can go talk later, and understand how to really include a completely different aspect in using this for the community. Thank you.

TIJANI BEN JAMAA: Thank you, Vanda. We have only ten minutes left, and I have already five speakers, so can I ask the staff to put time of one minute on a speaker, so that Betsy will be able to answer your questions? Next one will be Satish.

SATISH BABU: Thank you, Tijani. This is just a very good position for Betsy and the team for the ICANN Learn material. We have successfully used this material for two events right now in this month of October. The first was the India School of Internet Governance with over 70 people, and the second is the APRALO General Assembly, which is currently happening with about 40 people, and in both cases, we used different bundles already available at ICANN Learn. Thank you very much.

TIJANI BEN JAMAA: Thank you, Satish. Next one is Aziz.

AZIZ HILALI: Thank you, Tijani. I will speak in French. I would like to say, Elizabeth, and I agree with my colleagues who spoke before me—there is a very strong evolution on the platform, and I would like to re-suggest something I said earlier. This is to mix this program and those trainings with the Next Gen training program, because you're going to gain a lot. Two things—first,

more participants, younger participants, for those classes, and we gain time, as well. When they become fellows, those fellows come in here. They gain time. They don't have to redo a course they already did online. I think it's important, because it's going to encourage more participation of younger people to those classes. Yes, this is about content, and Betsy doesn't talk about content. This is a question for the working group. I agree. I want to make sure that you understood me. This is not about content. This is about the participation and the evaluation that is being done on the platform to find the best ones that did all the courses and give them more chances in the jury to come here as fellows.

JOHN LAPRISE:

Yes, thank you. Three quick points—first of all, for Betsy, using the NCSGs as sources of content, reaching out to all the NCSG leaders across the world, two, the point made earlier about course objectives—that should be baked into course design, so that's a methodology issue. And finally, this is actually a question—you mentioned earlier about the new data organization initiative with ICANN. How does that in any way impact this program? Thank you.

TIJANI BEN JAMAA:

Thank you, John. Last one is this beautiful girl.

CHENAI CHAIR: Thank you very much. My name is Chenai, ICANN 60 fellow. I just wanted to say, as a comment, that together with the NCSGs themselves, I've been part of everything, and they do talk about ICANN, but this platform to reach out to them would be great. And for some of us who work with youth organizations, they're not particularly members of at-large, but we're getting them into these programs, so this would also be helpful to share with them, so reaching out to a diverse community, as well. Thank you.

TIJANI BEN JAMAA: Thank you very much. Only five minutes for Betsy to answer these questions.

BETSY ANDREWS: OK, let's go. Thank you for your comment, Ali. Yes, of course, learning objectives and outcomes and assessments are all significant elements of a course. ICANN Learn is a tool, as John referenced, and all of those elements are available as a part of a tool, but it's up to the creator of the content to address those issues. So, my suggestion would be, when you are starting to develop the content for the webinars for at-large for 2018, those are the key features that you keep in mind while those things are

created. We don't have time to get into the different elements of assessment, but I would just like to tell you, as a highlight, that there's a more sophisticated mechanism in the new platform, so we can do quizzes that come at different points in the course. You can have quizzes that give the learner different questions if they have to retake the quiz. You can have proper assessments at the end that are more like exams. There are lots of different options of ways to arrange that element of the course, so thank you for that.

For Dev, the groups are not associated with the course. They're associated with the learner. So, if you are in LACRALO group, you would get the things that are targeted for you. Let's say you're in AFRALO and the board and at-large. Then, in those three groups, all the things that are targeted for that user would come up, but all the content is still going to exist on the platform, so if there's somebody that you wanted to target in a particular course, what you could do is have something that comes up at the very end of the course that recommends other learning options, and that could be incorporated into the course. But there, we could take this offline and explore, and if we can't come up with a solution, then maybe we can build one.

The second part is that, no, you cannot take courses without logging in. We can set up preview elements, like teaser trailers, such as what you saw with Tijani's little video, but the reason

why is because data collection is very important for informing planning, so we need people to log in, so that we know what they're doing, and so that we know how to direct them, and so that you can make better decisions when you're strategizing for your capacity-building. And I'll just leave that there, but that's something we can revisit at a later date.

Vanda, I think it would be great to use the platform as a tool with women in the DNS, and I'm delighted to tell you that I've got two DNS courses and a unique identifiers course that are all coming in the next few months from our technical team, and I'm really excited about them. So, one thing we could consider is to create a Women in DNS learning path with a particular enrollment key, like we discussed before, but there are other ways that we could collaborate, I think, so let's take this offline.

And then Satish, thank you very much for your comment. I'm so delighted that the platform was useful for your events, and I welcome any feedback to improve it.

Aziz, enhancing Next Gen and fellows training is definitely something that's happening, and as you know, I'm in the same department with Deborah and with Sernij, who are championing those programs, so we meet regularly on this topic, and that is definitely something that's in the works. But beyond just Next Gen and fellows training, we are also talking about

incorporating this into other programs, so the on-boarding program, for example, and there are other elements where ICANN Learn as a tool can be used, because it is yours as the community. It's not something staff is providing. It's a tool for all of us to use.

And John, to your point, that's a great idea about the NCSGs, and I will make an action item for myself to follow up there. We do have various collaborations and partnerships that I have been exploring, but my focus for the last six months has been on rolling this thing out, so things will change a bit when I can focus on content and collaboration. The first collaboration that we have on deck is a cybersecurity course with the Open University in the UK, which you'll be familiar with, so there are some things coming down the line.

New data organization—yes, this is going to be connected to the universal profile, so ultimately, your login will be the same when you come to ICANN for your wiki and your ICANN stuff and your meeting stuff, and ICANN Learn. We have chosen this platform specifically because it is compatible with the initiative that's being rolled out, and I'm working with Mark Segall on that. Unfortunately, our friends in Accessibility—there was an overlap in times, but one of the things that Mark is telling that group that I would like to relay to you is that we also picked this particular platform provider because the accessibility features for vision

and hearing impairment software are far superior to what we previously had, so that's another element that we're really proud of, in terms of lowering barriers to participation.

Lastly, Chenai, yes, that's a great observation about—I didn't realize she stepped out, but it's a great observation about working with youth organizations, and I would just like to highlight that we do have a youth IGF course, so that is something that has already been a part of our strategy, and will continue to be so. For legal purposes, we cannot target anyone who is under 13, so that's something to keep in mind. It's sort of common sense, but it's straightforward. But I am, Vanda, working with the organization Girls Who Code to develop a coding primer that anyone can take, but it's targeted towards teenage women who might want to consider that as a career path, or who might want to have entrepreneurial activity online. So, that's something that's coming. We also have a cybersecurity course that's specifically for women in developing economies. So, there are lots of things in the mix, and I welcome your feedback and thank you for the opportunity to be here.

TIJANI BEN JAMAA:

Thank you very much, Betsy. Thank you for those precisions. Very, very good—you are on time. As you have seen, in the future we will be able to have certificates, badges, etc. This is a

way to make people more motivated. We will have a call soon to decide with you whether we will give those certificates to each webinar. I don't think it is a good idea, but it is a way, or to the whole—

[audio cuts out at 01:09:42]

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