HYDERABAD – Cross Community Committee on Accessibility
Sunday, November 06, 2016 – 08:30 to 10:30 IST
ICANN57 | Hyderabad, India

UNKNOWN SPEAKER: Check, check, check, one, two. Okay. One, two, three, four, five, six, seven, eight, nine, ten. 11, 12, 13, 14, 15, 16. Good morning, good afternoon, good evening. How are you? Do we need to test languages? Yup.

So let me ask them to talk, and you give me a hands up, you give me a thumbs up. Yup, no worries. Just let me know.

[SPEAKER OFF MICROPHONE]

Good morning, how are you guys doing? Okay. Can we get the French please? If you can talk. I know it's going to be a little bit normal. Okay, he's good. Can we get the second cap on French please? Good morning. Just give them a sec, because it takes a little bit while it goes through the computer and back to us.

So, that's what it takes a little of time. Okay, very good. We're going to do Spanish next. Good morning. How are you today? Once again, if you can speak a little bit. It just takes a little bit of time for it to go to the stream and back.

Okay, that's the first one. We're going to the second one, please. Good morning. How are you doing today? One more for you in there, and then we have everything checked. Thank you guys very much. Have a good day. Hopefully it's not too long today.

UNKNOWN SPEAKER: This is Hyderabad 57, November 6, 2016, cross community committee on accessibility.

CHERYL LANGDON-ORR: Good morning ladies and gentlemen. This is your five minute warning, no, it's now a four minute warning. We will be starting at half past the hour, local time.

Good morning ladies and gentlemen. My name is Cheryl Langdon-Orr. And the hour is half past the hour, which is our start time. This meeting is the cross community committee on accessibility for ICANN, and I do note, of course, with the vagaries of transport from the outlying hotels, that we may have other people joining us slightly later.

So, we will do a quick round robin, and also note a round robin will include any of our remote participants, for a very brief introduction. I would ask you, if you are like me, dare I say relatively well recognized, and if you want to know more about me, there is this thing called Google, but if you are new to our

group, if you would take perhaps about 90 seconds or so, to give your perspective as well as your name and any affiliation.

So, for example, I will now start off. One of the reasons that Cheryl Langdon-Orr is passionate about inclusion and accessibility, is not just because she's old enough to have been a card-carrying feminist, and interested passionately about diversity, but I have enclosing [inaudible], and I am wheel chaired bound. Therefore, the particular focus on accessibility that I have now shared with you, has a very selfish cause, and that is being able to continue to be engaged in ICANN will become more difficult, as my physical disabilities become greater.

And this is something that, if you wish to share, I've led the way, if you don't, that's fine. Isaac, because I can pick on you, we're going to start with you.

ISAAC: My name is Isaac [inaudible]. I'm a Fellow, and I'm within the At-Large under the community onboarding program. Why I care about accessibility, is accessibility is instrumental to the inclusion of everyone in society, including people with disabilities as Cheryl mentioned, like hearing impairments, and other disability.

And so, providing accessibility to our platforms also gives them the ability to participate within the ICANN work. Thank you.

BETSY ANDREWS: Hello, I'm Betsy Andrews. I work for development and public responsibility within ICANN. And I'm here to talk about ICANN Learn and to answer any questions about that later on in the agenda. And I care about accessibility because I have a background as a teacher, and I feel firmly that everyone deserves access to be taught about things.

I am also a card carrying feminist, but generally, I'm here to participate in the conversation and take steps in the right direction. In my job for development and public responsibility, our whole department is about increasing engagement opportunities, and lowering barriers to getting involved with ICANN. Thank you for having me.

MARK SEAGULL: I'm Mark Seagull. I'm the director of community facing solutions, which is a wing of the IT department. We are responsible for delivering services to digital services to all of the various ICANN groups. I think I'll echo what everyone else is saying so far on the importance of accessibility primarily around our needs for engagement and participation.

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We want to make sure that everyone is included. So again, I'm also happy to be invited here, and look forward to the discussion.

JEFF REED: Good morning. I'm Jeff Reed. I'm vice-president of IT operations at ICANN. And I'm very interested in accessibility for you know, part of it is my duties. So, not just the backbone of the websites and those kinds of things, but also with video conferencing conference calling. Many different ways that we allow the many volunteers we've got to stay involved and not get in the way of that very important piece, so thank you.

HEIDI ULLRICH: My name is Heidi Ullrich. I'm with At-Large and ICANN. My interest in accessibility, it goes actually back 25 years, which is sort, it ages me a little bit. Where I've been working with grassroots organizations, consumer, global consumer organizations that are dealing with accessibility issues. So, I think there is a common home here. Thank you.

YEŞIM NAZLAR: Yeşim Nazlar, ICANN staff. Happy to be here. Also on RPM, so that's all from me for now.

ARIEL LIANG: Good morning everyone. This is Ariel Liang, also ICANN staff, supporting At-Large. And I think my interest in accessibility is because of this group, and I've learned quite a lot from all of the members and Cheryl. So, thank you for attending the meeting.

LAURA BENGFORD: Good morning. Laura Bengford, I'm director of product management at ICANN. I am here with this group primarily because I look after the websites, and I'm very passionate about web accessibility. And on a personal level, in a prior career, I spent a lot of time doing pro bono work with NGOs, and so I recognize the need for accessibility and inclusiveness in our work. Thank you.

DIANE SHREDDER: Hello, good morning. My name is Diane Shredder and I'm the senior VP for global human resources for ICANN. And I have some very personal issues here in terms of accessibility and venue sites. Cheryl and I have spent many a long time in freight elevators trying to get around the venues at various places, and if these aren't the worse chairs you've ever sat in if you have accessibility problems before, you might have them afterwards.

I beat up my fellow staff on that all of the time. But more importantly, I have all of the people issues. So, accessibility is a people issue.

JOSH: My name is Josh [inaudible]. I'm ICANN staff. I manage the meeting technical services, so everything that is technical related to these meetings falls under my umbrella to manage. And for me, you know, the thing that I really appreciate about this group is, just really the awareness that you guys bring to us, in making sure that we are paying attention to these things, you know, like Diane brings up.

So, I really appreciate that. And for me, personally, you know, actually, my own family, have people that we have to be aware of these types of things, and provide for. And so that's, for me personally, very important as well.

JANA: My name is Jana [inaudible], and thank you for having me and inviting me to this meeting again. I'm responsible for content and engagement. And I echo what Josh says. You guys have really made me think about this issue from the first meeting that I went to in London, and so now, I always have it as one of my checklist of things to do whenever we do content and

engagement, and my address in those accessibility concerns, so I thank you for that because it has made me well aware of those issues, where I don't think I paid attention to it as much until I heard from you guys. So thank you.

DUNCAN BURNS: Good morning. Duncan Burns. As a father of two young girls, I'm also a card carrying feminist. I think, you know, I lead a communications and language services team, where our whole job is to communicate and be heard, and read, and viewed. And if we can't do that to everyone, then we're not really doing our jobs, why we're here.

And give you an update on some of our work.

JUDITH HELLERSTEIN: Hi. I'm Judith Hellerstein. So, this is one of the, I think, key committees, along with the technology taskforces, I also chair, which looks at some of these issues on accessibility, not only on the… I'm going to talk a little later on the captioning project, but also the importance of looking at how we can increase engagement not only for people with specific needs, disabilities, but also people who native language is not English, and also may be watching these things on remote, or watching the ICANN meetings on remote, or looking at the videos of the Learn

Academy, and would like it transcribed in additional language as well.

AZIZ HILALI: Hello everyone. My name is Aziz Hilali. I am the AFRALO chair. And as we speak two languages in this room, can I ask you to…? I have a problem with accessibility to English, so I want to speak French.

CHERYL LANGDON-ORR: My name is Chery Langdon Orr. I'll apologize from a housekeeping point of view. I should have warned you that the reason many of us sit here with earphones in, is that unless you are multilingual, it's probably a very good idea to be prepared and ready to accept the fantastic services of the team in the booth over there, because without you, those of us who are not native speakers of any particular language, would be lost and there would be huge barriers to our accessibility.

Have I filler busted enough time to get the gear on? Great. Okay. Go ahead, Aziz.

AZIZ HILALI: Aziz speaking. Thank you Cheryl for having taken the time so as to give everyone the chance to grab a headphone. So, regarding

my experience in terms of accessibility, I have had some experiences. I was the leader of the Moroccan ISOC chapter for a number of years, and with ISOC, I had organized a project to create a platform that would be interesting for the blind.

That project was funded by ISOC. The platform still exists, and it provides specific information for all things regarding the country, for the blind. So, this website was put together by a blind person who participated in our chapter, and I think he should be recognized.

I'm not sure he is following the meeting remotely, but the project was very good, the results were very positive, so I'm very interested in this project with the blind.

CHERYL LANGDON-ORR: Alan, or will I skip to Sarah? Skip to Sarah. Sarah.

SARAH: Hi everyone. My name is Sarah [inaudible]. I'm from Uganda. I care about accessibility for so many reasons, but the first reason is I work at a university, and we are beginning to use the internet for so many things, but many people have challenges. They don't have access to devices. They don't have access to the internet, what internet statistics says our penetration is 31%.

I don't know how true that is, because when you are there, it's really different, so yeah, that's my input. Thank you.

UNKNOWN SPEAKER: Thank you, good morning everyone. My name is [inaudible] from AFRALO and from Kenya, where I am a member of the Internet Society Chapter. For me, accessibility is a key issue, because I have a strong belief on what basically ISOC promotes, that the internet is for everyone. And in particular, in our region, not everyone has been onboarded, largely due to access in accessibility issues, be it on language, technology, or content basis.

So this is a critical issue. As a matter of fact, in my country, starting this quarter, we have started distributing digital devices to primary school children. And these are really fundamental issues that I'm sure it's knowledge that I can share back home.

GLENN MCKNIGHT: Good morning all. Glenn McKnight, I'm the chair of NARALO. I've been a big advocate for ICANN to recognize the rights of the people with disabilities, including the whole spectrum, from the culture of accessibility. I work with [inaudible] on the survey a few years ago, but also have been pushing this whole issue with ISOC, which initially, they were active in it, but they've sort of

dropped the ball recently, but Kathy Brown has recognized that, and I'll be meeting with her and seeing how we can move that forward.

My personal activities has focused on practical stuff on accessibility. The chair of the I triple E humanitarian technology working group called site, it's a special interest group on technology, and we have a number of projects around the world, including work with in India on funded projects on working with people that are blind.

My project in Toronto, which is the largest I triple E section, has focused on communication of Down Syndrome adults, so that they actually can communicate with their care givers, and it's using Android platform. So, this is great. Thanks.

JOHN LAPRISE: John Laprise for the record. So, I wear a lot of hats, and when I wear my academic hat, I'm a historian of technology, which is all about how people use technology. And for me, this working group is two-fold. One is that most users are not on the internet yet, and when they do get on the internet, they're likely to be on mobile.

So, I'm very concerned about, especially our web technologies being born mobile, and if they're not already born mobile, they

need to be retrofitted. The other thing is language issues. Most users are still, again, not online.

And how we manage to welcome them into the community, is really important to expand the community, thank you.

CHERYL LANGDON-ORR: Come back to you Alan. Alan?

ALAN GREENBERG: Sure, thank you. I take a very pragmatic view of things. We're looking at accessibility within ICANN, and it's hard enough finding people who really want to put effort into working with us. I don't want to turn away anyone, or not give anyone the chance of considering it, just because of what could be minor disabilities, and I say minor carefully.

I've dealt a fair amount with people with various disabilities. The effort they put into various parts of their life, which many of us consider irrelevant, just to survive or do routine things, is unbelievable sometimes. And if we can remove impediments for them cooperating with us, and participating, and giving us their viewpoints, we've got to do it.

KAREN MULBERRY: Karen Mulberry with ICANN, but I'm here in my personal capacity because I'm very interested in these issues. I've participated in a lot of different committees around accessibility related at the ITU, in terms of making standards accessible, in how do you deal with various access issues to issues.

And my passion is in terms of the access to information, from a librarian. So, you know, everyone should have access to the information you're seeking, no matter what their abilities to get to it, we need to enable that access to it. So, I was just curious as an observer to what the committee was about, and that's why I'm here.

UNKNOWN SPEAKER: Thank you. This is [inaudible] here. I'm capacity of [inaudible]… School of Internet Governance. And we have a discussion quite a lot on this accessibility. I'm not in this area. On the next July, we tried to have one class, 90 minute class, followed by the, say like, four, five, six hour workshop. So I tried to collect the [inaudible] this area, and who can participate. It will be in Bangkok, next end of July 24th and 28th.

This is very important, so I try to get the information here. Thank you.

CHERYL LANGDON-ORR:	If people at the back could just very briefly introduce themselves, and I'm also going to call on anyone in the remote room, if they would like to do the same in a moment.
UNKNOWN SPEAKER:	Hello. I'm [inaudible] I'm from India. I'm interested in gaining more knowledge about it, that is why I have come here.
JOE:	Hi. I'm Joe [inaudible]. At ICANN, I manage stakeholder engagement for the North America region. In a previous life, I advocated for the US to ratify the Convention on Persons with Disabilities, unsuccessfully. But anyway, that's part of the reason I'm here. Thanks for having me.
MARY DUMA:	I'm Mary Duma from Nigeria. And I'm interested in this group because I coordinate the IGF in Nigeria, and we have people with disability in our group, and anything that we can do to help them, that's why I'm here.
UNKNOWN SPEAKER:	My name is [inaudible]. I'm also from Nigeria. I'm also interested in this group because I want to do something in collaboration with Mary, which [inaudible] to IGF when I go back

to school, because [inaudible] business, so I want to run a couple of programs for IGF. Thank you.

UNKNOWN SPEAKER: Hi. My name is [inaudible], from ICANN staff, I'm on the language services team, and I have a professional, personal interest in web accessibility 508 standards beyond just language.

CHERYL LANGDON-ORR: Gordon, if you could come in from the remote room.

It appears that Gordon may not be on the audio bridge.

Okay. While Gisella takes the microphone to the back, and I'm very excited to see my new friends from Afghanistan at the back, if they would like to introduce themselves. And I would mention to those that are sitting behind, you are more than welcome to come to table seats, or indeed, any of the seats along here so we can feel a little bit more inclusive.

You know, we are all about inclusiveness here after all. And just as an update, before I go to the final introductions, I'm going to shift the agenda around, and we're going to go immediately to Duncan, because obviously, there are a million and 94 things that you need to do at this hour of a Sunday morning.

So, if we can just have our final introductions?

UNKNOWN SPEAKER: Hello everyone.   Good morning.   I'm [inaudible] from Afghanistan.

UNKNOWN SPEAKER: And this is [inaudible] from Afghanistan as well.

CHERYL LANGDON-ORR: Thank you very much. And I'm delighted to see the diversity of cultures that are starting to become interested and engaged. Let's go, if we can queue up Duncan's slide, he doesn't have slides, that makes it even easier, you don't have to queue them. I know we took some time doing that round robin, but it is about inclusiveness, and it is about having voices heard, and I am going to defend that brief introductory process, certainly for new people.

But one of the things that we need to recognize is, ICANN and I'm going to have to leave before the meeting ends, so I want to say this now. ICANN, in my view, is doing an absolutely amazing job, and this is my segue to you, at becoming making best efforts just part of how they think about everything they do.

I'm getting nothing but support from any of the staff that we talk to. And I really would think, Mary, that with your IGF, you could have some ICANN staff, for example, present the efforts that ICANN is making to ensure that there are minimal barriers to inclusiveness, in the work that we do, as our fantastic multistakeholder model. How is that for a segue?

UNKNOWN SPEAKER: That's wonderful. I'll just stop there. Thank you Cheryl. I think it probably shows how important we take it. And I think we're trying hard, you know, we don't always get it right, but we're really trying. I'm here, but my colleague Jana is our real content expert, so I've asked her to give the update.

We don't have any slides, but we'll do it verbally, and I'm happy to answer questions as well. So with that, Jana.

JANA: So in terms of some of the things that we've done over the last, I think, couple of years now, we've made on the issue of translations, which I know some of you have raised. We've made a huge effort to translate all of our videos, so when we do animated videos, before sometimes we wouldn't get them translated now before we even release it, we make sure they're translated and transcribed.

So, we work closely with language services to not only have them translated in the voice of that, of the UN six languages, but also to put captioning on it. In terms of, again, outreach to different communities and different languages, over the past year, we've relaunched the Russian and French Twitter handle, that's in addition to Portuguese, Spanish, and Arabic, which we already have.

And in terms of the Chinese community, because obviously those social media platforms are not available in China, we made huge efforts to be [inaudible] account, and We Chat, which is the big one that everyone uses in China. And we also launched this year, [inaudible], which is the Chinese version of YouTube.

So, because so many of our videos weren't available in China, you couldn't get them. In an effort to again, increase the people that we're reaching those languages, we started to do a lot more social media campaigns in languages. So, when we have a new piece of content that we're releasing, whether it's a compliance infographic, or a video for business, or for Fellows, we do social media campaigns, not only in English, but we do campaigns in the various languages, and we target the regions that those languages are most prominent in.

In terms of accessibility for the blind, we do caption, sorry, for the deaf, we caption our videos. As I mentioned before, for the

blind, we do, we take our, we convert the videos into Sound Cloud. So, we do take all of our videos that are from the public meeting, in terms of the main sessions, like the opening ceremony and the speeches, and we turn them into audio files.

That's not only for people who can't see, but also for people that might have low bandwidth, so you can't see the videos. So I think that's really important, obviously for regions around the world. Now, we wish we can do them all, we don't do all of the videos, just from resources perspective, but we are making a better effort about trying to turn them around more quickly for sure, especially with the meetings.

In terms of our content like infographics, and any other content, we do our graphic designer, Julio, who some of you may have worked with, I know At-Large, Heidi and Ariel work with Julio a lot in terms of some of the content that we make. We do now a color blind test, so we do... Julio does the test on all of our content to make sure it's trying to, at least, have some sort of accessibility for people with color blind issues, which is great.

In terms of working, we actually have made a point of now, as you mentioned, in terms of having a checklist, before we even send a content for translation, while it's still in draft phrase, we send it to language services, so we send it to Butch and to

Christina, and they not only look at it from a perspective of, is it translatable? So are the words that we're using translatable?

But also to make sure that the, any of the iconography, or the pictures that we're using, are global, because some pictures that might be offensive in certain countries, or might not translate well to western perspectives, so Butch is really good about making sure that we're not being too Western focused, and that we're being global, and Christina and her team are great about making sure that the words that we're using are translatable in the other languages.

So that's been great, and they've been a part of our process now. And the final thing, I would say, which I'm sure that Josh is going to speak more about, is in terms of somebody mentioned here, I can't remember who it was, about mobile access.

We work closely with Josh on the meetings that, and we're always trying to make improvements on that. We don't have it translated yet, still in English, but that's probably something that we're hoping to do, but yeah.

Oh yes, and one last thing is [achro links?], which I'm sure Butch can speak more about, but [achro links] is something that we work closely with language services on. It's a platform where you run your content through to make sure it adheres to global English standards, and again, which makes translation easier.

And also, we've imported our ICANN style guide, because we're big on less acronyms, plain English, because if we're talking about accessibility, we have to make our language accessible, and that means speaking in plain English and making it accessible to people, because not everyone understands the language of ICANN.

And if we want to welcome more people in, we have to make it easier for them to understand. I think that's it. Is that it Duncan? Yeah.

CHERYL LANGDON-ORR: I have a question from Aziz.

And this will be in French.

AZIZ HILALI: Yes, I just have a short question for Jana regarding the meetings that are held at ICANN. I know that at the regional level, we do have interpretation and translation services, but as for other meetings, at which we would like to participate, there was a trial, or pilot test that you had, which was the transcripts, the live transcripts on Adobe Connect.

We only had this pilot test once. We cannot ask translation services for every online ICANN meeting, but if we could have

this live transcript on Adobe Connect for every meeting, it would be interesting. At least for me, this was very useful, and I'm sure it was useful for others as well.

CHERYL LANGDON-ORR: You want to take that Josh?

UNKNOWN SPEAKER: Yeah, I think that's a Josh question in terms of Adobe Connect.

JOSH: Yes, this is something that I know that we've worked with Judith on in making accessible. Right now, the automated side of it is not of quality enough to do, so it still requires a live person behind it. To be entirely honest, right now, it comes down to a resource side of things to be able to have the resources to man that.

Right now, we have four teams of scribes working in Los Angeles, that are primarily covering the main room, the GAC, and then the Board, and then we have a floating team that is able to try to cover the topics that are deemed as high interest topics. Now, that I think is up for debate, but right now, that is how it's allocated.

Now, if I had the option, I would try to do it for every room, because I do agree that I think it is very important. When it comes to my side of the presentation, I'll go a little bit further on that.

CHERYL LANGDON-ORR: Very brief, Aziz.

AZIZ HILALI: This is slight misunderstanding. I'm not saying physical ICANN meetings, I'm talking about webinars and everything that's done online. When we're at home, at times we would like to follow other meetings that are only held in English. I don't know if I'm clear.

JOSH: No, yes. Thank you. And that is something that we have been working with the technology taskforce in doing some pilot programs in doing that. So, it is something that we're trying to address. It still comes back to a little bit of a resource issue on that, but we are testing out some other options to try to make that more readily available.

CHERYL LANGDON-ORR: Go ahead, Judith.

JUDITH HELLERSTEIN: Yes, this is Judith Hellerstein for the record. Aziz was mentioning, last year we ran a pilot, which we had a caption pilot, which we had put in as a special budget request, and you only give him one on that. Hopefully, we had hoped this year, we had put in a request for it to be in French and Spanish, but we were not approved for that. We were approved for a short extension of the pilot, which will start again in either December or January in English, for two months for six sessions.

We hope, we're going to put it in again, a special budget request, and we hope to add French and Spanish again, but you know, it's a frustration of mine that we have to go through this process each time. And each time, it's a crapshoot on what we'll get. We try to get that, they just said no, and they reduced that to only that.

So, we keep trying, we'll keep doing it, and hopefully, one day you will succeed.

CHERYL LANGDON-ORR: [Inaudible] …intervention from Heidi on this.

HEIDI ULLRICH: Yes, this is Heidi for the record. I'm just a little bit of clarification on that, Judith. So for this next phase, this is still a pilot, this is the second stage of a pilot for the captioning, and it was thought given that there weren't enough metrics to determine the success of the first part, that for this part, it would be a short version to look at again, a little bit more metrics on the English only, and then at the very end, there would be one or two calls in either French or Spanish.

So there is going to be a little bit of access to the language capabilities here, and then once they have those metrics, then very much, you know, submit another request, and ask for the languages again. So it's a step by step process, but in the right direction. Thank you.

CHERYL LANGDON-ORR: Glenn and then to Alan, because I think that's a different point from Alan.

GLENN MCKNIGHT: Yeah. I'll go back to what Aziz is talking about, and I think Josh was getting at. On the technical taskforce, what we did is we looked at a lot of different conferencing tools, which had instantaneous translation into 22 languages. Ready Talk was

the best one. It's not Adobe, but it provided that script conversion, which was really good.

I'm not suggesting that we migrate from Adobe, but there are other tools out there to consider. So we've actually documented each of the conference tools. So, we really encourage people, if you have other tools, come to the technology taskforce meeting, tell us what we can. The second tool that I've been using on video translation is captions to captions, and Ozzy, phenomenal guy, he is deaf.

Actually his handle is called the deaf guy, and if you've produced the YouTube video, you have… You know what it's like turning on the closed caption on YouTube, it's actually inflammatory, and it's a legal issue. Yale, Boston, New York University, all have been sued because they don't have proper captioning on their videos.

So I'm cautioning ICANN on this. If they don't have captioning, proper captioning on their videos, there is a legal issue. So, just my two points.

CHERYL LANGDON-ORR: Thank you Glenn. I'm very aware of staff having to moving on very, very quickly, and I know Josh has got something to say. So Alan, if you will make your intervention very brief please.

ALAN GREENBERG: I will. I have a slight hearing deficit. And I can't hear what goes on at many ICANN meetings. I've made the comments, multiple times, and there are simple things that can be done to fix it, and they don't get done. For instance, if you're sitting at a table, I can plug my earphones into this, but when someone speaks from the floor mic, I don't hear them.

If there is a room with a head table, that's usually on a separate loop. We really have to address the issue. There are a number of solutions. One is to make sure that, if indeed, you're at a table, and you plug into a plug, it will work for everyone speaking in the room. The other answer is to use the infrared units we have here, in rooms even without interpretation. Okay?

We put the whole audio stream on Adobe Connect, it's there somewhere. Let's make it usable for those of us who have a real problem, and remember, not everyone is sitting at a table with a microphone jack.

CHERYL LANGDON-ORR: Thank you Alan, concise and supported. Are we going to you now Josh? We can continue on? Okay. I just want to recognize, which has come to the table, and I'm wondering who to thank for the [inaudible] approach that has been happening on the

infographics and things, because I think, to cautiously, carefully, and intelligently design the graphic images that provide messages to everybody, is one of the smartest and probably simplest things, that if you get it right, you get it right so well.

Confession here, we used to take early literacy work, and with permission of authors, reproduce, literally with new artwork, to make them more appropriate for various country education departments in the Pacific. It's not very useful to have Jimmy runs and plays with bicycles and, you know, birds that are not local and things.

So even the simplest stuff makes a big difference. So, I just wanted to recognize. I'll just ask if you wanted to make a brief…

UNKNOWN SPEAKER: Thank you very much. Yeah, I have been doing that quite a long time outside of ICANN, and from us, it's an efficiency point. If we do it once, in English, then we benefit all of the languages that we're going to be translating in, and can minimize specific changes we might make in just one region or one market. You sometimes still have to do that, but you minimize every market doing it over and over.

And for languages that we do not translate, the graphic can be easier to understand as well. It doesn't have the cultural non-

familiarity with the other languages. So thank you for that, and we're very happy that we're doing that.

CHERYL LANGDON-ORR: Thank you. I just wanted to recognize that, because I think more could, more benefit could be made out of that approach. Yes, I have my biases, but I'm clear and transparent about them. Who is needing to go next? Who is the most pressure? Go for it, Josh. I'm feeling generous. Go.

JOSH: All right, thank you very much. I wanted to go ahead and respond to Alan. I appreciate the feedback. That is something actually that is easier for us to address. So, in FY 16, the meetings, we made an investment into microphones. So all of these microphones we now own, we paid about $380,000, we bought about 420 microphones, that was step one of the process, because one of the issues that we faced is that every time we went to a separate country like this, we got a mishmash of microphones.

So now, we're in the process of streamlining those things. So, I have some notes from that, and I think, for us to be able to resolve it, will take a little bit longer, but just simple things like

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being able to get audio backend too from the floor. I think it's fairly easy to resolve. So I appreciate you letting us know.

ALAN GREENBERG: As a quick follow on, on occasions, I have simply complained, and they have said, oh yeah, we can rewire it that way, we just didn't think about it. You know, the fact that the head table is on a different loop then the other one. Sometimes I'm told it can be done, sometimes it can't, but if it can be, it should have been from scratch.

JOSH: Agree, 100%. And I'll work with our teams to make sure that happens. So, just kind of stepping back a little bit, so mobile access like Jana had said, right now, for this, we have worked over the last three meeting in pushing out a mobile app that's publishing the schedule. We also have, are currently running a beta version. So if you looked on the app store, you will have notice that there are two versions of ICANN 57. They're actually identical schedules, but it just happens to be the platform that they're going back to.

One we're using right now is called the [inaudible], which has been our principle one that we have used. The secondary one actually ties back to [inaudible], which is the application that

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we're using currently for our scheduling software for that. My biggest reason for beta testing it, the [inaudible] version is much simpler and it's not as fancy as the event [mobi?], however, my biggest complaint is there are two different applications.

So, you have to sign in and use separate usernames, passwords, and if I build a schedule on the website, the desktop version, it doesn't translate to the mobile version. And I think that that's inconvenient.

[Sched?] yes, the it has both, yes. So that is something that we're beta testing, if you guys want to take a look at it, you're more than welcome to. It comes up, the title, if you look up ICANN 57, it comes up as the second one, and it's called Hyderabad 57.

We were trying to kind of keep it so it wouldn't confuse people, but it ended up showing up, much to Janice's chagrin. The other thing too, just a couple of things from kind of a meetings perspective, registration, we've really tried to focus on the multilingual side of it. We have two iPads out there that have multilingual keyboards, and we have marked those.

We're trying to… You know, the software developer that we use for that, is very sensitive to that, and so he really tries very hard to make sure that all of the scripts appear correctly, and the various options are available. Now, the amount of languages

that are available that are still limited, and that is something that we do struggle in because it is a resource constraint.

There is not a lot of us working on that, but it is something that we do have as a focus. A couple of things that you'll notice that ICANN meetings, as of Helsinki, we have put video now in all of our meeting rooms, that was another big investment that we have done over the last year, financially, of just improving in that, because our perspective is for people to remotely participate in meetings that video really adds a component that helps engagement.

Now, in that, it does add some complexity, because if you have a hard time running Adobe Connect as it is, now we've just added more to that to make it more difficult. But we have been working very closely, as many of you are aware, we recently changed over to Adobe Connect, to our own servers, which is participate dot ICANN dot org, one of the biggest reasons that we did that is because now, we have control over our Adobe Connect servers.

There are a couple of things that I think that you guys will appreciate that we are trying to work on and beta test. One of them is coming back to the closed captioning and the scribing, is that we're demoing and we're testing out the ability to, once

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that scribing is done in English, that we have an option to be able to do it in multiple languages.

Now, I don't want to sell that as a great idea yet, because it is machine translated, and so we're working very closely with language services to ensure that we have at least an 80% accuracy rate on that, because if it's anything less than that, it really becomes more damaging than it is helpful.

So that is something that we're definitely looking at, we're demoing, we're trying with the company that does that. Secondly, the other option that we're looking at too is a multilingual chat. So, if I… You know, you can see that Glenn has typed into the chat here, as a non-English speaker, if I had logged in, I would have the option to say, pick French, and then I would read all of those chats in French as well.

So, I would see the English above it and the French below it, so I would kind of see. Again, we're shooting for at least an 80% accuracy rate. If it doesn't hit that threshold yet, then we don't want to deploy it out, because again, then you know, there is a 25… You know, you're losing a quarter of the language that is being spoken.

Okay. So, from the ICANN meetings, kind of going back to the accessibility. One thing that I kind of wanted to bring up, just as an awareness, so when we were in Marrakech, you know, for a

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physical access, if you will, the meetings team had actually spent over 20,000 US dollars to install ramps into the venue facilities in Marrakech.

And now this was something that I wanted to share. You guys maybe aware of that, but it's just something that I wanted to share, that from a meetings team perspective on physical access, it is something that we definitely do address, and we do put in, you know, time and effort into. There are sometimes challenges like, you know, the comments about the freight elevators. In some cases, some of the venues just don't have the, you know, the proper infrastructure, and that's not something that they have really focused on in those regions.

And the challenge then is then we have to balance out, do you not go to that region because that's not something they have focused on? Or do you financially help as much as we can, to improve those facilities, and just balancing out, you know, at what point do you say, no, we can't go to that facility, or yes we can, but it is going to be a little bit inconvenient.

So, and it's a balance. I know from being on those meetings, it's a lot of discussion on it, and there is a lot of stress of, well, do we do it or do we not do it? And how many people will be upset, not upset? And that type of thing. So, just more of an awareness.

For this particular meeting, the request for assistance, we had 39 requests that were pre-registered. And then we've actually had 16 of those people check in onsite and have been accommodated. And since the deployment of the health and safety center, that has actually helped us a lot, because now we're able to train all of our usher and, you know, assistance staff, is somebody has a question, or if they didn't state it during registration, that they're all trained to say yeah, we can head over to the HFC, the health and safety center, and they're able to help.

That is their primary goal and their primary focus is to be able to help in those issues. And so, that team there has been incredible helpful in that, in being able to accommodate those needs. And then the other thing too, is that for actual ICANN meetings, so more of my technical hat, we have actually being doing a lot of work on the backend to streamline of our processes. You know, the amount of work that goes in with the text in a room, I mean, you know, I tell our staff that these text have, for each meeting, about 200 items that they're checking off to ensure that they're going through.

In the main room, they're listening to 16 audio streams that are at different quality levels to ensure that we are accessible from that. But what we're doing on the backend, what we call the

knock… If you guys get a chance, I would highly encourage you guys to come by and see us.

We have been trying to streamline and automate a lot of processes, because what that allows us is that then frees up time for us, to be able to focus on more things, to be able to make more improvements, so we're not doing the basics.

And that concludes everything that I have. So, I I'll take questions.

CHERYL LANGDON-ORR: I see Alan.

ALAN GREENBERG: Thank you. I've been coming to meetings for about 10 years, and I cannot tell you how much better it has gotten. The things that were continually bugging us in the past, just work now. And for that, thank you. One little comment, you said you were hoping to achieve an 80% rate in translation before deploying it, I don't think we have an 80% rate in comprehension of chat comments in the language they're typed in.

No, no, it's a serious. Skype has the ability to go back and edit to correct the multiple typos. If there is a plugin or a change for Adobe Connect that would let you correct what you type, we

JOSH:

That's great. And actually because that multilingual chat will be something we have to have custom built. I think that that will not be a far stretch to say, hey, can we edit it as well?

CHERYL LANGDON-ORR:

I would be on bended knee for a long time, thank you for that. I am horrified at what comes up, especially using mobile apps, because the typeface covers what I've imposed. And I post, I go, oh no. Oh, dear. No one will understand what I'm doing. They'll think the cat is sitting on the keyboard. I don't even have a cat.

You want to return? Okay then. I see Seun and I see Barak.

SEUN OJEDEJI:

This is Seun for the record. Alan has just mentioned one of the points I wanted to ask. The other one is in relation to the option to switch off pods. I remember, I mentioned it to you in the last meeting. You said you were going to look into it. So what is the status of that? Thank you.

JOSH:	So, I can confirm, now that we have switched over, the one pod that you can stop is video. If you click on it, which is not great, but what it does is it does allow if you do have, you know, limited bandwidth, that does, because what we have seen is that, because Adobe does not prioritize their streams, so because I would say the audio is the most important, it is not prioritized.
	But what we have seen is if you do pause the video, that that does improve audio fairly significantly. Now, that's not idea. Unfortunately, we're limited to Adobe's you know, what they prioritize. You know, and like Glenn had said earlier, if there is another platform out there that you guys feel would be appropriate for ICANN and be able to have the functionality of it, I am 100% support of trying it out, and testing it out, and seeing if it works.
	I am by no means an advocate of Adobe, but it is the one tool that we have found that fits our needs the closest. Is it ideal? Not at all, but it is what we have for now.
UNKNOWN SPEAKER:	Thank you. Thank you very much for the comments and insights. I just want to confirm, like the [inaudible] centers, it's a very good idea. I think I had a good experience in Marrakech

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with the team there, and I just want to commend you for what you are doing.

I want to speak about knowledge transfer, because you're going into regions, and a lot of times, your meeting people who are unprepared, or who don't understand what you're looking for when you're organizing this meeting. I'm speaking because I'm quite actively involved with colleagues with ICANN within the region, and sometimes we don't understand what you really want.

So, if we can get foreknowledge, or maybe a system that is geared towards taking us around on what you consider to be the best when you're organizing your meetings, then we can always prepare beforehand, because there is a rotational way, but by the time you come, most of the things, at least, you meet, you find when we are 70% level.

So maybe look into that [inaudible] an intentional strategy of just walking, people who are involved in organizing the meetings throughout the regions through that process that you've talked about.

JOSH: Yeah, I think that's a great idea, and I appreciate that. You know, when we do these larger meetings, that tends to be where a lot

of the investment is in, but you know, I think you bring up a great point even about the smaller meetings, and really being able to improve on that process, because it is something that we have a lot of expertise in, and that is one thing that I have to say, you know, that I really appreciate about when we go into a lot of these regions, is we…

You know, for me personally, we work very closely with the IT departments and the venues. The amount of equipment and the amount of expertise that we bring in, is things that they… The last time that they got was in school, in some cases, and so, that is the part that I really enjoy about this, because we are able to educate a lot of those people, and help with best practices.

You know, one of the thing that were, was great, was we were able to work with a lot of Aziz's former students in Marrakesh, and it was just phenomenal to be able to work with those, you know, students, and be able to continue along that education and giving them more information.

A lot of times in these venues, we come in and significantly improve their infrastructure, even this one. I mean, when we come in, we are dropping cables everywhere, and we have to use the venue's infrastructure. And we make a lot of repairs to it, because in some cases, they've never had an event that comes in that uses as much infrastructure.

So, we're able to come in and make a lot of repairs to it. And that's one of the things that I appreciate about it is because, we come in, and we make a venue better than when we arrived.

CHERYL LANGDON-ORR: Aziz.

AZIZ HILALI: Thank you. I just wanted to share with you, my experience with this wonderful technical team. I've seen the work they were doing before you got there, because I was in Marrakech before you, and I don't think I've ever seen such a competent technical team.

CHERYL LANGDON-ORR: I'm sure you'll get no arguments from a number of people around the table, and I agree. A round of applause is well worthwhile.

I could not help but look across to ICANN Learn, and wondered whether there was not a module opportunity for content in that last conversation. I'm assuming you're making little mental notes, okay. That's terrific. Ladies and gentlemen, I'm going to ask Diane now if she's got some specific she would like to bring forward.

DIANE: I actually don't. Josh was able to address everything that I usually try to cover at the meetings team as too busy. So, I'm here mostly listening and learning.

CHERYL LANGDON-ORR: Thank you very much, Diane. I just want to make sure that the full team had their opportunity, and I'm just checking, is there any other staff that need to…? No. Okay, let's go to you Barack.

BARACK: One more request I forgot. If we can include the Swahili language. Yeah, it's a key language in East and Central Africa, and Google is really using it.

CHERYL LANGDON-ORR: Thank you.

UNKNOWN SPEAKER: Barack, you'll be delighted to hear, we have two Swahili ICANN Learn courses that we'll be developing in the next few months.

CHERYL LANGDON-ORR: Wow. Cheryl Langdon-Orr for the record. That takes me back to a few things that could be shared in an IGF context about ICANN

and leading in terms of best practice here, because, I don't know about you all, but I'm excited about that. It may not take much to get me goose bumpy and excited, I don't know, but I think this is terrific.

Ladies and gentlemen, I am going to now to do something a little odd and extraordinary. Well, for me, perhaps not. You've noticed… Yes, what did I do? Who? What? I didn't know Glenn had a card up. You've got to [inaudible] Glenn, go Glenn.

GLENN MCKNIGHT: Sorry, thank you, chair. Can I ask Diana a quick question? Remember when we did the survey, and i think it was in Dublin, right? Where you did a report?

DIANE: I think it was Buenos Aries, but it doesn't really matter which one.

GLENN MCKNIGHT: It's all foggy. There was a lot of questions that were yes, no, or don't know. So, I'm just curious if you've sent that survey around again, and if you have more updates, because there were a lot of don't knows.

DIANE: No, I know what he's asking, and no, I haven't. And I will try to do that before we got to Copenhagen to give you an update on it.

CHERYL LANGDON-ORR: So we…

GLENN MCKNIGHT: I will ask you again in Copenhagen. Thank you.

DIANE: And I will hopefully be able to answer.

CHERYL LANGDON-ORR: Well, ladies and gentlemen, more importantly, as staff is going to make that an action item, so we'll follow-up and make sure that everyone knows about it in advance of Copenhagen. Go ahead please, Heidi.

HEIDI ULLRICH: Yeah, Cheryl, just for those who may not know which survey is being discussed, it was a survey that we worked with the accessibility working group, that was actually a survey for ICANN staff. And Diane was fantastic in getting the response, right, and then following up in Buenos Aries about that.

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So, it was basically on what kinds of activities ICANN staff are making towards the improvement of accessibility issues. Thank you.

JUDITH HELLERSTEIN: This is Judith Hellerstein for the record. It was more geared to how we were going to change the culture of accessibility? And what was, I think, more successful, what Glenn was alluding to, is staff had not, had an idea that they weren't thinking about these issues when they were doing it, and so the idea is, now that you start thinking about how, in your thoughts about these, how has it improved in the rest [inaudible], now that you've been introduced to these concepts?

Just like in the videos, people didn't think about having captions. But now, just like you wouldn't… Here, we always have translations in six languages, and that's not thought about. It's obvious. So, how do we change it to make sure that captioning and accessibility become just as obvious?

CHERYL LANGDON-ORR: Thank you Judith. I see Sara.

SARA:

This is Sara for the record. The question is to Josh. During the monthly calls, we get a little drops on the Adobe Connect, and they are talked about [inaudible] or something like that. I would like more information and what we are required to do.

JOSH:

I appreciate the question. Since we have switched to a third party company called Connect Solutions, we've been working very closely with them in monitoring the drops that you're experiencing and that others are experiencing, and we've been making a lot of system changes.

You know, we had a security protocol in place that, you know, from our perspective was a great thing to put in place, but what we didn't realize was the side effects of that, and that was a lot of the, you know, effects that you had seen. We're not quite there yet, we're still making improvements, like I don't know, probably nobody noticed, we actually had the connect solutions team on opening ceremony, they were in the room monitoring.

You know, to ensure that we… They're seeing everything that everybody else is seeing as well. One of the issues that we faced is the data center moved from Dallas, Texas, to San Jose, California. In doing so, what that did is that changed a lot of the routes get to get there, and so what we're doing, and what I had mentioned in my email, is we're looking at trying to peer with

more data centers across, because that shortens up the amount of hops that you have to make to get to us.

So, continue to, as you have issues, continue to email us and harass us, because that's really the only way that we're able to know. Because if we don't hear from you, we assume that it has been resolved. So, continue to harass us, and we will get it resolved, because then we harass the company and say, look, we need to get it resolved.

CHERYL LANGDON-ORR: If I may Josh, it's Cheryl for the record. I hope that we are not harassing you, but I'm delighted for you to harass the providers, that's fine. You be as mean as you want to the company, but I'd like to think we are collaborating as oppose to harassing our terribly valuable staff, otherwise it's going to be a little uncomfortable in a year or two when we're growling at each other.

I just want to know now, is there anyone else who has raised a question and would like to make an intervention or a point? Okay. Now, I'm going to go to my bizarre and peculiar management of this meeting. You might have notices that I just basically threw the agenda up some time ago when we fiddled around, but we are, in fact, going to go through all of the points.

In fact, you're going to go through all the points, I'm going to leave. I've had enough of you all, I'm going. No, that's not true. I do, unfortunately, have a competing meeting now. I want you to know that, obviously, my heart and soul is in this room with you all, and I would like to make sure that you are all very aware that we will have another face to face meeting in Copenhagen, and I would very much value not only the staff time, which is enormous.

I know the dollars that's sitting around this table at this early hour of the morning, but I also want to recognize the volunteer time. And we see different people from different parts of the world, every time we have these meetings. And I think that's really important to recognize. So that's something on the rarity.

I also want to make sure we give time on some covering of ICANN Learn. As you can see, Laura, we've kind of meandered through the agenda a bit, that's okay. We had an impromptu, we were going to have a formal update on captioning, so unless there is something extremely specific that needs to be added into it about the captioning pilot, I think probably tick that box, since we're doing checklists but I'll leave that up to you all. I want to thank you, and I want to say, this is an exercise in why this is a cross community committee.

I'm just handing it over to Laura to run the rest of the meeting. Over to you, my dear.

LAURA BENGFORD: Oh dear. Thank you Cheryl. I'm just… So I think I'm the last item on the agenda, so… And I'll pass it over to my colleague in ICANN Learn. I'm going to do a real quick update on what I call the progress meter, so maybe if we can go to the next slide. We've talked over the last few meetings about where we're at with the websites, and web accessibility.

So I just wanted to do a quick refresh. Back in December of 2014, we reached out to vendors that had specific expertise in web accessibility, and we got a response back in early 2015, and started an engagement in August with them to kind of look at ICANN dot ORG as well as At-Large, which was in development, it's now launched, of course, as you all know.

And then jumping into this year in 2016, we did a lot of testing and training with our internal teams, our IT teams, our off-shore teams, our [inaudible] team on kind of embracing that culture of web accessibility, and we've actually started the remediation, which I'm going to talk about today.

Next. So…

[Foreign language]

…in-house that will help us do scans of our websites, and let us know where we stand in adherence to the WCAG level double A, which is the target that we've set. Where we are with At-Large, which we didn't quite make it when it launched in terms of being completely meeting the level double A, we did have some issues there. We've fixed about 15, and I'll go through those in a minute, and we're in the process right now of doing our next website, which is the GAC website, which is targeted to come out in February.

And we are staring to use these new tools to make sure that when it launches, it will be in much better shape, and will probably be our first site that is launched, that does meet the accessibility standard that we're after here.

You'll see at the bottom, we do have… Ariel has been very good at helping us update the Wiki. So, we have the link there that you can look at the progress, and where we're at, and what issues we fixed. And if we go to the next slide, I'll just give you an idea, I know this is a very busy slide. These are the 15 issues that were fixed, and I'm not going to read through all of them, of course, but what we primarily focused on with recommendation from our vendor, is to focus on what are the KIFS, the Keyboard, Images, and Forms issues, because these are the issues that have the highest impact to the communities that are intended to be served by accessibility.

So, I'm just going to go through a quick example. I think Ariel, you're going to help me click through an example of one of the issues that was fixed that's in the keyboard area.

So, if we could bring up the website real quick. One of the things that's very important for screen readers is that we have the ability to kind of tab through. So, here is an example of the event calendar. You probably know, if you're part of At-Large, and you're on here on time, we need to be able to type in the date, and be able to tab through all of the fields to the end date.

And then be able to enter through and see the search results over on the side. So, that's just a quick example of the kinds of things we're doing on the website to make sure that all of our tabbing through functionality works. You'll notice also that we have labels on each of the fields, so if I'm a user that is using a screen reader, I'm going to know what is supposed to be typed in that box, whether it's start date or end date.

Or, what the search is and what the event contains. Ariel, did you want to add anything to that? Yes.

JUDITH HELLERSTEIN: This is Judith Hellerstein for the record. So, my question is, do… I love the labeling on the fields, but I was wondering, do you also label the picture, if you have any pictures, do you also label what

the picture is? And maybe also, some description of what the picture is, so that… Because many of the problems I know for people who have screen readers is that, it just says picture, or man holding dog, image one, image two.

You know? And that doesn't help them at all, or something like that. And I was wondering if we're going to be using pictures, or something like that, maybe we want to put more effort into describing what they are.

LAURA BENGFORD: Yeah. I'm glad you mentioned that, Judith. Part of that KIF, the I stands for image, and that's exactly what is intended to be done on those issues. And we do have several of those issues still left that we're trying to focus on and getting the alt text in the image, so that when the screen reader goes through there…

It is difficult because it requires a little bit of subjectivity to describe what's in the photo, but at least we're trying… We've identified all of the areas on the website, in this case, At-Large, which we targeted as our first kind of pilot to do this. So that we can sweep back and go through those.

JUDITH HELLERSTEIN: So the question is, as we put new things, or new pictures on the At-Large site, I don't know… Are they then later [inaudible], or

like, how does that work? Because those are going to be added on after you finish.

LAURA BENGFORD: Well, ideally what we would do when we have a new announcement, for example, or a news item that comes on At-Large as we would get the description of what that image is, so that we could include it in the image text when it does come on the website. So that would be the ideal process, but again, we're not quite there.

JUDITH HELLERSTEIN: The question is, when we put up pictures on the site, do we have to retell, do we tell Ariel, or whoever, is describing the pictures, that…? Are they given the information of like, oh, how to fix up the old tags, and how to do that, or does it get passed down to someone else?

LAURA BENGFORD: Ariel, do you want to take that one?

ARIEL LIANG: Thanks Laura. Thanks Judith for the question. This is Ariel Liang for the record. It's definitely doable, and in fact, I can't really share my screen now, but in the admin interface, you can

provide detailed description of each image, and of course, if the community wanted to provide input, what are the best practice, and what are the general template we could describe both the photos that would be very helpful.

LAURA BENGFORD: I lost my mic. Okay, does that answer your question Judith? Okay, very good. Thank you. Next slide. So, this is just a slide that just is updated since our last meeting. The primary numbers that have changed and update is the reduction of the 15 issues that we fixed on At-Large.

It shows that there is still 77 left on At-Large, we still have the list of issues on ICANN dot org, and we have not yet scanned, although we do have the scanner tools in-house now to start scanning the other websites across the ACs SOs, and they roughly fall into kind of 34 types of issues.

So, the number does seem large, but the way it works is when you start fixing one type of issue, it actually addresses multiple issues, and so, as we accelerate and kind of move down the road with this, they do get resolved a little bit quicker with a little bit of momentum. So, the bar charts there, to show for informational what affected population issues, the largest affected population that we have issues with right now are the

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blind users, so you'll see that blue bar on the left, and the areas and populations as well.

We've focused also on the most severe issues. We had some hard stops, that's actually, those are the first ones that we have addresses. We've still got some that are pretty high and severe for screen reader users. And you'll see the pie chart there that talks about the three different levels, the level A, level AA, and the AAA.

Again, we're targeting the level double A. Next. I wanted to just take a brief moment and talk about the GAC website. We're currently in the midst of designing and developing that website, targeting a beta in the end of this month, early December, with a launch somewhere around February or March.

And what is important about this effort, we are using a new platform, it's called dot CMS. One of the interesting things for this group is that we put in our procurement guidelines, that when we look at new tools and platforms, that we consider accessibility and that was in the RFP, the request for proposal out to vendors, and that was a consideration in the platform that we chose.

We also, through the training efforts with our design, testing and development teams, they were part of that training, and so as they started the website, they had that kind of design thinking

and development thinking of accessibility from the get go. And then we are using and planning to use the [inaudible] tool, in-house that will allows us to do the regular scans as we're developing things, so when we get to the finish line, we'll be in much better shape.

So, you'll see a picture of the GAC website there, it's kind of hard to read. We have all of the tabbing, keyboard tabbing is working and functional on that website. It's still in beta, but you'll see, as you tab through the menu and things, that that is working correctly, which is very good. And so, we'll continue to work on that.

The next slide, one of the other efforts that's going on is universal acceptance, and I've talked to Cheryl a little bit earlier, and some others, about, is this an accessibility issue? And I just kind of bring it up because we are, as we're remediating our websites for web accessibility, we're also doing the same thing in making the websites…

At-Large was chosen to be a pilot when we have forms, like the ALS application, when that's submitted. That has been fixed, and it does accept the UA emails with the TLDs that you'll see at the top there. And so it's an interesting idea. I'm kind of curious about what you guys think, but from a testing perspective, we

are taking these two issues, because they are very similar in running the scans.

In fact, our vendor presented it at the UASG, one of the tools that they're looking at, that will very much be like the accessibility checker, and check for UA issues on your website. So that is just another area that I wanted to kind of bring up and talk about in reference to accessibility. Alan.

ALAN GREENBERG: Sorry. Perhaps a bit of humor. I'm not sure the global domain division would appreciate referring to people who use the new TLDs as disabled in any way. Sorry. My quirky sense of humor. It has been a long week already.

LAURA BENGFORD: Okay. Next slide. So, in terms of our next steps, we have continuing to work on At-Large and working on the website, as well as ICANN dot org. We'll probably look at the most important, or most used forms, and probably do a little bit there. We're still doing a little bit of work to integrate [inaudible] and other guidelines into our processes, and then applying testing tools and processes, both for accessibility and for UA. Maybe not, it fits in here, you guys can tell us, but anyway, we're being

asked to do that, so we're doing both of those efforts on our side, Alan.

So, I think that's all I have. I'll open it up for questions and feedback. Actually, Ariel, I don't know if you had anything you wanted to mention about the Wiki.

ARIEL LIANG: This is Ariel Liang for the record. I think, in terms of Wiki accessibility, the most important thing, this is my personal experience, is make sure the information architecture is very clear, and make sure we can help people navigate through the left navigation in a logical manner, and make sure all of those, rather the length are placed in a notable place.

I think there is a lot of best practices that can be shared across the organization, and there are some Wiki masters in ICANN that can probably distribute the knowledge among other staff. So, I don't have many concrete examples I can share at this point, but I think I just want to kind of share my thoughts on that.

LAURA BENGFORD: Okay, thank you Ariel. And again, the link is up there on the Wiki, so please feel free to take a look at that and give us any feedback. And we'll continue to update you on our progress on accessibility. Okay, I'll open it up for questions. Yes.

Sorry, Glenn was first. Glenn.

GLENN MCKNIGHT: Great. Just an obvious question. Have you worked with any individuals with special needs that have evaluated the site in terms of their feedback? Or were they part of the planning process from the very beginning? A lot of people I have spoke to who were developers, they've always said that the biggest problem with design is after the fact, and if they were at the table at the beginning, a lot of these things would have been, you know, better resolved from the start.

LAURA BENGFORD: Yeah, that's a great question, Glenn. Part of our engagement with simply accessible as experts in this area, included scanning our existing websites, but we also took the opportunity to review some of the designs before the GAC website before they were built, to do exactly that. And we did get some feedback on that. So, I think that speaks to your question, Glenn.

They do actually have more access to individuals that help us with the testing, and they were part of that effort and engagement.

SUEN OJEDEJI: Thank you.   This is Seun for the record.   Just to make a comment. I just noticed that the site doesn't have a RSS feed. Am I looking at the wrong place? Or is that somewhere hidden? Thank you.

LAURA BENGFORD: For the At-Large website?

SEUN OJEDEJI: Yes.

LAURA BENGFORD: We do not have the RSS feed on the At-Large website. We do not have…   We didn't have in the launch kind of an email subscription kind of feed. So, that would be something that we might look at on the roadmap. We don't… We have some RSS feeds on ICANN dot org, and we do kind of evaluate them, but we've kind of gone more to an email subscription mode.

And I'm not sure if, Jenna, you want to pop in on this, but we're trying to manage our email subscriptions more centrally. It's just easier to kind of manage and update the contact databases. And so, that's kind of what we're thinking in terms of going forward.

Alan.

ALAN GREENBERG: Thank you. While I'm talking, could we scroll to the At-Large home page? Right to the bottom of it, if that's something we could do. This is something that I mentioned to Laura yesterday, and I've mentioned it a number of times before. When we went to the new ICANN website, we lost something that I think was really important. Is it possible to get to the ICANN, the At-Large home page? Okay, at the bottom.

Okay. Notice those nice big pictures and tiny, tiny print descriptions underneath them. The descriptions are the hyperlinks. If you point to the picture, which many, many websites allow, and click on it, it would get you the same place in many places, but not ours. They're just dead.

There is actually a minor accessibility issue, in that those who have trouble pointing a mouse it's a lot easier, that picture is a much better target than the words underneath. But it seems it's natural, certainly to me, it is natural to just point at the picture because that's clearly what I'm talking about.

You know, what I'm thinking about when I try to do it, so just the comment. I think it's a real easy thing to do, and we used to do it.

LAURA BENGFORD: Yeah, I think so too, and somehow Ariel and I must have missed that, that comment coming in, but that is a very easy thing for us to do. And what Alan is talking about is just being able to click on the three images there, images across…

ALAN GREENBERG: Sorry. I said go to the At-Large website, because I knew there was a picture there. It's true of the whole ICANN website.

LAURA BENGFORD: Yes, thank you.

Okay, are there any other questions on web accessibility?

JUDITH HELLERSTEIN: This is Judith Hellerstein for the record. No, I think what Alan was also talking about is that there was… What I've been doing, and maybe others to do… I know I've been on the NARALO website working closely with Ariel to make sure that the links are accurate because sometimes there is… Sometimes there is a loss connection between the Wiki page that we have and the At-Large website.

And so, Ariel and I have been working to clean up a lot of those misconnections, but I haven't looked at the pictures, and Alan, that's a good idea, to make sure that you click on the pictures,

check on the… But I don't know if anyone has… Is it your team's role to like look at the, click on the links to make sure the links are active, go to the right places?

Or, is that something that we are supposed to be doing? And maybe I'm just not…

LAURA BENGFORD: Well, we did, before we launched, and it's kind of standard when you work on websites, you have web crawlers, and they can identify any broken links that you have. So, I know we had a lot of information to kind of migrate when we came over. Ariel was terrific in kind of helping out on this and working with the community, but you know, it is possible, you know, links and contact gets updated all of the time, and so, if we're still feeling there are links, we should probably be more practically running these crawls and helping you guys with that.

Alan.

ALAN GREENBERG: Thank you. To be clear, I wasn't worried about wrong links on pictures, because there aren't any. But I think the problem Judith is referring to is not broken links, that is, they don't resolve, but links that point somewhere, but not the right place. I don't know how you automate that.

LAURA BENGFORD: That is true. You guys will have to let us know about that. Yeah, Ariel.

ARIEL LIANG: Thanks Laura.   This is Ariel Liang for the record.   And so definitely, at this stage, there will be a manual process, and if you see something, say something. And sometimes we do run into situation that the link is broken, and it's due to some technical issue when we migrate from the old site to the new site, but there is a capability we can go back to see the archived site, and check what the original content was.

LAURA BENGFORD: Alan.

ALAN GREENBERG: I do have one automated thing you can do. Someone should scan our whole website, and our whole Wiki, for social text pointers. They don't work… Social text for those who are not old enough, is the previous Wiki. It doesn't exist. There are many, many links… There is certainly an infinite number of links in documents, which we can't do anything about, but there is still our live links.

LAURAN BENGFORD: Yeah, we did find a lot of those links when we did the migration. So, but that was on the website, so we haven't done that on the Wiki. Interesting.

Okay, I think I'm going to close out this topic, and turn it over to talk about ICANN Learn. So, over to you.

BETSY ANDREWS: Hello. I'm Betsy Andrews for the record, again. And I can be fairly brief, I know that we're shorter on time now, but basically, I just want to explain where ICANN Learn is now, what we're working on, and get your feedback about what direction you would like for us to take it in. So, we currently have 52 courses and they are spread across six language platforms.

We have almost 3,000 users, who have successfully taken at least one course. And the topics that our courses are focused on, range from event specific training, to general ICANN knowledge and skill building. The reason we have ICANN Learn is because information about ICANN is vast and oftentimes complicated, and it's sometimes difficult to find.

So ICANN Learn is actually a teaching platform.   [Coms?] produces brilliant material, our website is great and getting greater, but there are certain topics that lend themselves well to

a lesson plan, and there are certain audiences within the ICANN community, who respond well to being taken through a topic, and being able to evaluate the knowledge that they're learning.

So, sometimes this is like the Asia Pacific Internet Governance course that we were hearing about earlier. We pulled together a prerequisite course that all of the attendees for that program took on ICANN Learn before they showed up. So, the providers of that course were able to evaluate common ground that all of the participants were coming in on.

That works really well with those kinds of outreach organizations. Other times, there are complicated processes that we want to train people on, and ICANN Learn can be an opportunity to take people step by step through how to do a process. And still other times, and one of the main pushes in my department, is to teach people how they can get involved.

So, ICANN Learn currently, I have been really focused on languages from an accessibility standpoint, and we actually have some great content in the background that is just ready to get launched. But we realized, when we built a seventh platform, so we have the six major UN languages, and then we built a seventh one that was going to hold other languages, aside from those main six, that all the commands have to be in an uniform language, and that just really didn't work.

Everyone would have to be able to navigate in English, or French, or Spanish, or whichever one we choose, in order to access the languages that they want to learn in. And so, we dialed it back and we started looking at what our options are, and so, actually Mark, and Jenna, and I are brainstorming in the background, to determine what the best technical path is for ICANN in the future. For those of you who are at the At-Large leadership meeting, we talked about how we had chosen this platform specifically because it's very easy for someone who wants to create a course to use it.

There is a lot of drag and drop functionality, there is a lot of being able to trace back your steps. It's very easy for somebody who is not technically minded to build a course, all they have to have is the content. However, some of the issues that we run into is that we don't have all of the bells and whistles that we would like to have. So I sort of echo what Josh was saying about Adobe Connect, that it's the best fit for our current objectives, as far as we could tell, but there are other options, and there are other things that we're exploring.

So, if you have ideas, we are 100% open to that. And in terms of accessibility, I feel like visual and hearing impairment are not met with the current ICANN Learn platform, I'm sure you'll agree, and also, bandwidth issues are not met with the current

platform. Very much like it's difficult to determine which parts you want to shut down.

When you go into an ICANN Learn course, the video, if there is a video in the course, plays immediately. And we've yet to be able to control that situation, whereas if you just want the transcript, or if you just want to listen to the sound cloud, you can do that. So, there are little things that we're tweaking, that part is growing. And then the other side that I wanted to bring to you is that we're really working on a content development strategy.

And that's something I'm definitely going to be working with Jana on, because there are certain kinds of materials that are best in brochure form, and there are certain kinds of materials that are best in a website. There are certain audiences within the ICANN community, who are going to seek out the information that they need.

And then there are other things where we needed guided lesson, and this particularly pertains to people who are just starting to get involved with ICANN, and that's where we want the barriers to be really low, very much like Aziz, and Glenn, and Alan, and Cheryl, and everyone have been talking about.

If somebody wants to participate, we don't want there to be a default barrier for them. So, that's my position on ICANN Learn as we take it into the future. Currently, language is the focus.

The technical aspects are a focus. We're looking at particular accessibility issues. But that's the zone that I inhabit right now, and I am happy to take your questions, and really happy to hear your ideas, whether here or if you want to email us, you can at ICANN Learn at ICANN dot org. Thank you.

LAURA BENGFORD: Thank you Betsy. And just if I may add, real quick. We're trying to do a little bit of work to better direct people to the Learn area, so hopefully we'll have some things to come to help highlight the important work that you're doing, and another example of a great progress made. Yes?

BETSY ANDREWS: Sorry, this is Betsy Andrews for the record again. I just want to clarify that ICANN Learn content does not just come from ICANN. That's another differentiation between ICANN Learn and other ways that you can access information about ICANN. Anyone can create a course about ICANN. Anyone can create a course on ICANN Learn.

The only hard and fast rule is that it has to apply to the ICANN community, and it has to, well, there are two. It also has to be factual. It can't just be, it can't be editorialized. And it's a fairly

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easy process. You just get in touch with me, and we get that ball rolling.

LAURA BENGFORD: Okay. We're opening it up for questions or comments. Thank you Betsy. Yes.

SEUN OJEDEJI: Thank you Betsy. This is Seun for the record. I just want to decide, I notice that I'm logging in through a [inaudible] dot com something, [inaudible] dot com. So, is that really the courses have been hosted? And what is the, to what extent do you actually have the control of the content that has been hosted on the site?

Secondly, I'm reading the license. The terms of usage of the courses, on item five seems quite strange, in that you can't actually copy, or you can't mirror the materials on the server. And I wonder if we can't encourage people to actually share these resources and use them? The goal is to reach as many people as possible.

I think it should be easy and we should be free to make use this content, and mirror them as much as they can, just to get more knowledge transfer. Thank you.

BETSY ANDREWS: Thank you for your question, Seun. And I agree that we do want to encourage people to use materials, but I think, I need to reread exactly, specifically, the legal language in item five. The terms and conditions were developed by ICANN's legal department. I think that's really pertaining to copyright. We don't want someone to copy what's been on and distribute it widely, without giving credit to the author, or without giving credit to, you know, ICANN if it's ICANN communication base material.

So, it's not a matter of you can't share it with people, or we don't want you to download it and distribute it, it's a matter of we don't want someone to take that content and then use it as their own.

SEUN OJEDEJI: Yeah. Just to follow-up. Item one address that. The one that I'm referring to is item five, which is not about copyright. This is all about copies, it's about not mirroring actually.

BETSY ANDREWS: Okay. I'll read it and I'll follow back up with the group, and with you individually, so that I know specifically how to answer your question.

SEUN OJEDEJI: The first question, how about the first question? You have not answered the first question.

Okay. This is Seun for the record. The first question was about, where the content has been hosted. Because…

BETSY ANDREWS: Right. Sorry about that. So, it is on ICANN dot org, that's where all of the content is. It is on the same place as the ICANN website. We use a platform provider company that is basically the software that interprets how it goes on the website, but that content is all under the ICANN umbrella, and protected as such.

Yes, go ahead.

UNKNOWN SPEAKER: I'm [inaudible]. I'm [inaudible]… I'm a newcomer. So, there, I found that, like for me, I could understand, but if you are targeting more and more people, then I think some, of course there are some video [inaudible] also on that online courses.

But how it works at the grass root levels, exactly, if you can get the [inaudible] examples of how it exactly works in the community level. I think the [inaudible] whoever is going for the online courses, it makes it more interesting for them, and they

will get more involved in the subject, instead of just going through the reading material. Yeah. Thank you.

BETSY ANDREWS: Thank you. I agree with you. This is Betsy Andrews for the records, sorry. I agree with you. And one of the ways that we want to address that is that we are floating the idea of forming a community sort of editorial board, that will give advice in terms of content strategy, to help us to identify amongst the multiple regions, and amongst different people in different sectors, what kind of content are people interested in to access on ICANN Learn, in terms of a teaching platform.

So I take your point, and I think that's really relevant to the work that this group would like to get involved in, and if you or anyone else would like to participate on that editorial board, I would encourage you to do so.

UNKNOWN SPEAKER: Yeah, since the ICANN is targeting more and more students, the future of billion people, at least from India, who will be the users of internet, I think the local languages, as you said, that is very important, and the classroom [inaudible], the classroom at [inaudible], the teacher is teaching with so many [inaudible]

graphics, and the live examples of the people, I think that will work out really well. Thank you so much.

BETSY ANDREWS: You're welcome. This is Betsy Andrews for the record. And I'm delighted to tell you, that we have a course coming up in French by our very own Aziz Hilali, that will speak exactly to that sort of student atmosphere, and the traditionally structured lecture format, and that will be coming very soon.

Thank you. Isaac, got a question?

ISAAC: Isaac [inaudible] for the record. I've read some other discussions with other people in the website, and some issues on logging into the different ICANN platforms, like the setting, like [inaudible] to the passwords for every platform into the name, was an issue. [Inaudible] …use password manager. But I'm not sure if one can have one local credential for all of the platforms. Thank you.

BETSY ANDREWS: You currently can repeat your username and password for all six platforms, but you do have to go through the login process,

which is bulky, and unreasonable, and one of the top technical things that we're trying to sort out.

LAURA BENGFORD: Okay. Heidi has a comment?

HEIDI ULLRICH: No, just, I have another question for Betsy.

LAURA BENGFORD: Go ahead.

HEIDI ULLRICH: Okay, thank you. Betsy, I'm a huge fan of ICANN Learn, and I think that it should be promoted, you know, more, not just by you but within At-Large and the other communities. I know that there are two General Assemblies coming up early in the next year. I'm just putting it out there that maybe there could be some courses developed in advance of those General Assemblies, to help, you know, the capacity building sessions being planned.

This is an ideal platform that could be used for some pre-GA work. Thank you.

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BETSY ANDREWS: Thanks Heidi, I agree. And I'd be happy to help facilitate that. Another aspect of the ICANN Learn courses is that you can group discussion areas. So that turned out to be really helpful, for example, in the prerequisite course that we did for the Asia Pacific Internet Governance program that happened in Seoul this summer, was that the students before getting together to meet each other, and we're working on this for Next Gen and the Fellows as well.

Before they got together, they had an opportunity to float questions and everybody could see the questions, and they all pertained to that particular element of the course. So, if you are looking at making a course to prepare people for a particular event, that discussion area may be a really helpful tool for you.

In the sense that it's a way from a mailing list that might be dealing with a lot of other issues, and it's also not a one-off question, that the community wouldn't see the answer to, so that could be useful.

LAURA BENGFORD: Glenn.

GLENN MCKNIGHT: My major concern with the material is that small states, such as [inaudible] who is from Cook Islands, the cost of getting online.

My stuff that I do in the Philippians, with small communities that don't have access, is that they have servers, most of it is used in a tool called [Rachel?].

And occasionally there is a circuit writer that comes and goes, and he updates the hard drives. So mostly educational content is on a server. They're not going online every day. You can imagine, somebody in a small state trying to watch this material when it's costing them a fortune.

In Northern Canada, most of the internet access is by satellite, it's massively expensive. If we are trying to access, or get access to people in poverty, and isolated communities, and small states, we've got to start thinking beyond having this material online, we've got to have some kind of format that they have access without having to use extremely expensive internet access. That's my number one point.

I've been, and Judith as well, was with me, at the Southern School of Internet. I was at the Indian School of Internet. I was at a number of other occasions where ICANN have spoken, and also ALAC people have spoken, no one had a brochure to give anybody about this. Nobody talked about this.

You know, if this is part of the educational process, especially with the schools of internet governance, and that's part of they're learning curve, where is the brochure? Where is the

bookmark? You know, this is not good marketing. I'm not being critical, but maybe I am being critical, but I'm saying, it's nice to have something, and I don't know if you have something, but maybe if the communication people didn't run away, maybe we could have asked them for that.

BETSY ANDREWS: Is it okay if I respond now? This is Betsy Andrews for the record. Thank you Glenn for your feedback. And as we discussed at the At-Large meeting, I totally agree with you on the bandwidth issue, and that is something that we deal with throughout ICANN, and not just with ICANN Learn. Another potential solution for that, in addition to the servers that you suggested, is making it really super smart phone friendly.

And we're evaluating our resources and what is the appropriate money to spend, on which aspect to reach the most people. How do we lower those barriers? So, I'm sorry that I don't have a solid solution to offer you at this point, but I am hearing you, and we are working on this. It is something that we talk about quite a lot, actually. And I think that in terms of ICANN Learn and the immediate future, once we have some of the legal policies on the backend sorted, it would be a lot easier for us to download the courses, to offer it where you can get it in one go.

And that won't help everyone, but that will help people who for instance, can go somewhere to access the internet, and then take it back home. So that's one step in the right direction, though I realize it's a limited one. And the second thing that you were saying, I will take full responsibility for the reason that it hasn't been marketed.

Because I want to get the content straight first. I don't want to try to draw numbers for the sake of numbers, without being able to provide them something really high quality. So I want to ensure you and everyone that we do have a project plan. We do have steps that we intend to take, and we are working with the communications department to determine when that kind of launch will be, and my hope is that it will be in the spring.

But I don't want to try to bring lots of people to the platform without being able to show them, both the capacity of what it can do, and to be able to deliver content that people are truly going to learn from. We have some good courses, we have some outdated courses. We have a lot of things that need to be translated.

And I want to get things at least moving in a direction where people understand how they can build on that, before we move forward to advertise it on a broad scale.

LAURA BENGFORD: Thank you Betsy. We have Aziz and then Isaac.

AZIZ HILALI: Aziz speaking. Yes, I have a suggestion for you, Betsy, because you asked if we had any suggestions to make. I come from the academic sector. As you know, I've worked there for about 30 years, and throughout the world, every scholar wishes to have a certification, and students wish to have a diploma or something. So I'd already suggested that we have some kind of certificate at the end of the course.

So, ICANN Learn would then be visited by thousands of people, not to exaggerate, thousands of students, who would wish to get certified. So maybe we could even get them Fellowships, in the case of the Next Gen program, or in the case of the Fellowship, to give them scholarships if they pass online tests. So, I think that would be a good idea.

BETSY ANDREWS: Thanks Aziz. This is Betsy Andrews. I think that's a really interesting suggestion, and I'll definitely take that back to the department. And also as a short-term solution, to the fact that everybody wants certificates, and I want certificates if I had achieved something. But it's a legal issue. We're not an

accredited certification body. So we can't provide the kind of certificate that a lot of people are looking for.

But we can acknowledge that someone has completed something, whether that's the Next Generation, or the Newcomer's Program, or the onboarding community program, or Fellows, whatever. And the sort of the interim step that we have solved for the ICANN Learn platform, is to do an automated email at the end of a course.

If a person goes through every stage, and in the example of a course that has quizzes, if they pass the quizzes and get to the very end, then they get an automated email that describes what they have achieved, that they can show to a professor, or to their boss, or in, you know, can keep as a part of the curriculum vita or in… It is an informal certificate, but it is a way to sort of certify that they have completed that issue.

And one of the first things we're going to launch that on is with the At-Large capacity building webinars. We've put them in a course format, where you can access all of the material and click through, and I think we're going to do it at the end of every year, but we haven't quite nailed down all of the details, that if someone completes all of the webinars, then they will receive this automatic email that certifies their accomplishment.

LAURA BENGFORD:	I think, Isaac, you had a question next.
ISAAC:	Isaac [inaudible] for the record. Okay, it's almost similar to what Aziz said. I was just thinking, if like fellow newcomers, new Fellows and Next Gen, are mandatorily asked to take some certain courses for them to come to the ICANN meetings, like let's say an introduction of ICANN, it should be mandatory.
	I don't know if [inaudible]. Thank you.
BETSY ANDREWS:	Thank you for that question. Betsy Andrews for the record. That's something that Debra [inaudible], who runs the Next Gen program, and I have discussed a lot. And one of the reasons why it's not mandatory, is that we want everyone, regardless of their background, when they arrive to be Next Gen, to be able to participate sort of at a ground zero level.
	So, we don't want to exclude anyone who say, has multiple jobs, or limited connectivity, or for some reason, is not able to take an ICANN Learn course before they get to the ICANN meeting. Having said that, some of the other technical solutions that focus on accessibility issues, be it language, or the potential smart phone option, can make it a lot easier for the Next Gen

students and others to participate in these courses before they get to an ICANN meeting.

And I should say that I run the analytics for the Next Gen students at regular intervals, as we approach a meeting. Sort of every two weeks from about three months out. So Debra is very aware of who has had access to that information and who hasn't, and is able to both bridge the gap with the people, you know, be able to contact the people who haven't accessed it, but also to know the extent to which people are using ICANN Learn.

So that's one way that the analytics really help us to know who is using it, and how much are they reaching.

LAURA BENGFORD: Thank you. We have Seun, Alan, Glenn, and then Heidi in the queue, and then we have to close the queue because we have one more agenda item. So go ahead, Seun.

SEUN OJEDEJI: Okay, thank you. Yeah, thank you. This is Seun for the record. Thank you Barbra, it's Barbra, right?

BETSY ANDREWS: It's Betsy.

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SEUN OJEDEJI: Oh, Betsy, okay, thank you. I'm glad that you mentioned the option of download and use. I'm really glad to hear that because by the time that is implemented, it will be [inaudible] my concern about item five of the license has been addressed.

So, in terms of timeline, will you be looking to give us an update on that by Copenhagen? And then, my other comments, or perhaps a question, is similar to what Isaac, is in line with what Isaac was asking initially, about logins, multiple logins. And then maybe [inaudible] can respond to this.

It's really, really frustrating to always get hit by a landing page asking you for password. I put in what you think as login details, and it says, invalid, which means [inaudible] account. Can we have a log of…? If it's not possible to have a central logging option…

I mean, the first question, what has been done to move towards a central authentication system? And if that is not possible, is there a particular page that lists those sites, those services that are currently [inaudible] authentication, and the ones that are not? So that you can know that okay, I don't want to go here. This doesn't have [inaudible] authentication, or I'll just stick to this. Thank you.

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JOSH:
This is Josh [inaudible] for the record. I can attach that… We can… It definitely is one of our highest priorities to go to a universal profile across the board, whether it's registration, Adobe Connect, ICANN Learn. That we have a central. The challenge that we have is that the amount of databases that we have to connect together to make that happen is very vast. And so, that is, we have started that process, Adobe Connect during that transition, it doesn't necessarily effect the community, but staff now have the single, same log on as they do with their email, with all of their other things.

So, we have started that process. It is not a quick process, but it is a very high priority, because we see the same, you know, pain that you guys see. I mean, every login you have, I can probably tell you I have 100 more. I have a database that is just my logins. So it is definitely a very high priority for us to do.

BETSY ANDREWS:
Thanks Josh. That answers that aspect of that question. This is Betsy Andrews for the record. And as for, you know, when I will be providing updates, absolutely, providing no conflicts, I will be at your meeting in Copenhagen, or someone will be here on my behalf. And I'm not hiding behind a bush. I am happy to share,

you know, the plans for ICANN Learn and the ways in which it is evolving with you at any stage.

So, if you want to know what's going on, you know, feel free to contact us for sure. I would just say sort of as a disclaimer that there are a lot of aspects that we're trying to address. So if there is something that is very important to you, that you feel like should be our first priority, I just ask that you recognize that there are a lot of people who have different first priorities, and we're trying to lower the barriers for access and evaluate how to prioritize those things, and we have a limited amount of money, and a limited amount of time.

So, it's not that we don't think every single idea isn't important. We absolutely do. But we have to create a process to address those ideas, and sometimes that means prioritizing things that we definitely want to do, but we can't get to it in the next quarter.

So, that's just to say if I give you an update in Copenhagen, and something hasn't been taking care of, at that stage, that doesn't mean that's not a priority for us, and that we don't want to do it. The other thing is that, I have budgeted for this financial year, and I have flexibility within that budget to alter my priorities, but I can't suddenly invent a new leg of ICANN Learn based on my current budget.

So a lot of that would then have to roll into the next year. But again, that doesn't mean that we're not motivated to address these issues, because the point of evolving the platform is to address the concerns that the users have.

So, I just want to be really clear on that, that if you feel like your current priority is not being addressed, that doesn't mean that we don't hear you, or that we don't have something in the works in order to do that.

LAURA BENGFORD: Alan.

ALAN GREENBERG: Thank you very much. Problem with long speaker queues. I'm following up on Glenn about 10 minutes ago. He was talking about bandwidth, and the cost of it. And it's a complex issue, and it applies a lot of places, you know. We talked to people on some of the Pacific Islands about what they pay, and you know, when Windows 10 was rolled out, which automatically started downloading updates for your friends next door, some people had really interesting bills.

But it's not just cost of internet bandwidth. For those who live in disadvantaged countries like Canada, the cost of mobile phone data is, I believe, two orders of magnitude more than I paid for

my chip out in the corridor. So, there is a lot of complexity. We deal with teleconferences a lot, even voice telephony doesn't work half the time.

So, we're going to have to be flexible, if we really want to reach people. You know, maybe we have to mail DVDs to them.

LAURA BENGFORD: Glenn, real quick because we've got one last agenda item that Ariel needs to close us out with.

GLENN MCKNIGHT: Thank you. I never speak very long. I want to go back to what I think Aziz was getting at. And I posted on the chat, I think he's getting at maybe the idea of duplicating what [inaudible] has done with their courses, where people have webinars, and there is groups, and you go through a series of lectures, and there is an accreditation because it's accrediting body, and it's a cost for the course.

This is a level, probably a bump up, but it's something from your, from my view, it's something you may want to consider this model.

BETSY ANDREWS: I'll just quickly respond and say that's definitely something that we're considering. However, one of the biggest feedback issues that we receive, is that it needs to remain free. So, I think that would be a separate project for us, but we are looking at partnering with accrediting bodies in terms of specific courses that people want to bring to us.

So, that is something that we are considering as well. Ariel.

HEIDI ULLRICH: This is Heidi for the record. A quick follow-up on Aziz's point about if a professor wanted to give a series of the ICANN Learn courses as part of his curriculum, his or her curriculum, is there a way that if he's working with you that as the person who is creating the course, in a way, the course load, that he could get feedback, you know, automatic feedback on who, which students have completed the courses?

BETSY ANDREWS: Yes. This is Betsy. Yes, the answer is yes. It's not just who has completed it, but there is all kinds of analytics you can get involved in. you can see how much of the videos they're watching. I mean, Aziz never gets boring, but if I were to do a video, and I got boring 45 minutes in, you can see that's where people are dropping off.

So there are a lot of different aspects that… You can see people's quiz scores. You can see, you know, who is taking one lecture and then skipping three, and then going into the fifth one. There are a lot of details that you can receive. Also, the instructor of the course cannot see the emails of the students, but can email them.

So, if the instructor wants to change something, or clarify something, or if there is a trend in the discussions, and the instructor wants to add a portion of the module, there is a way in one shot to connect with the students who have already completed certain aspects of the course.

LAURA BENGFORD: Alan, did you have a final comment, or is your card still up? Okay. I'm going to turn it over to Ariel real quick, and she's going to close this out.

ARIEL LIANG: Thanks very much Laura. This is Ariel Liang for the record. We do have one more item on the agenda, it's about the standard procedures to facilitate participation and presentations in teleconferences. And the reason we've brought this point up is that we noticed a lot of participates, they don't really have the knowledge how to handle some tasks, such as muting your

phone, or mute one of your speakers when not speaking, and also they didn't know there are some tricks.

For example, you can connect to the Adobe Connect audio, and at the same time, you can connect your phone bridge, and if one, you know, didn't work out, you can switch to the other. So we're trying to tackle this type of issues, and then perhaps there will be something interesting for the committee to work on some kind of guideline or best practice, and then we can post that on the Adobe Connect room, just to inform the participants what are the, you know, the best practices, how to participate in teleconferences.

So, since we don't really have much time now, but if anybody has a quick comment on some tricks, or things that we should include in our guidelines, please feel free to comment.

JOSH: I can tell you that on ICANN Learn, there is a video that was designed for participants, that does discuss many of those topics, not necessarily doing both, but it does cover through, you know, how to troubleshoot some of your issues and stuff. So I recommend that we, you know, possibly promote that as part of that.

EN

ARIEL LIANG:	Thanks very much, Josh. This is Ariel Liang speaking. Heidi?
HEIDI ULLRICH:	Just in the interest of time, this is Heidi, but perhaps we can make an action items for this group to discuss some of the responses, as well as getting that best practice into the Adobe Connect pods. I think there is no one objecting.
ARIEL LIANG:	Any more comments or questions? Any other business? That's not, so, I guess the meeting is adjourned. Thank you very much for attending.

[END OF TRANSCRIPTION]

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3-9 November 2016