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COPENHAGEN – Cross-Community Committee on Accessibility

Saturday, March 11, 2017 – 08:30 to 09:30 CET

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CHERYL LANGDON-ORR: Good morning, ladies and gentlemen. For any remote participants, we are a couple of minutes past the hour. I do apologize for that. This morning's meeting is the Cross-Community Committee on Accessibility in ICANN. We have got to forgive people for arriving in our room here at the nether ends of the conference and exhibition center. The distances between even the entrance and where these halls are is quite unbelievable. If you can imagine people turning up over the next 15 or 20 minutes, I wouldn't at all be surprised if that's the case.

However, the other reason I'd like to get started now is we do have a fairly short period of time and I know that all of your time is valuable. I'm looking around and I'm seeing so many excellent staff in the place here that I'm wondering how anything is running outside in the rest of the organization. There's no communications. There's no technical assistance. Everything else has gone to a screaming halt because I've got all the talent in this room. But thank you very much, talent, for being in this room today.

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As you know, we have tried to gather at most of the meetings of ICANN – the public meetings of ICANN – over the last couple of years. And those of you and Gunela, I know you're here in virtual form. Thank you as remote participation. I hope you also appreciate that this is a reasonable hour for someone joining from the antipathy. So, welcome, Gunela. I can't see who else is in chat. Daniel as well. But welcome one and all whether you're in the room or with us through cyberspace.

As you know, accessibility matters. As the beginning of our agenda, under normal circumstances, it goes through a little round robin and ask each and every one of you why you may think that accessibility matters.

Because I see so many familiar faces and I don't believe any new faces, with your permission, we might fast forward through that part of the agenda. If you, however, are making an intervention and after you have identified yourself for the record, for the transcript and for the interpretation services, if you would like to tell us why you think accessibility matters and why it matters for ICANN, then please feel free to do so. But I don't think we'll take the time to do the round robin this morning.

We have less time allocated than we would ideally like but I wanted to recognize and thank the At-Large staff who do the [line] share of support of the administration of our little group. I

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don't know how they managed to carve out this time but I'm thankful that they did manage to carve out this time. But it is almost day zero. It's just ticking over from day zero to day one. A number of people who would normally have joined us at this meeting have sent their apologies and being on the start day, there's planes still arriving with people who would normally have joined us at this meeting.

So, if not ideal, perhaps next time, we might try and get on to the schedule Tuesday or Wednesday in the week. I don't mind if it's first cab off the rank in the day but being first cab off the rank in the day and first day of the meeting. It might be easier for staff I guess although I think you're probably still lining out some of the bumps and lumps. But we'll see what we can do about it next time in South Africa. Excuse me. I'll just clear my throat briefly.

Okay. We've modified the agenda somewhat because we have less time than we had planned for this meeting. One of the things we had on our agenda and I decided to cut it when [Gaither] and I were looking at what we could do with our timing for this morning. As you'll know, it's really a piece of a continuing business from previous meetings. Diane presented, I think it was three meetings back or two meetings, Diane, the survey that you've done. Yes, it was a while back, right. And at the last, if not

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the one before this meeting, we discussed the fact that it would be very good to refurbish and revisit that baseline work.

I had planned in a perfect world, particularly since we've got Diane captured in the room here, to do a bit of work around the table on that. First of all, something had to go. Sorry, Diane, but I'll bump that one because I figured you'd forgive me. But I'm not going to leave it hanging because what I would like to do is organize now at this call, at this meeting but then put out a call for our interested people to make a small subcommittee to work specifically on refurbishing the questions and the criteria.

So, that's a very beginning piece of action item. So, if you don't mind me shifting agenda around and let's deal with that now, Diane, how do you feel about that as a proposal?

DIANE SCHROEDER:

I'm very happy to do that. I would just like to point out that this is our extremely short window between meetings, the March to the June meeting. So, having the answers in time for June means that I need to be able to get the questions early enough to do that in a reasonable fashion. I may not be onsite in Johannesburg. I have a conflict. But I will try to join you remotely if I'm not.

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CHERYL LANGDON-ORR: Thanks for that. And, of course, one of the things that when we get accessibility right should be easy is the opportunity for better and more effective remote participation including as a presenter.

Diane, if I can just ask you would it be drafting in the next four weeks, would that leave enough time or do we need to bring it back drafting finished in 20 days? What do you want?

DIANE SCHROEDER: If I could get it before May 15<sup>th</sup>, I could turn it around but not very much before the meeting. Ideally, I'd like to have it to you a couple weeks before the meeting so the earlier I get it. But May 15<sup>th</sup> would be the last day that I could really make sure because all of us have parts of it. So, it isn't simply me sitting and answering it. I have to engage with the rest of the staff.

CHERYL LANGDON-ORR: All right. Let's roll it back by about 14 days and let's aim for the 1<sup>st</sup> of May because it's a nice number. And it gives us a little bit of wiggle room without hitting that critical endpoint.

I would suggest now, Laura, you've worked with a small subcommittee of our people in the past. I think three or four was a reasonable number to work with, wasn't it? Yes? So, I might leverage off of what had happened with the web accessibility

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worked that Laura started with us some time ago and maybe find three or four people to work directly at times that work in whatever way that works for you. It can be just purely e-mail or you can do a call or whatever. But we'll just leave that. I'll do a little liaison but just three or four people should be fine.

Gunela, she's logging out and coming back. When Gunela comes back, I know she was one of the participants to our committee that had a lot to say and a lot of value to add to what we can do with survey. And Glenn also contributed a lot of comments.

If I may, and then Glenn, please let me know if you are too busy. But I would think that Gunela and Glenn might be obvious people to put their hands up. But let's see if we can get three or four people to help with the refurbishments of a new set of survey questions.

All right. So, we've got an action item there that we need to put together a small subcommittee. It should be assisting with drafting to make sure there's documents that are finalized ideally by May 1 but no later than May 15 using Diane as the primary point of contact from staff so we just have one and then you can work with the rest of your teams to know what happens when.

Okay. So, that's the agenda item we were not having. That's done. If my eyes don't deceive me, we're now going to look in

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our updates. That means that I get to look around at Jana and see what she'd like to share with us. Over to you.

JANA JUGINOVIC:

Thanks, Cheryl. I don't have too many large updates this morning. But we're obviously continuing on trying to ensure the content is accessible as possible. Again, reformatting videos into audio for regions with low bandwidth, adding captioning to videos, continuing color blind test visual elements, ensuring that the visual elements are understood by global audiences and culturally sensitive, gender and culturally neutral as much as possible, that our content is translated as much as possible.

Obviously, Laura will weigh in on the website. But I know someone had sent recently a concern about captcha and how that was I think that happened yesterday so I know that she will be talking about that and ways to address that. I don't have too much else unless somebody has a question.

CHERYL LANGDON-ORR:

I'm not seeing anybody around the room with a question. I'm unable to see whether hands are up. So, Ariel, if you can let me know at any point in time if somebody still got their hand up in the room.

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Gunela, we haven't done an audio test for you. Is there any questions you want to bring in at this stage in terms of the work going on in accessibility on our materials? And we can do an audio check at the same time. Not at this stage. Okay. All right. I'm not going to get the audio check but that's okay.

Just to declare, I should be in another meeting now. So, I don't want to rush my way through these things. But I am going to take us through a little bit further in the agenda just through the bits that I'm really, really interested and I need to know all about. And then I'm going to hand over to Maureen because she hasn't had enough chairing practice. She was within reach but that's all right. And besides, the other two ladies I approach were, "No, no. We don't want to do it. No. Find somebody else." You're my third choice, Maureen, but don't worry about it. So be kind when I leave and help Maureen through a successful chairing experience. Thank you very much. So, when I bail on you that is why.

Without any other questions and having feel I've asked it slightly longer than I probably should have, I think if we hand it over to you Laura, you can bite off captcha now or do it later but over to you.



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LAURA BENGFORD: Thank you, Cheryl. Just a quick update on a few areas of activity we've been working on – do you want to start with the captcha?

CHERYL LANGDON-ORR: It's your game. You play it any way you like.

LAURA BENGFORD: Right. Okay. Let me just start out by saying the big news that we have to share with you is that we have completed correcting the accessibility issues on the At-Large website. We did launch that website last February. And we didn't quite make it fully accessible so we have corrected all the issues. But just a little bit of a disclaimer, we have not yet finished procuring and bringing in attendant testing tool that Simply Accessible recommended to us. And so, once we bring that it, we'll be doing a series of the continual testing to make sure that we're not introducing any new issues.

So, that's some good news and that was a very large effort because it wasn't just a technical part, it was training and getting the cultural and mindset around accessibility within our staff here. And a shout out to IT Mark and Jeff and Josh are over there but they've done a great job in supporting us with that.

So, the next website we're working on is, we have a card up. Glenn.

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GLENN MCKNIGHT: I just want to ask you questions on accessibility in the mobile app. Is that something you've looked at or is that part of your criteria or is that someone else's department?

LAURA BENGFORD: Do you want to take that, Jana?

JANA JUGINOVIC: The meeting app, is that what you're referring to?

LAURA BENGFORD: The two mobile apps. We're talking about the two mobile apps.

JANA JUGINOVIC: Yes. We haven't actually looked into use EventMobi for the meeting apps. But we haven't really necessarily looked into the accessibility aspects of it. Josh can weigh in here. I think we have one more meeting with EventMobi and we're exploring other mobile apps to see if we can find actually a better one that serves a bunch of needs including accessibility. So, if there are certain things that you actually think that we shouldn't be looking for in terms of accessibility, and can send me and Josh a note, that would be great.

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**JOSH BAULCH:** Yes, we did a survey and we asked with the TTF different types of mobile app applications and the community came back with a number of suggestions. It's absolutely critical that the mobile app has that adaptability. It's part of the design from the beginning. So, if it's after the fact, it may be a huge error if you're stuck with one type of application. If you don't have that survey, I'll make sure you get it.

**LAURA BENGFORD:** That would be great. A lot of the platforms that we don't do it ourselves, we don't develop the app ourselves. It's a platform that we just configure to our specific needs where you're just basically adding the schedule and adding certain things to it. So, if you've seen one or they've recommended ones in a survey that we can look at, that would be great too.

**CHERYL LANGDON-ORR:** Okay. Just to remind everybody to state your names before speaking. So, we had Glenn and Jana talking then. If we can just try and remember these are interpreted meetings and there is a record taken so stating your name. Otherwise, it's he said, she said, she said, he said. And now, I will name Garth as we go to him. Over to you.

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GARTH BRUEN: Thank you. Just piling on to Glenn’s question. We develop all these apps and all these different experiences for people, I’m curious, how many of the persons, employees, consultants are from the disabled community from the blind or the deaf community?

JANA JUGINOVIC: For the mobile app? The meeting app? I can only speak to the meeting app because that was the only one that –

GARTH BRUEN: Yes. For that and then I’ll leave that question open for any of the other things that come up as we go through. I just want to know that.

JANA JUGINOVIC: For the mobile app, we actually didn’t consult with any members, to be honest, of that particular community but we should, absolutely. And while we’re exploring the next step, we should do that. And I think Josh wants to say something.

JOSH BAULCH: This is Josh Baulch from the IT side. No. Both Glenn and Garth, I appreciate the comments. Both, definitely. When we have

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initially deployed the mobile app, to be honest, we were looking at it from more of a technical perspective of just getting our applications to communicate correctly in the first place.

But with that being said and that we've gotten some meetings under our belts with it now, to be honest, we really feel like EventMobi is not the tool that we want to continue to move forward with. And now that we can, I think this is the perfect time to start adding on the other elements to get beyond just the technical requirements to be able to add the accessibility elements of that.

The one thing is that we're having the limitation is because we are doing these third parties but I think that that needs to be part of the scope of work when we put those out. So, I agree 100%. And I think this is the perfect time for it.

We will have one more meeting with EventMobi for Johannesburg but it is something we're looking at the larger picture also of better integration between the different applications whether it's the schedule website, whether it's the backend software that we're using. And making sure because right now, there are a bit hodgepodge connected with some halfhearted APIs. So, one of the things that that's really what we're looking for is to try to ensure that that integration is bit more solid and that we're really passing a solid data through.

LAURA BENGFORD:

Okay. So, that was a great conversation. I just have one thing to add on that just as a reminder. And Garth, you brought up a generally across the Board when we buy new tools and applications. And part of our engagement with Simply Accessible was also a procurement element. Gunela, who I think is on the record, was part of that effort and helped us along with our vendor put together procurement guidelines.

So, we do have some work to put those completely in place but we did, for an example, when we're looking at our new content management system, that did come into play and that was very much important part of the procurement process. So, we're not quite there but we are working on getting there.

So, I'm going to continue talking about ICANN.org. As I mentioned, we're finishing up with GAC. We'll launch that probably towards the next meeting. And once we get the attendant tool in, we'll continue to test for that. It was built by our development team that was trained in accessibility. And so there was a whole culture and mindset around developing around that app around accessibility from design all the way in to implementation. So, we're hoping that when we go through the testing effort that we'll have some good news there. Like

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everything, we'll probably not going to hit 100%. I'll let you know as we progress with that internally.

So immediately after that... We have a question? Seun.

SEUN OJEDEJI:

Thank you very much. Just a quick question. The FY18 budget had a line item for At-Large website and the ICANN.org. So, the question is the effort, the accessibility efforts that has been done, is that a factor in that budgets? Have we done all the spending for FY17 or is it going to be extended to that line item? Because the reason I'm asking is that there's a little bit of concern people saying At-Large is spending \$300,000 (USD) on the website. So just to be clear, what is the that figure for actually?

LAURA BENGFORD:

I would have to look into what the details of that budget item curtails. But that is probably for our core development teams that support that. For all of our efforts on At-Large and ICANN.org, our development team works on accessibility as well as new features and enhancements together. And so, that is based on a prioritization of efforts that we work with community to prioritize.

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For example, we did prioritize the accessibility corrections for At-Large and we've been doing that. We're moving over back over to ICANN.org starting with forms because that was one of the highest efforts that was prioritized by Simply Accessible. And they guided very much on the roadmap and what we should be focusing on for accessibility.

While I don't have an exact breakdown to you in general, that's how we budget for our teams to support both adding new features and correcting issues such as accessibility.

So, I'll talk about forms right now including the captcha. As you know, forms on ICANN.org and across our ecosystem use captcha. We did a little bit of work with that over the past couple years trying re-captcha and some other tools. We're constantly looking at better ways to do that. And I know and I just wanted to put on the record that we did get a question via e-mail from Mohamed. A reminder that we do need to get to that form. There's challenges around accessibility in getting those forms.

We have a little bit of work to research what tool we use that's both accessible and eliminating the bots. We are getting an uptick along with everybody else with bots that can scrape websites. And they're really hard to deal with. So, we have, along with our IT counterparts, invested some resources in looking at tools and technologies that might help us to do this. So, we are



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going to be reaching out to this group in particular to help when we research these captchas because that is an important issue for accessibility.

That's what I have to report on the websites. Did we want to talk about the kill captcha movement as Cheryl pointed out? That's a big discussion. I was reading it on change.org yesterday. Cheryl?

CHERYL LANGDON-ORR: Thanks, Laura. As soon as I read Mohamed's e-mail, I couldn't help but share some of the resources from the kill captcha movement because it is the vain of many people's existence.

But that doesn't mean there's no solutions. There's certainly some off the shelf ones, some ones that offer all sorts of fun ways to find out that we are not robots and actually get a profit out of it as well so let's be cautious as to which ways we go. But I'm quite sure that the minds that we have around this table and in the wider organization, we can get a solution.

It is a huge issue for visual impairment but it's not just an issue for visual impairment and it can be a considerable challenge as people are using smaller screens. There's a whole bunch of things that come into play. We don't want to have unsecured systems but we have to find a way to work, yes, I'm going to say it, ladies, smarter not harder.

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Staff gets so tired of me saying that. They're going to have coffee mugs preaching with the [Jones] so I just point to the coffee mug. Don't say it. Just we'll assume it's done.

Laura, if there's nobody in the room who wishes to ask any more questions on that, I wonder if you want to move into perhaps your way in the next part of the agenda. Thanks.

LAURA BENGFORD:

Yes. Thank you, Cheryl. Just a quick update on Universal Acceptance, I introduced this at the last meeting and I wanted to just share some efforts. Universal Acceptance is like accessibility. We're actually working with a vendor that's working on a checker tool like we use with accessibility. At-Large was chosen because it was a newer website to help us put our training wheels on and learn what is necessary to remediate our systems, to make them accessible to the international domain names and the e-mail addresses and the URLs.

We did complete our pilot effort with At-Large. And we got an e-mail. I think Rinalia sent an e-mail around to the At-Large community asking for some assistance with testing there. Many of the folks obviously in the community have those e-mail addresses and can probably help us with testing there.

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And so, we really appreciate the help and the collaboration to improving these areas on the websites for us. So, I think that'll be an important next effort for us before we widen that effort across other apps and websites at ICANN. So, that's my update on Universal Acceptance. If anyone has anything else to add or any questions on that. Thank you very much.

CHERYL LANGDON-ORR: Thanks, Laura. I may have this out of speaking order. I didn't see that Ariel had to cut up which means we probably have some input from a remote participant. Over to you, Ariel.

ARIEL LIANG: Thank you, Cheryl. Gunela Astbrink, the remote participant, has the comment about the previous topic about captcha. "There are plenty of solutions available. You can ask 2+2, etc., etc."

LAURA BENGFORD: Thank you, Gunela. Don't be surprised if we reach out to you.

CHERYL LANGDON-ORR: Like good [inaudible] telling. And in fact, whilst I was making a slight joke of that, that is in fact very much what we, as this committee are here for, we are resource to help ICANN and ICANN staff do beta testing which may be very useful for the

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Universal Acceptance that you've just finished bringing this up to speed with. But also, for people such as Gunela and others who have their fingers in the field of what's happening in terms of new and emerging technologies and what of course are proven and trustworthy technologies because those things may not necessarily be the same puddle to be splashing around in.

With that and I wanted to note for the record our thanks to Rinalia for asking for some beta testing to happen within particularly the Asia Pacific community obviously Universal Acceptance and scripts. It's important to some parts of the globe more than other parts of the globe. And APEC happens to be one of those that has a vast number of population that will benefit from Universal Acceptance.

That said, I'm sure that we will find from any region any assistance you need at any time but just let us know. We are here to make the job easier which just doesn't sound like it sometimes.

Josh, don't take this personally, you know I love and respect the work you do deeply but I'm going now and it's over to you and Maureen. Thanks, everybody. I do apologize for that. Maureen, you'll wrangle them expertly I'm sure. And the IT guys, just be nice to them because they can really break everything if they don't like us. Hell, was that on the record. Bye-bye.

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MAUREEN HILYARD: Thank you, everyone. Yes, I'm very sorry. I apologize that I actually get landed with us particular topics things on the least technical of the ALAC members. But I'm very interested in hearing from Josh and Jeff about your topic. Thank you.

JOSH BAULCH: Great, thank you. Just a couple of updates from the last meeting that we had, Alan had requested or had some comments about the hearing impairment specific to ICANN meetings. So, the one thing that I wanted to say, the change that we have made is that we have wired up all of these microphones now that do have the ability to you can hook headphones into it if you need to and being able to turn up the volume on these as well.

The second part of Alan's comment and unfortunately, we haven't gotten to this yet but he had asked that that is beneficial for those people that are sending around the table that have access to a microphone in the case of where somebody sitting in an audience without interpretation in a case where we don't have headsets available in that room. His comment was is if that was something we can do.

Since the last meeting, I would be entirely honest, we only had 18 hours to change around the shipment in Los Angeles and get

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it back over to here. So, I didn't have a lot of time to add new equipment for this.

But it is something that I definitely agree that we can look into and get implemented, being able to have a small amount of headsets available in rooms that don't have interpretation for those folks that are hard of hearing and that are not at a microphone. So just a quick little update on that.

If there's any questions on that or not any questions, and I'll continue to move on. Not seeing anything. I will continue to move on.

Let's see. So, face-to-face and remote participation. I'm trying to think when we even did it. A few months ago, we switched over to a different Adobe Connect provider. To be entirely honest, that transition has not been as smooth as we like to have seen and that we were trying to resolve some other issues with Adobe Connect hosted by rolling to a privately hosted Adobe Connect but it also brought up some other issues that we didn't anticipate in happening.

Along with that, what we're finding is actually many of the issues are related to the software application itself. So, it doesn't necessarily matter who's hosting and where it's coming from. So, this can be something we have a weekly meeting with

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ConnectSolutions who's the company that we are currently hosting with to address issues.

We do have community e-mail and staff e-mail that come in and just let us know if they're having latency issues, phone quality issues, anything along that line. It is something that we try to address right away I know there are several community members that we've been in e-mail contact quite a bit.

Overall though, I want to say that the project conversion has actually been really successful and we have resolved some of the other issues that we had been experiencing with the Adobe Connect hosted being that we're in an ICANN meeting and we don't have an Adobe Connect outage for maintenance. So, that's amazing all in itself I will say that.

Are there any questions? It looks like Ariel.

MAUREEN HILYARD: Yes, there is. One from Ariel, please.

ARIEL LIANG: Yes. It's a comment from a remote participant, Gunela Astbrink. Other loops can be installed in main meeting room for audience members for hearing impaired people.

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JOSH BAULCH: Yes. Thank you for the comment. In the larger rooms with interpretation this is actually not an issue as the headsets are available. Where this really actually becomes an issue is in the smaller meeting rooms where there's not interpretation. And so, at this point, what it is, is we're just looking for RF way to be able to have that so that somebody's not tied to a cable or anything. But yes, I appreciate your comment and definitely something we're looking to resolve fairly easily.

MAUREEN HILYARD: Continue please, Josh.

JOSH BAULCH: Thank you. As we go on, so otherwise, for remote participation in general, for our face-to-face meetings, like I've said in the last meeting, we continue to try, to strive to improve the meetings every time that we ramp these up. In this case, we've got the cameras now that are automatic to each of the rooms. Just trying to improve the remote participation experience.

Every meeting, we try to come back with something different. The way that our shipping cycle works. We ship two 40 foot containers of IT equipment for each of the meeting sites. Every year, I get an opportunity to be able to restock and to add new equipment. We've been able to do that. Throughout the year, we



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try to improve and purchase new things to be able to improve the experience.

The next thing that we're trying to work on is it's not going to be as noticeable to the audience but we're running analog video in a lot of these rooms so we're trying to switch it to more of a digital format which for like common terms would be from VGA to HDMI. That's one of the things that we working on.

It does tend to be a fairly large expense because instead of square screens, you have wide screens like you would your TV. That is something that just universally is starting to happen but it's a slow transition from that.

That's really all that I have for this particular topic so if anybody has any questions or comments that would like to pass on, I would greatly appreciate that.

MAUREEN HILYARD: Does anyone had any questions? Glenn, I notice that you've been putting some links. Are they related to what Josh has been referring to?

GLENN MCKNIGHT: My topic discussion is the last one, Other Business.

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MAUREEN HILYARD: Sebastian has a question.

SEBASTIAN BACHOLLET: Thank you very much. I'm going to speak in French if I may. Since we have the interpreters, I'm going to use the interpreting services.

I wanted to go back to the presentation that was made by Josh about Adobe Connect. Josh talked to us about Adobe Connect. That's great. But I think it would be useful to communicate more broadly about it with the users of Adobe Connect really suffered a lot during the transition with the new provider and that was an issue when it's still an issue with Adobe Connect when we have a telephone and Adobe Connect we're losing a lot. Seventy percent is lost.

So, we need a system that does regroup everything and I hope we're going to make progress with Adobe Connect. We have hundreds of participants in those phone conferences with Adobe Connect so it would be great for all the participants to be aware and being made aware of the solutions, of the issues, of what is the roadmap for the future to resolve those issues. And who can they talk to if they have some issues? So, I think we need more transparency and communication regarding Adobe Connect. But I thank you for this report about Adobe Connect.

JOSH BAULCH:

Thank you very much for that. I can appreciate that. To be entirely honest, we actually anticipated that it would be a much smoother rollout than it was. So, it wasn't something that we hoped that there would actually be little to no impact to the community. So, I appreciate that, there was and where we faulted to not communicating that.

From our standpoint, if somebody does have issues with Adobe Connect the same as for ICANN staff, they can e-mail tech-support@icann.org or alert the ICANN staff that is supporting that meeting. We have a technical support 24 hours that should be able to join into any of the meetings to be able to help. So, if there are issues, I find it concerning that you say 70% are not able to hear or have issues.

If anything does come up, we monitor these meetings on a regular basis. If there's anything you're finding personally or know of, please let us know. We're here to help for that and be able to make sure that the meetings are successful.

MAUREEN HILYARD:

Thank you, Josh. We do have another question from a remote participant.

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ARIEL LIANG: It's a follow-up comment from Gunela Astbrink. "Portable audio loops can be installed in smaller rooms and people with hearing aids put their aids to the T-position."

JOSH BAULCH: Okay. Thank you for that. We'll definitely do some more research into that. To be entirely honest, I don't have a full understanding of what you're referencing but if there is something if you are able to pass on some additional information or we can reach out and talk separately, that would be great. Thank you.

MAUREEN HILYARD: Anymore additional report? Any other questions?

SEUN OJEDEJI: Thank you, Josh. Maybe we're going to have this discussion during the Technology Taskforce as well so maybe I won't take too much time. What I just wanted to ask now is, is there a way you communicate the new features to the community especially if there are new features for Adobe Connect for instance? We tend to take for granted that not everybody goes to the Adobe sites to see these new things. How do you communicate those new features to the community? Thank you.

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JOSH BAULCH: Thank you, Seun. To be honest, we actually don't. We communicate it to staff. And this might be a fault of mine and just in how we communicate. Any new features we generally will push out to staff and go with the mindset that from that point, then they will implement and utilize with their community sessions.

But with that being said, that does not need to be how it should be going forward. Usually we get a notification from Adobe when they have a new feature or if we're implementing something new. But that's something easily we could modify and publish as a blog or something along that line. The information is there. It's just how we're putting it out. I appreciate the comment.

MAUREEN HILYARD: Thank you, Seun, and thank you, Josh, for that response. I was going to ask you, Glenn, are the Technology Taskforce, are they involved or is that part of your presentation as well? Would you like to quickly –

GLENN MCKNIGHT: No. My questions or comments have nothing to do with Seun's questions.

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MAUREEN HILYARD: But does the Technology Taskforce have a community response several to what's being happening?

SEUN OJEDEJI: May I? Sorry for the confusion about the Technology Taskforce. I'm just saying that I think we could have this session within the week. So, some of my comments are intended for that session. Thank you.

MAUREEN HILYARD: Okay. Is that all the questions related to Josh's presentation? Okay. Anything else from your team? Okay. Moving on to – we've got ten more minutes – Other Business. Now, Glenn, you said you've got something. Is there anyone else who has something that they would like to raise? Renata, Glenn first. Okay.

GLENN MCKNIGHT: Good morning. I was typing up in the chat a few minutes ago. We have a Work Stream 2. We have two groups. We have Diversity and we have Human Rights. I've seen a real absence of this full issue on dealing with the 14% of the population that have a visible disability, people with special needs.

I'm just wondering how this committee can actually have a liaison or people that are active in those two working groups to

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actually push this issue because it seems to be absent in those two and I'm just looking to this committee anyone who's on it if they have any report back on or what can we do to take the word back to them so that they're aware of this issue.

MAUEEN HILYARD: Thank you, Glenn. Are there any responses from the phone? Or is this, you're raising it for future discussion?

GLENN MCKNIGHT: Yes. When I had a chat with Niels on this whole issue, he says, "Yes, Glenn. This is really important. People aren't bringing this up." If we're going to this whole meeting today seem to be almost a fetish on technology and it really needs to go beyond on just technology suggestions. It needs to look at how we're going to shift and raise the awareness within the community itself.

I think we need to probably get more act in those two groups because at least we have the categories and very large numbers. Look at the numbers here. There's very few people here from the Accessibility Committee. I think we need to be aware of those committees and have some kind of action plan.

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MAUREEN HILYARD: Yes. I was actually going to ask if we could make it an action item except that I don't know who to give it to. Would you like it? Jana, would that be yours? Do you think? Jana, would that be your action item, do you think? Someone to actually act as a liaison to –

HEIDI ULLRICH: Yes. Could you just state the action item and then we can determine who it's to be assigned to?

MAUREEN HILYARD: The action item from Glenn was to identify a liaison person from this Accessibility Group to work with the Work Stream 2 sections to look at how they deal with disability.

HEIDI ULLRICH: We'll skip that. Perhaps because Cheryl is so involved in the Work Stream 2 issues, we can go back to her and see who she would like to have that liaison be.

MAUREEN HILYARD: Okay. As long as it is actually listed down as an action item that Heidi will deal with that problem. Thank you, Heidi. Renata.



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RENATA AQUINO RIBEIRO: Thanks, Maureen. Also, before I talk the points I was going to bring, I would also address that I am on Work Stream 2 Diversity as well. Yes, we brought briefly the accessibility aspect but there needs to be I would actually phrase it as a larger participation from accessibility issues interested and professionals in the area so we can have a broader perspective on Work Stream 2 Diversity of what can be portrayed as pathways to increase diversity.

I do believe this goes through technical issues but there are also other issues such as for instance, representation, leadership roles, for instance, how do we get engagement pathways for population interceding accessibilities issues leadership roles.

That would be a request I would leave for the whole group. But the point I was going to bring is also about an input from the group or perhaps in conjunction with ICANN staff, a thought about gathering data. I spoke quite off the record a few times of few people that we have first, these meetings have a special needs requirement in the registration form but we don't really have hard data on accessibility issues. So, it would be interesting to know if we have members of the community who which needs, do they have a specifically hearing impairments, visual.

Some sort of an idea of what we're dealing with, the numbers. And of course, from there, think about engagement strategies to

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choose technologies and to increase the number of participation, of diverse participation. This can go through the Accessibility Working Group as a means of a group that collaborate with this data.

I'm bringing you a problem rather than a solution. I'm asking to think about ways of how do we gather this data. But it would be really important for our work such as the Work Stream 2 Diversity which is we are already had the questionnaire and finalizing the document. But it would be so important for us to think going through gathering hard data on accessibility. Thank you.

MAUREEN HILYARD:

Heidi, did you hear that? How do we gather hard data on people who are going to require the services of this group, is actually provided seeking.

HEIDI ULLRICH:

Just thinking very quickly on this, I would think probably a survey of some sort. Maybe this group could develop a survey to send out. I know that within EURALO, there are couple of ALSes that have these issues but I think that I would like to consult with this group on that.

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MAUREEN HILYARD: Can we put that down as an action item again, a survey? We'll pass it onto Cheryl. I've got Alberto over there. We just got a remote participant who's been waiting for a while. Ariel?

ARIEL LIANG: Thanks, Maureen. Actually, there's a question from a participant in the room, better for me to read it. It's from Harold Arcos. "Can we include screen readers in AC. Is AC compatible with free screen readers, free for freedom?" And then there's a comment from remote participant, Gunela. "There are difficulties of blind people using AC because some aspects such as raising hands and others can't work with screen readers."

MAUREEN HILYARD: Josh.

JOSH BAULCH: I didn't know I was actually just reading on what Adobe has built in. According to their website, it is compatible with screen readers for the meeting room functional aspects. The slide1.jpeg video attendees chat streaming. But there are elements within those pods that are not able to be handled by the screen readers in the sense that it's customized content like if somebody was doing a screen share, something like that where it doesn't have

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the ability to do that. So, it really depends on the type of content that is being shared.

According to their website, they meet the U.S. federal requirement for Section 508 of the Rehabilitation Act to be able to accommodate that. But to have a shorter answer to the question, I don't specifically know about the application that you're talking about but yes.

I think the broader question potentially is, is Adobe Connect the correct product for ICANN to be using in the larger world. We've been using it for almost eight years now. Is that something where maybe we need to look at a product that may be more accessibility friendly? So just something to think about it there and that is something that we had talked about potentially bringing up in the Technology Taskforce is really pointing at that direction for some assistance in that.

MAUREEN HILYARD: Thank you, Josh. [Additional?] This will have to be the final question.

ALBERTO SOTO: First of all, I would like to make a suggestion. Maybe the survey we're doing or we are carrying out would take some time and it would be difficult to provide the information. So, I would

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suggest that we use the bottom-up system that we have in our ecosystem. RALOs, ALSes, ALSes to be in contact with different organizations gathering disabled people so we can contact those disabled people so that we can talk to them and obtain information so that we can see what their difficulties are and so that we can share that information with you.

That would be a very quick way of doing this and a very concrete way of obtaining information because the objective is not only to have the information and to engage people with disabilities but the idea is to gather information and with that information, to be able to contact people, disabled people who have no options to participate.

And this is not for the technicality but generally, in many meetings, we have Adobe Connect and we have the phones. And sometimes due to an ISP provider problem, we cannot have access to the Adobe Connect and we cannot raise the hand to participate in the Adobe Connect.

So, we are having this issue frequently and sometimes we come from countries where Internet access is difficult. So, we have people who would like to participate, who would like to take floor, raise their hands but we cannot tell the interpreter please tell people we have to participate because we're interrupting their topics. Thank you.

MAUREEN HILYARD: Thank you. We are a little bit late I'm afraid. And I do have to fare you all out. There is one other matter that was if there was anything urgent that people wanted to raise as an agenda item perhaps from this meeting. If anything you feel that there is you need to bring up within the agenda of your next meeting to please do so. No? Do I raise it with you or do I give it to Cheryl? Yes, raise it with Cheryl when she gets back.

Okay. Thank you very much. Thank you for being very patient with me. And enjoy your day.

**[END OF TRANSCRIPTION]**