

Age Diversity and Participation Survey Report

September 2019



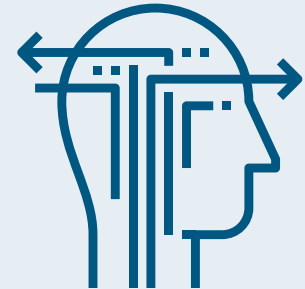
Age Diversity and Participation Survey Report

The survey was open to the ICANN community from 10 March to 19 April 2019, and 380 individuals participated in the survey.



96%

say **age diversity is beneficial** for the ICANN community



Most respondents

see knowledge sharing and varied perspectives as benefits of diversity



Cost is the most significant barrier to participation

Participants under 35

are more likely to experience ageism at ICANN



Over half of the respondents are not aware of how to report ageism to the Ombudsman

The **majority** of respondents support capacity-development initiatives to promote age-inclusive participation and recognize unconscious age bias



70%

see **mentorship** programs as a means to enhance age diversity



67% believe the ICANN community is age diverse

39% believe the community leadership is age diverse

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Executive Summary

The goals of the **Age Diversity and Participation Survey** are to determine current perceptions of age diversity, identify potential barriers to participation, and gather data to help inform ongoing community discussions on the topic of diversity.

Diversity of participants in ICANN's multistakeholder model is important in how ICANN serves its [mission](#) and [core values](#), and ICANN works to lower barriers to participation and promote greater diversity across the ICANN community.

Age was identified as one of the seven key aspects of diversity in the ICANN community by the Cross-Community Working Group (CCWG) on Accountability's Work Stream 2 [Subgroup on Diversity](#).

The survey was open to the ICANN community from 10 March to 19 April 2019. In total, 380 people participated in the survey, and 248 answered all of the questions (a 65% completion rate).

POSITIVE FINDINGS:

- ✓ There is beneficial value in age diversity for the ICANN community.
- ✓ Most agree that the community is age-diverse and inclusive.

- Nearly every respondent (96%) agrees that age diversity is beneficial to the community. No other question in the survey received as positive of a response.
- The majority of respondents say *the ICANN community is age-diverse* and few identify age as a barrier to participation.
- The majority of respondents say *the ICANN community provides fair and equal treatment, values knowledge and skills, and offers opportunities for advancement to a position of community leadership* to members of all ages.
- In general, respondents are satisfied as members of the ICANN community; they have a positive view of ICANN's overall current reputation (especially younger respondents); and most say the reputation of the ICANN community is improving.

Overall, these results are positive. However, important differences emerged when the results were examined for individual age and gender groups.

AREAS FOR IMPROVEMENT:

- 🔍 Younger respondents and females feel the most negatively affected by their age.
- 🔍 They are also less aware of the procedures to report ageism.

Younger respondents differed from older respondents in a few key areas; specifically, those under 35 are:

- **Less likely** to say the ICANN community is *age diverse*.
- **Less likely** to feel *included* (vs. *excluded*).

- **More likely** to feel *disadvantaged* (vs. *advantaged*).
- **More likely** to say they have *personally experienced* or *witnessed ageism*.

Among the 20% of respondents observing a lack of inclusiveness in the ICANN community, most (including older respondents) acknowledge younger members as being negatively affected.

Notably, six out of ten respondents are not aware of the procedure to report ageism to the ICANN Ombudsman, and awareness of the procedure is lower among younger and female respondents.

Additionally, female respondents (when compared to male respondents) are:

- **Less likely** to say the ICANN community leadership is age diverse, and **more likely** to say *the ICANN community should do more to increase the leadership's age diversity*.
- **More likely** to say that *knowledge and/or skills needed to contribute* is a barrier to participation; **more likely** to say that *knowledge and/or skills*, as well as *accessibility* and *gender*, are *significant* barriers; and **nearly twice as likely** to say they have *personally experienced knowledge and/or skills needed to contribute* as a barrier.
- **Less likely** to say they would report an incident of ageism to ICANN.

REASONS FOR OPTIMISM

- 🗣️ Younger respondents are positive about the ICANN community.
- 🗣️ Most are optimistic about initiatives to improve age diversity.

Younger respondents (particularly those under 35) are positive in rating ICANN's efforts to address the issue of age diversity. These respondents are **more likely** to:

- Rate the ICANN community's reputation positively.
- Rate ICANN's efforts to increase age diversity as *excellent*
 - By contrast, older respondents are more likely to say *the community is already age diverse and efforts to improve diversity are not needed*.
- View capacity-development initiatives (including mentorship and leadership programs and ICANN meeting sessions) as potentially effective *in improving age diversity and inclusive participation within the ICANN community*.
- View collecting age-related data as potentially effective.

The majority of respondents, particularly younger and female, are optimistic about the effectiveness of capacity development initiatives and formats, and collecting age-related data.

An important acknowledgment by most respondents is that younger community members are most affected, when a lack of inclusiveness in the ICANN community was perceived, observed, or experienced.

What's next?

Survey results provide encouraging data for future efforts. ICANN community members can now consider potential solutions and recommendations for future actions through relevant mechanisms and channels. By reviewing the survey results, the ICANN community will be better informed to identify potential next steps to enhance diversity at ICANN while supporting broad and inclusive participation.

Survey Methodology

The survey was open to the ICANN community from 10 March to 19 April 2019. All responses were collected online with the survey software ClickTools and remain anonymous in accordance with ICANN’s [Privacy Policy](#). It was conducted by the ICANN organization as a follow-up to the pilot [Gender Diversity and Participation Survey](#).

To encourage participation from all regions and stakeholders, the survey was available in seven languages: Arabic, Chinese, English, French, Portuguese, Russian, and Spanish. The survey software does not offer access to data on the number of participants who completed the survey in each language, but the write-in responses show considerable numbers of French and Spanish responses, as well as some Arabic, Portuguese, and Chinese responses.

In total, 380 people participated in the survey. Respondents were asked to enter their age, which allowed for the creation of three age groups with approximately equal numbers of respondents. The survey software recorded all responses, whether or not the respondent completed the entire survey. As the survey progressed, the proportion of younger respondents declined while that of older respondents increased, resulting in age groups of more equal proportions. Gender groups remained two-thirds male and one-third female throughout the survey. The number of respondents varied for each question, and the questions in the report appear in a different order to that of the survey itself.

Note that “younger” and “older” are used as comparative terms, not definitive designations, throughout the report. For some questions, “younger” may refer to respondents under 35 in contrast to those 50 and over; whereas for other questions, the comparison group may be those younger or under 50.

		Age Groups				Gender Groups		
		Mean: 42 years Median: 40 years						
	Total	Under 35 years	35-49 years	50 and over	Age not provided	Females	Males	Gender not provided
Start of survey	380	135	128	108	9	135	240	5
		36%	34%	28%	2%	36%	63%	1%
End of survey	248	80	83	82	3	85	161	2
		32%	33%	33%	1%	34%	65%	< 1%

The survey consisted of 17 questions (some with optional write-in responses), two demographic questions (age and gender), and five optional questions. Questions were designed to gather insights across the community regarding perceptions of age diversity, inclusive participation, ageism, barriers to participation, and efforts to increase diversity.

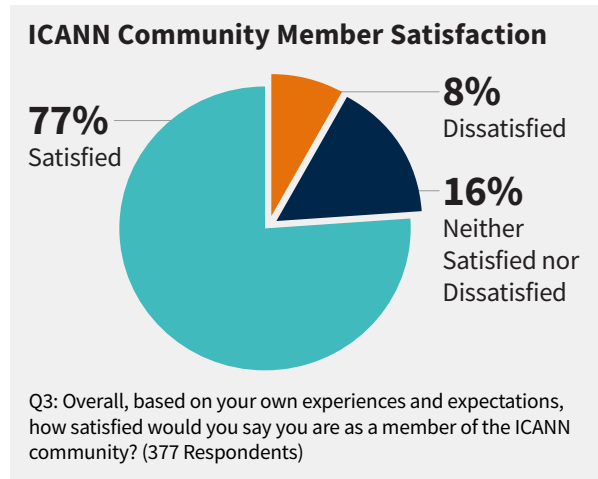
Differences of 10 percentage points or more in age comparisons and in gender comparisons were considered statistically significant at the 95 percent confidence level and are noted throughout the report. This threshold for significance is based on the number of survey respondents.

An optional Exit Survey consisting of eight questions was used to gather additional data points about respondents including their geographical region and their level of involvement in ICANN. In accordance with ICANN’s [Privacy Policy](#) and to ensure that all data from the Age Diversity and Participation Survey remains anonymous, the Exit Survey was conducted as a stand-alone survey and the resulting data is stored and analyzed separately. Approximately 14% of the total Age Diversity and Participation Survey respondents completed the optional Exit Survey, offering only limited insight into respondents’ regional spread and level of involvement in ICANN.

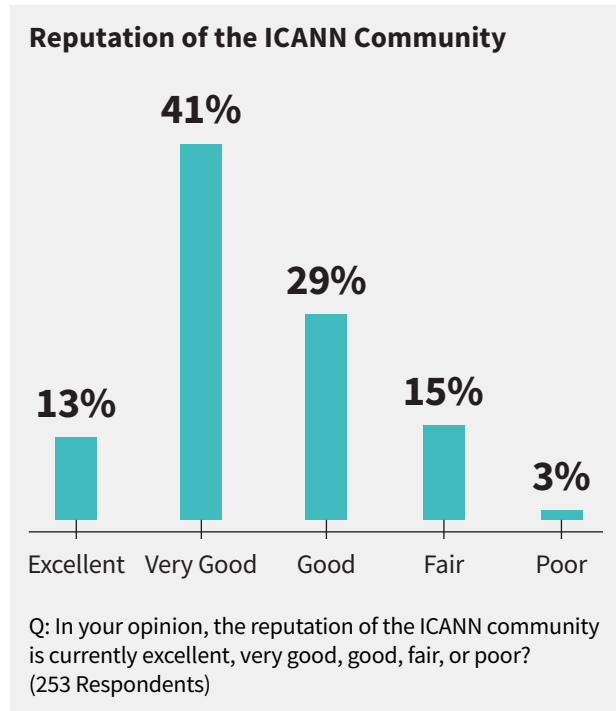
Introduction: Satisfaction and Reputation

Most survey respondents say they are satisfied with the ICANN community.

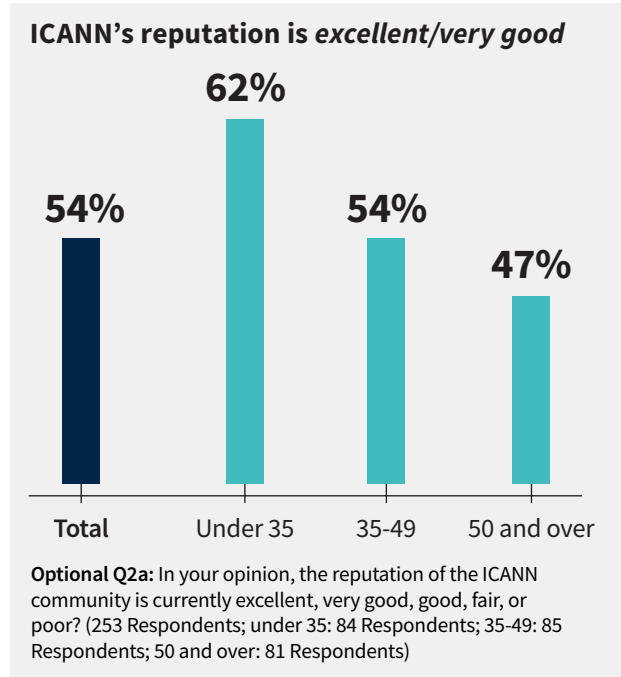
The majority of respondents say they are *satisfied as a member of the ICANN community*, with one-third (33%) being *very satisfied* and 44% *somewhat satisfied*. This degree of satisfaction is consistent across all ages.



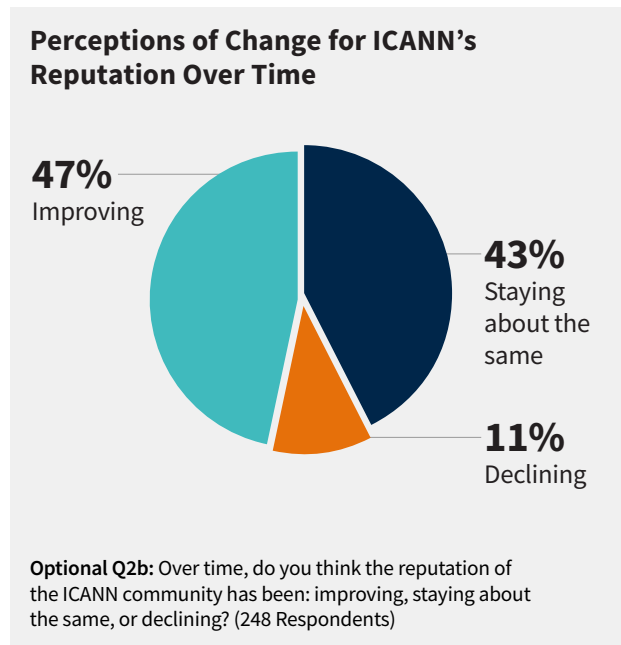
More than half the respondents rate the ICANN community's current reputation as either *excellent* or *very good*.



Younger respondents have a more positive opinion of the ICANN community's current reputation than do older respondents.



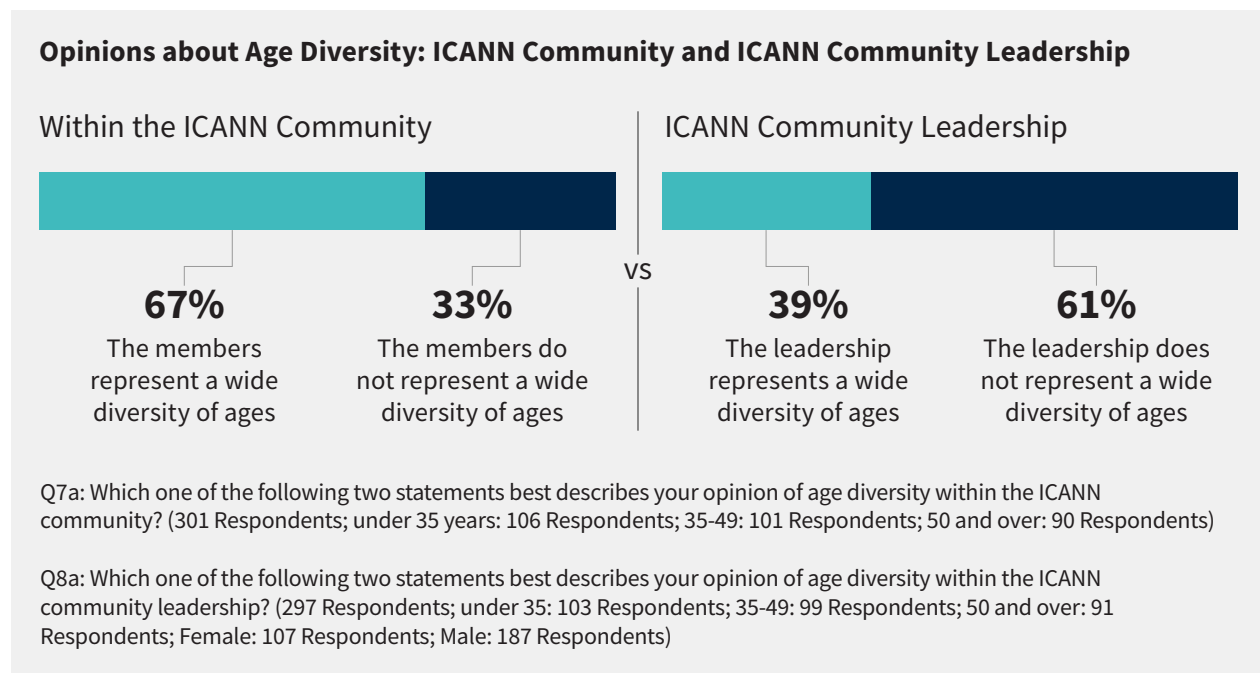
Nearly half the respondents say ICANN's reputation is *improving*.



I. Perceptions of Age Diversity

The majority of respondents say that the ICANN community is age-diverse. Significantly fewer say the same about the ICANN community leadership.

Two-thirds (67%) of respondents say the *ICANN community is age-diverse* (vs. 33% who say the community *is not age-diverse*). These proportions are nearly reversed when the same question is asked about the ICANN community leadership.



Opinions of ICANN’s age diversity vary by age and gender: younger respondents are less likely to say the community is age-diverse.

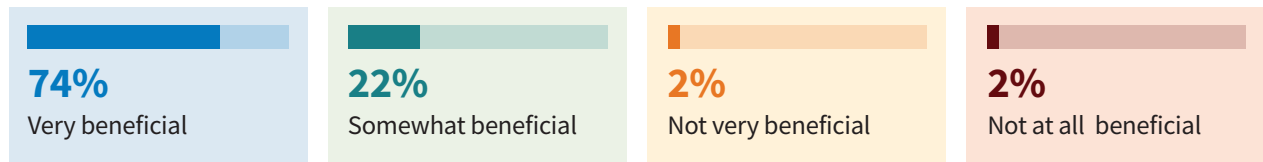
Younger respondents (under 50) are less likely than older respondents to say a *wide variety of ages is represented* in the ICANN community and the community leadership. Three out of four respondents aged 50 and over (74%) say *the ICANN community is age-diverse* (vs. 64% for respondents under 50). A similar 10-point difference between the two age groups exists for the ICANN community leadership (48% for 50 and over vs. 35% for under 50).

More males (43%) than females (32%) say *the ICANN community leadership is age-diverse*. Females (49% vs. 36% for males) are more likely to say the ICANN community *should do more* to increase the leadership’s age diversity.

Respondents agree that age diversity is *beneficial for the ICANN community*.

Most respondents (96%) say age diversity is *beneficial for the ICANN community*. This high level of perceived benefit is consistent across all age groups.

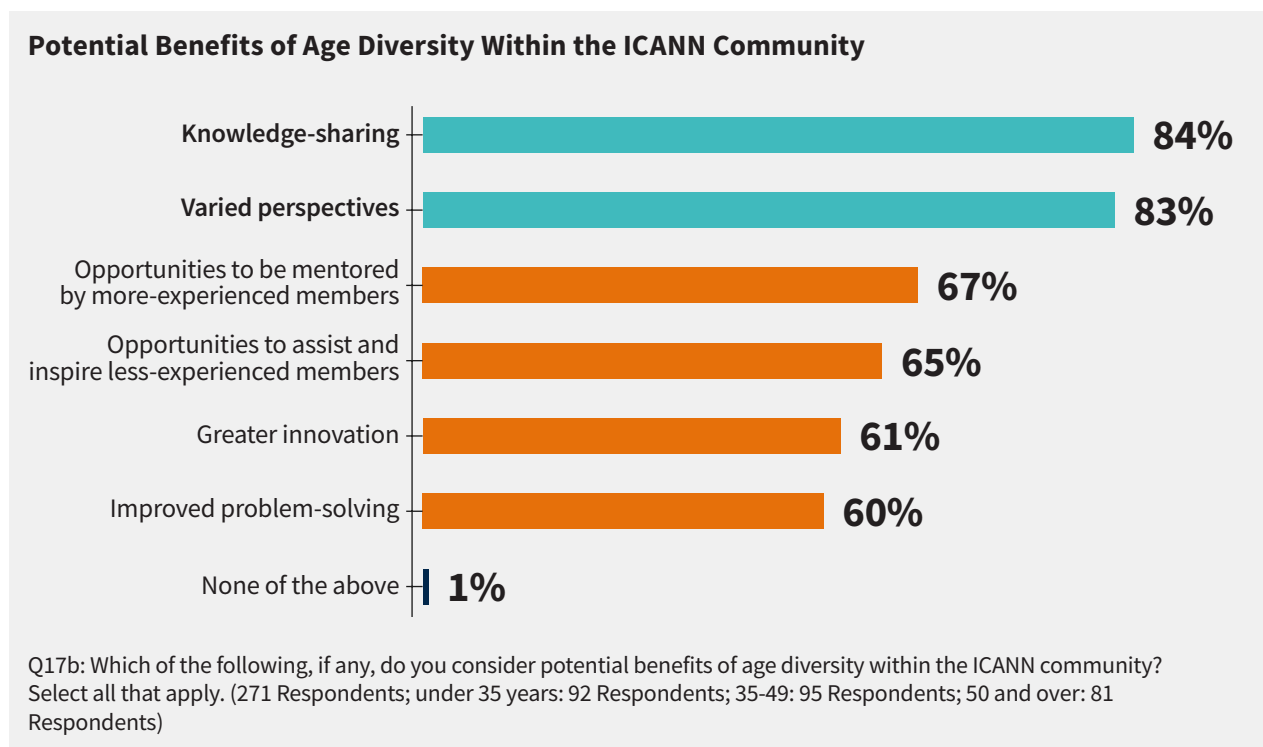
Perceived Benefit of Age Diversity for the ICANN Community



Q17a: In your opinion, how beneficial is age diversity for the ICANN community? (278 Respondents)

Knowledge sharing and varied perspectives top the list of potential benefits of age diversity for the ICANN community.

Over 80% of respondents identify *knowledge sharing* and *varied perspectives* as beneficial. Over 60% acknowledge the other benefits, and only 1% did not select any of the six as potential benefits.



Perceptions of potential benefits of age diversity for the ICANN community vary by age.

Younger respondents (under 50) are more likely than their older counterparts to see the potential benefit of:

- *Opportunities to be mentored by more-experienced members* (70% vs. 58% for 50 and over).
- *Greater innovation* (64% vs. 52% for 50 and over).

Older respondents (35+ years) are more likely than their younger counterparts to see the potential benefit of:

- *Varied perspectives* (86% vs. 77% for under 35).
- *Improved problem-solving* (63% vs. 53% under 35).

Perceptions of the other two benefits are consistent across all three age groups.

In Their Own Words: Other Benefits of Age Diversity

All respondents were asked the following open-ended question: ***Are there other benefits of an age-diverse ICANN community that come to mind for you – but were not mentioned? If yes, please mention those benefits here.*** A total of 26 respondents offered write-in responses regarding other benefits of an age-diverse ICANN community. The main themes to emerge relate to continuity and knowledge sharing, and inclusivity.

Continuity and Knowledge Sharing

Multiple comments relate to the continuity of the ICANN community, noting that many community leaders will retire soon and there is a need for knowledge sharing to sustain the community. Below are some comments on this theme:

- *“Getting new people involved and up to speed, so they are ready when the old guard moves on. The old guys (e.g. me) are not going to be around forever, and some thought to what happen next is desirable.”*
- *“The age diversity will lead to continuity and sustainability. There will be no leadership gap at any time. The vision and mission will always have people to drive it.”*
- *“There is a lot of institutional knowledge in the different communities of ICANN that will die with the ‘greybeards.’ This needs to be passed down.”*
- *“The community needs to renovate itself over the time, and thus involvement of new young members is important, to ensure transition of knowledge and experience through the community in the process.”*
- *“Variety in technology perspectives. Older folks may be familiar with how telephone numbering policies and systems were developed, for example, while younger people wouldn’t. Younger people, perhaps stereotypically, are thought to be more technologically savvy in the emerging technologies with which they grew up.”*

Inclusivity Among All Ages

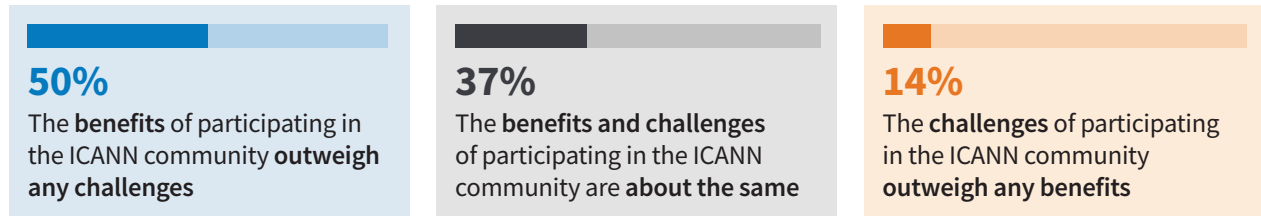
Another theme involves inclusivity, the fair treatment of participants of all ages, and the benefits of involving both older and younger participants. Below are some comments on this theme, which highlight the need for inclusivity among both younger and older participants:

- *“Emphasizes that the Internet and its development is not just a young persons’ activity. One only has to look at Steve Crocker, Vinton Cerf and others to know that they still have a lot to offer the ICANN community and that the Internet is for all.”*
- *“Older community members may have more free time to volunteer.”*
- *“Empowering the youth.”*
- *“To modernize ICANN’s community culture.”*
- *“Friendship between people of all ages.” (originally in French)*
- *“Senior participants usually have more time available to engage at ICANN.” (originally in Spanish)*

II. BARRIERS TO PARTICIPATION

Respondents say the benefits outweigh the challenges when participating in the ICANN community.

Benefits versus Challenges of Participation



Q4: Based on what you've observed and experienced as a member of the ICANN community, as well as what you may have heard from other members, which one of the following statements best describes your opinion? (317 Respondents)

Cost is the most commonly identified barrier to participation in the ICANN community; age and gender are the least.

The following table summarizes the responses to three key questions about barriers to participation. All three questions contained the same list of nine potential barriers.

- First, respondents were asked to indicate which of the nine, if any, they perceive as barriers to participating in the ICANN community.
- Second, respondents who identified at least one barrier to participation were asked how significant each barrier is (whether for them or for other members).
- Third, respondents indicated which of the nine barriers they had personally experienced.

For each question, respondents are asked to think about whether these potential elements are perceived as barriers – this data relates to perceptions only, not definitive identifications.

For the first question (identifying barriers), 68% of respondents identify *cost* as a barrier – a significantly higher proportion than any other barrier. In the second question (rating barriers), 90% consider *cost* to be a *very* (57%) or *somewhat* (33%) *significant barrier for them or for another member*. For the third question, just over half of the respondents (51%) indicate they have *personally experienced* this barrier.

For the first question, three barriers to participation in the ICANN community are identified by 40% or more respondents: *knowledge and/or skills needed to contribute* (46%), *lack of time* (42%), and *geographical residence* (40%). In the second question, these barriers are considered to be *very* or *somewhat significant* by 84%, 79%, and 73% of respondents, respectively.

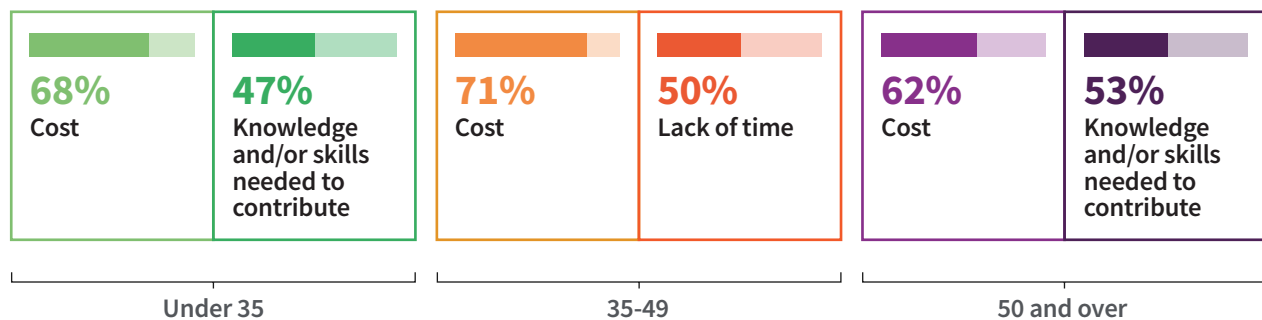
Among the nine potential barriers presented to respondents, *age* and *gender* are the only two to be identified as barriers to participation by less than 10% of respondents in the first question. *Age* was identified as a barrier by only 8% of respondents in that first question; for the second question regarding rating barriers, 28% rate it is a *very* or *somewhat significant barrier* (whether for them or for other members); for the third question, 7% say they have *personally experienced* this barrier.

Overall, 14% of respondents say they have not experienced any of the nine barriers to participation (14% for respondents under 35, 11% for respondents 35-49, and 18% for 50 and over).

	Perceived Barriers to Participation in the ICANN Community	Barrier Perceived as Very/Somewhat Significant	Personally Experienced Barrier
Cost	68%	90%	51%
Knowledge and/or skills needed to contribute	46%	84%	31%
Lack of time	42%	79%	38%
Geographical/Regional residence	40%	73%	24%
Location of meetings	34%	74%	28%
Language	27%	62%	15%
Accessibility	20%	63%	13%
Age	8%	28%	7%
Gender	8%	25%	4%
None of the above	6%	N/A	14%

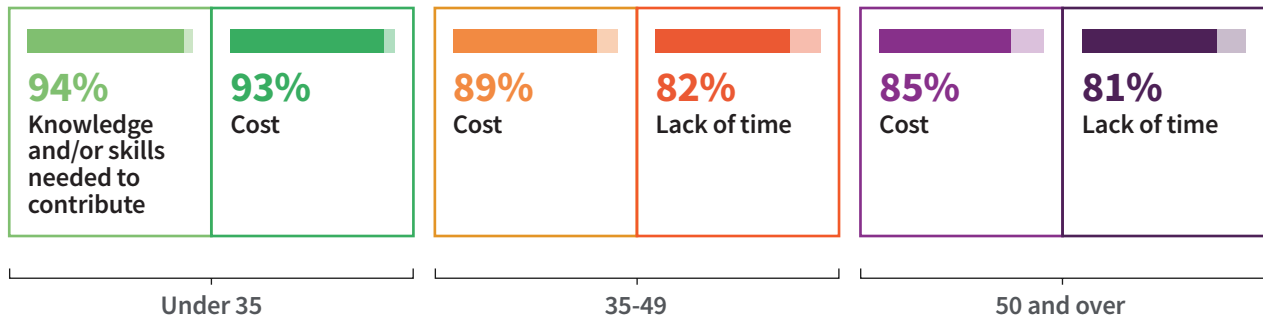
Q5a: Which, if any, of the following do you think are barriers to participating in the ICANN community? Select all that apply. (321 Respondents) **Q5b:** How significant do you think this barrier is to participation in the ICANN community – whether for you or for other members? Asked if Respondent identified at least one barrier in Q5a. (256-285 Respondents: Varies by item.). **Q6a:** Using the same list that you saw previously, have you personally experienced any of the following potential barriers to participation in the ICANN community? (308 Respondents)

Top Barriers to Participation



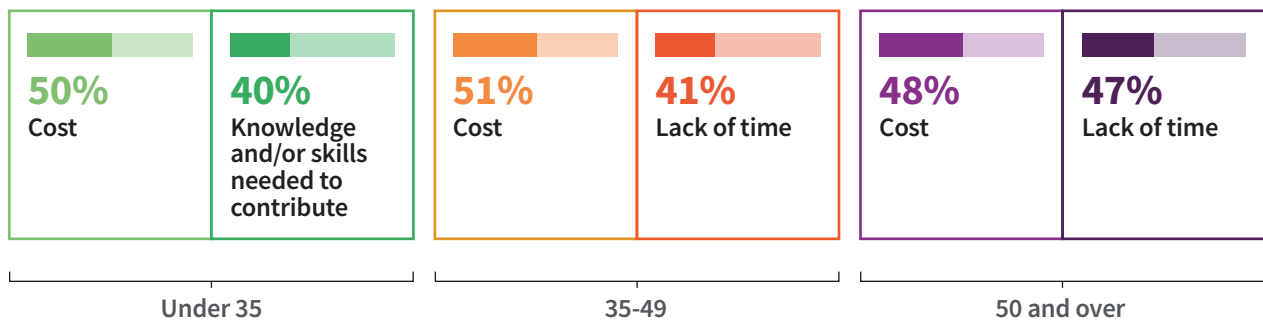
Q5a: Which, if any, of the following do you think are barriers to participating in the ICANN community? Select all that apply. (under 35: 113 Respondents; 35-49: 109 Respondents; 50 and over: 95 Respondents; Female: 114 Respondents; Male: 204 Respondents)

Barriers to Participation Most Often Rated “Very/Somewhat” Significant



Q5b: How significant do you think this barrier is to participation in the ICANN community – whether for you or for other members? Asked if Respondent identified at least one barrier in Q5a. (under 35: 101 Respondents; 35-49: 106 Respondents; 50 and over: 89 Respondents; Female: 106 Respondents; Male: 191 Respondents)

Barriers to Participation Most Often Identified by Respondents as Having Personally Experienced



Q6a: Using the same list that you saw previously, have you personally experienced any of the following potential barriers to participation in the ICANN community? (under 35: 107 Respondents; 35-49: 103 Respondents; 50 and over: 94 Respondents; Knowledge and/or skills needed to contribute - Female: 112 Respondents; Male: 193 Respondents)

Females (55%) are more likely than males (40%) to say knowledge and/or skills needed to contribute is a barrier to participation. Females are also more likely than males to say knowledge and/or skills (92% vs. 80%), as well as accessibility (74% vs. 57%) and gender (34% vs. 19%), are significant barriers. Females are also nearly twice as likely as males to say they have personally experienced knowledge and/or skills needed to contribute as a barrier to participation (46% vs. 24%).

In Their Own Words: Other Barriers to Participation

All respondents were asked the following open-ended question: *Are there any other potential barriers to participation in the ICANN community that come to mind – whether for you or for other members – but were not included in the list?* A total of 61 responded. Many add context to barriers already listed (such as specific linguistic, financial, and regional issues), while others introduce new barriers, such as those relating to connectivity, employers, and specific ICANN programs and groups.

Understanding ICANN

The most frequently-mentioned theme in the write-in comments relates to understanding ICANN (or a lack thereof). Some note that it takes several meetings to understand ICANN, to meet the right people, to become familiar with the community dynamics, and to determine how to meaningfully contribute.

Multiple respondents note that acronyms and terminology pose barriers to newcomers; one writes, *“The nomenclature used in policies, even notifications or blog posts, is often times difficult to decipher. Understanding the materials produced by ICANN is a barrier to participation as it is not written in layman terms. This coupled with any potential language barriers is highly problematic.”* Another wrote (originally in French), *“Lack of knowledge of how a consensus-based non-governmental organization functions can be very disorienting for many people.”*

Some also note that their employers do not understand the importance of engaging. A few state that the general public is unaware of ICANN; one posits, *“lack of awareness about the ICANN community by the general public severely reduces the number of students that look toward this as a potential path of study.”*

Cost

Cost is noted as a significant factor by multiple respondents, including cost of travel and cost of connectivity. One explains how cost, employment, and time relate to age as a barrier:

“A significant challenge is for volunteers that assume a role in ICANN community and are expected to travel to 3 F2F [face-to-face] ICANN meetings (and if in a CCWG [cross-community working group] possibly even more F2F meetings) in a year. That means such a person has to be able to give up one month from work (and family) for travel and attendance to the 3 ICANN F2F meetings. (Based that the average F2F meeting is a week and typically a day is needed to travel to the meeting and another day to return from the meeting). Especially for third world countries, volunteers working at a job would find it difficult to get 1 month off from work to go to ICANN meetings. This skews the attendance at ICANN F2F meetings to those persons who are well off financially, have their own companies to have flexible time or are retired (and therefore older).”

Another respondent notes:

“Younger people tend to have less access to money and so are less able to bear the costs of participation in the ICANN community. The ICANN community should consider two key changes to reduce the cost of participation. Firstly, consider reducing the frequency of meetings to just two each year. This would allow for more substantive work to be done between meetings as well as reducing everyone’s travel costs. Secondly, consider entering into long-term contracts with venues near to travel hubs, so that travel costs are reduced. The long-term contracts should reduce costs and by avoiding secondary cities, the number of flights required can be cut.”

Inequality or Exclusivity

Multiple respondents write about a perception of inequality or exclusivity. Here are some of the comments:

- *“[i]t is very much an old boy’s club and should do more to encourage that each group has an equal number of newer and older members.”*
- *“[A lack of concern for] older members and those with disabilities.”*
- *“[A] lack of cultural sensitivity among many participants.”*
- *“Some ‘veteran’ participants who seem to have special access to ICANN Board, senior staff, etc., a number of participants recycling through different leadership roles within the ICANN structures which means less opportunity for new talents.”*
- *“[An] unfair treatment of underrepresented communities.”*
- *“Our employer attaches value to our participation. Also, the way our corporate/organization officers decide who should participate at ICANN. I believe this has an impact in terms of gender representation at events, as most of the times cisgender men are chosen.”*

Other – Meeting-Specific Issues, Time Commitment, Time Zones, Language, and Connectivity

A few participants mention meeting-specific issues. Several reference the difficulty in procuring a visa to attend meetings. Others noted that many key sessions overlap. One states (originally in French), *“Discussions during meetings are conducted in an exclusive way. Newcomers are left out or have the feeling of being left out.”* Another said ICANN meetings are not an *“efficient use of time,”* and that the schedule is posted too late for effective planning. In addition, one noted, *“ICANN sometimes chooses locations for meetings that are not accepting of, and in some cases have laws against, certain sexual/gender orientations [...] ICANN sometimes chooses locations for meetings that are not accepting of, or sometimes very much against, certain religious affiliations.”*

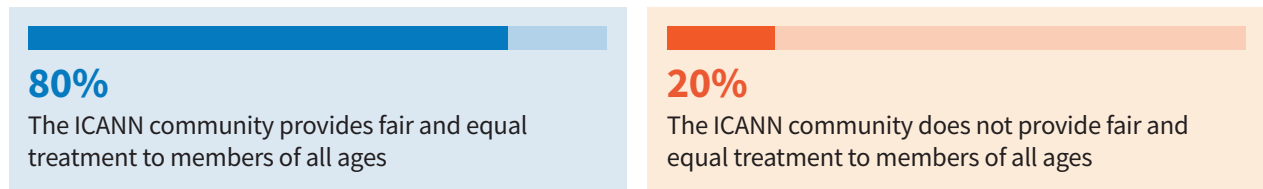
Many respondents note the time commitment as a barrier to participation, as well as connectivity. In addition, multiple note that their time zones make participation difficult. Language issues are also highlighted by survey respondents. One states (originally in French), *“The language issue is very serious and urgent. I have noticed that English is the working language at ICANN. Let’s make an effort to gradually integrate the other UN languages in order to increase community participation. Interpretation and translation services do a fantastic job, that I encourage and welcome. [...] For example, to be able to apply to a position via the NomCom, fluency in English is required, which I don’t find normal. Some people from my country would like to participate but get discouraged because almost all documents are in English and some meetings are in English only.”*

III. AGE DIVERSITY AND INCLUSIVE PARTICIPATION

Most respondents say the ICANN community is inclusive to members of all ages when it comes to providing fair and equal treatment, valuing knowledge and skills, and offering opportunities for advancement to a position of community leadership.

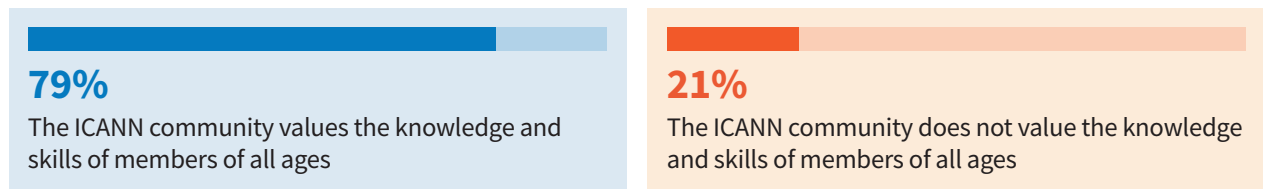
Inclusive Participation within the ICANN Community:

Providing Fair and Equal Treatment



Q9a: Which one of the following statements best describes your opinion? (291 Respondents)

Valuing Knowledge and Skills



Q10a: Which one of the following statements best describes your opinion? (289 Respondents)

Offering Opportunities for Advancement to a Position of Community Leadership



Q11a: Which one of the following statements best describes your opinion? (288 Respondents)

Among those indicating a lack of inclusiveness, most say younger members are negatively affected.

Respondents indicating a lack of inclusiveness in the previous three questions were asked a follow-up question to determine which age groups they felt were affected for each category: *providing fair and equal treatment* (58 respondents), *valuing knowledge and skills* (60), and *offering opportunities for advancement to a position of community leadership* (83). Respondents could select one or more option from: *members in my age group*, *members older than I am*, and *members younger than I am*.

Across all three categories, the majority of respondents indicate that the ICANN community *does not provide fair and equal treatment* (64%), *does not value the knowledge and skills* (73%), and *does not offer opportunities for advancement* (73%) to members *younger than I am*.

As noted, the follow-up question was only asked of those respondents who said the ICANN community was not providing inclusive participation to members of all ages (for the three categories). When based on the total number of respondents, the percentages for each category are as follows:

- *Does not provide fair and equal treatment to members younger than I am* = 13%
- *Does not value the knowledge and skills to members younger than I am* = 15%
- *Does not offer opportunities for advancement to members younger than I am* = 21%

“The community needs to renovate itself over time, and thus involvement of new young members is important to ensure transition of knowledge and experience through the community in the process.”

“I think a lot is done by the young people especially fellows. More should be done by those older and more experienced to improve diversity and acceptance of diversity.”

The above data relates to respondents who selected the response *members younger than I am*. Another significant category is those who selected *members in my age group*. As above, for all three questions, the majority of respondents under 35 (who received the follow-up question) indicate that the ICANN community *does not provide fair and equal treatment* (88% | 21 of 24 respondents), *does not value the knowledge and skills* (86% | 19 of 22 respondents), and *does not offer opportunities for advancement to members in my age group* (93% | 27 of 29 respondents).

IV. AGEISM

Respondents were presented with the following introduction: *We'd now like to ask you about ageism (age bias), which is defined as: prejudice or discrimination on the basis of a person's age. Your responses to these questions are valuable and will remain anonymous and confidential.*

Respondents are far more likely to say they *have more often felt included than excluded within ICANN for reasons related to their age*. Although respondents are also more likely to say they have more often felt *advantaged than disadvantaged*, this gap is much smaller.

Nearly half (43%) say they *have more often felt included than excluded within ICANN for reasons related to their age*, while only 8% say they *have more often felt excluded than included* (a 35-point gap). When asked the same question for feeling *advantaged or disadvantaged*, 25% say they *have more often felt advantaged* and 15% say they *have more often felt disadvantaged* (a 10-point gap).

Significantly more respondents say that they *have not felt advantaged or disadvantaged* (41%) than those who say they *have not felt included or excluded* (28%). Similar proportions say they have felt both: 21% have felt *included and excluded* and 19% have felt *advantaged and disadvantaged*.

Experiences within ICANN based on Reasons Related to Age

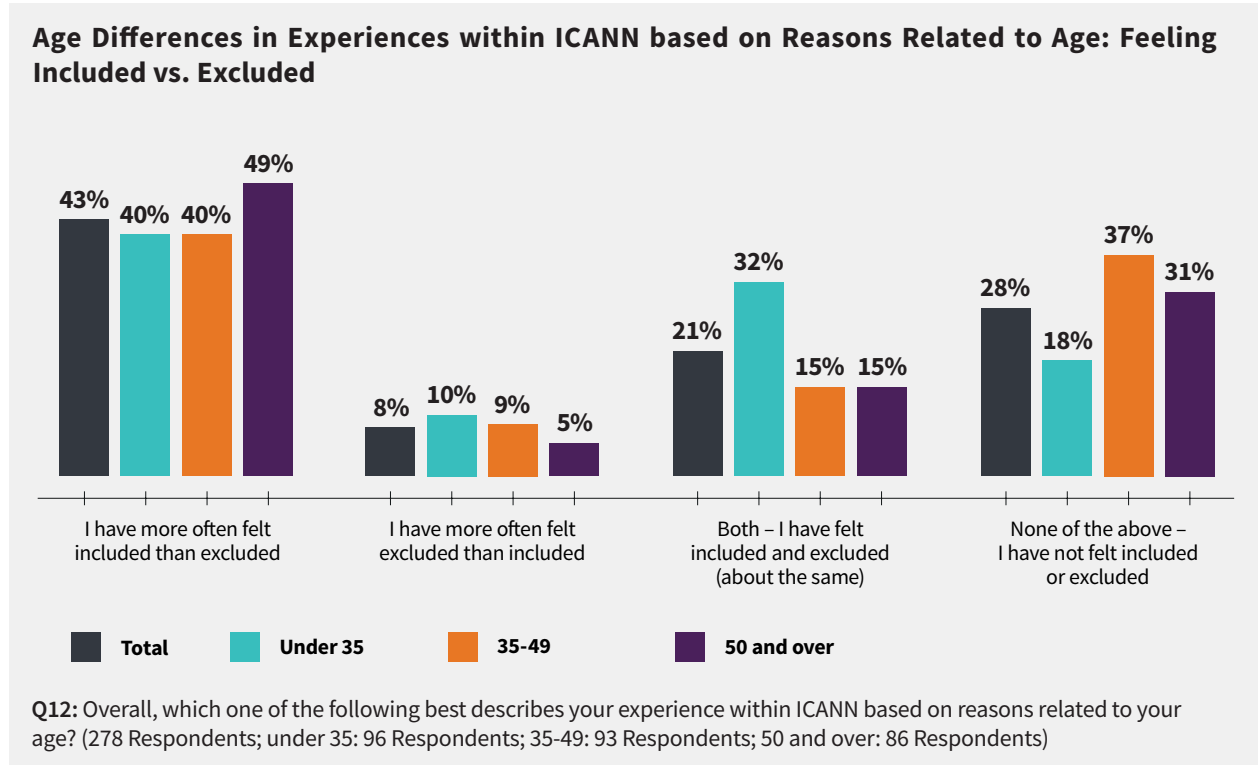
Feeling Included vs. Excluded		Feeling Advantaged vs. Disadvantaged
43% more often felt included than excluded	>	25% more often felt advantaged than disadvantaged
8% more often felt excluded than included	<	15% more often felt disadvantaged than advantaged
21% felt included and excluded (about the same)	≈	19% felt advantaged and disadvantaged (about the same)
28% have not felt included or excluded	<	41% have not felt advantaged or disadvantaged

Q12: Overall, which one of the following best describes your experience within ICANN based on reasons related to your age? (278 Respondents) **Q13:** Overall, which one of the following best describes your experience within ICANN based on reasons related to your age? (273 Respondents)

Respondents under 50 are less likely to say they have felt included.

Respondents under 50 are less likely (than respondents 50 and older) to say they *have more often felt included than excluded* (40% vs. 49%, respectively).

Respondents under 35 are twice as likely to say they *have felt both included and excluded* (32%) when compared to respondents 35 and older (15%). Respondents 35 and older are, however, more likely to say they *have not felt included or excluded* (37% for 35-49, 31% for 50 and over vs. only 18% under 35).



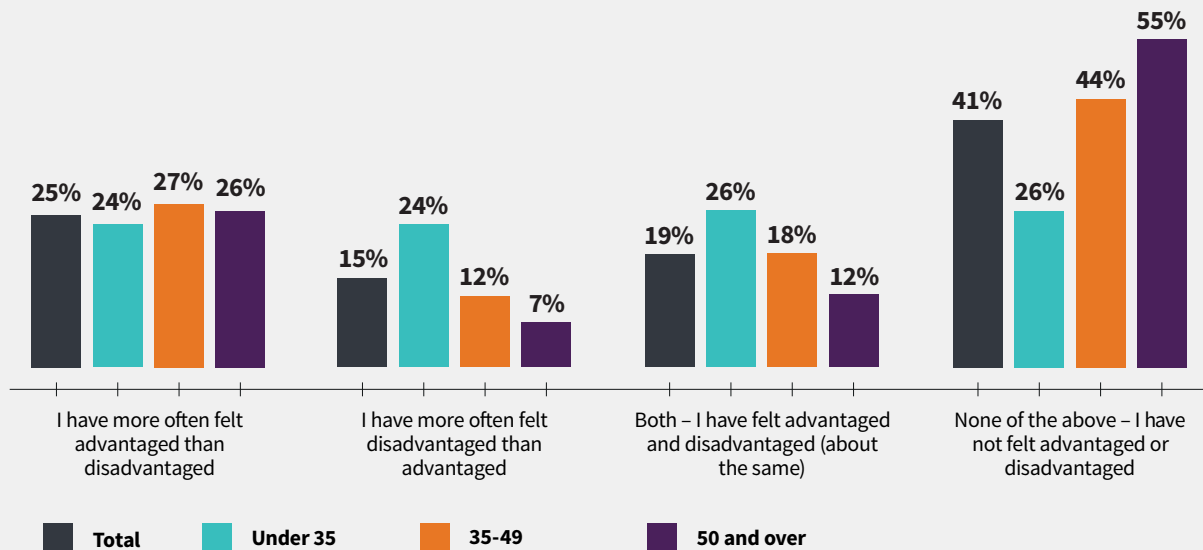
Respondents under 35 are more likely to say they feel *disadvantaged* (vs. *advantaged*) within ICANN based on reasons related to their age.

Overall, and across all three age groups, one in four respondents say they *have more often felt advantaged than disadvantaged within ICANN based on reasons related to their age* (overall 25%; under 35: 24%; 35-49: 27%; 50 and over: 26%).

Respondents under 35, however, are significantly more likely to say they *have more often felt disadvantaged than advantaged* (24%); this compares to only 12% for respondents 35-49 and 7% for respondents 50 and over.

A similar trend across age is evident for having felt both *advantaged* and *disadvantaged* (under 35: 26%; 35-49: 18%; 50 and over: 12%). That trend is reversed, however, for not having felt *advantaged* or *disadvantaged* (under 35: 26%; 35-49: 44%; 50 and over: 55%).

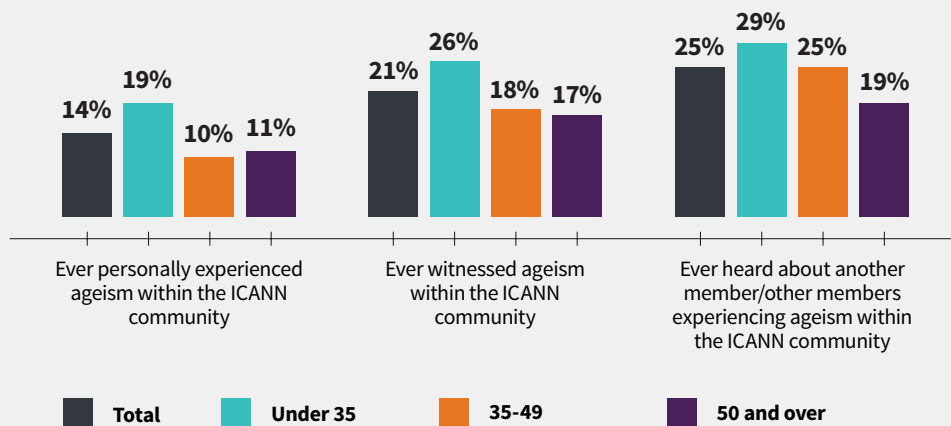
Age Differences in Experiences within ICANN based on Reasons Related to Age: Feeling Advantaged vs. Disadvantaged



Q13: Overall, which one of the following best describes your experience within ICANN based on reasons related to your age? (273 Respondents; under 35: 92 Respondents; 35-49: 94 Respondents; 50 and over: 84 Respondents)

Respondents under 35 are more likely to say they have experienced ageism within the ICANN community. The most frequently-mentioned location where ageist incidents are perceived to occur is *at ICANN Public Meetings*.

Across all three categories, younger respondents are more likely than older respondents to say they have personally experienced ageism (19%), witnessed ageism (26%), or heard about another member/other members experiencing ageism (29%) within the ICANN community.



Q14a: Based on the definition of ageism as prejudice or discrimination on the basis of a person's age, have you ever: Personally experienced ageism (272 Respondents; Age groups: 83-94 Respondents); Witnessed ageism (270 Respondents; Age groups: 83-92 Respondents); Heard about ageism (270 Respondents; Age groups: 83-93 Respondents)

These experiences of ageism are, of course, individuals' perceptions, rather than definitive facts, and do not reflect reported incidents of ageism in the ICANN community.

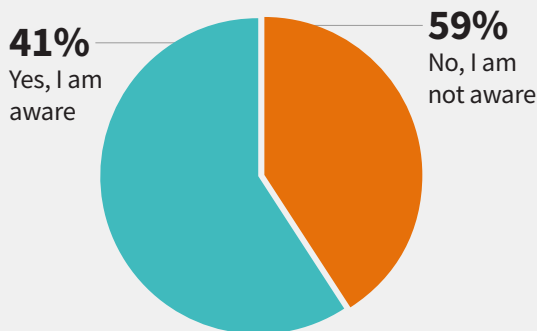
Many of those who say they have experienced or witnessed ageism did so in the past three years, including 30 of the 38 who *personally experienced ageism*, 42 of the 58 who *witnessed ageism*, and 40 of the 68 who *heard about ageist experiences*.

Overall, 26 of the 38 respondents who say they have ever *personally experienced ageism* within the ICANN community, indicate that the ageism occurred *in-person, at an ICANN Public Meeting*. Other locations include: *remotely, on ICANN mailing lists* (14 respondents); *remotely, on ICANN calls* (13 respondents); *in person, at another ICANN related event* (11 respondents); and *during remote participation at an ICANN Public Meeting* (9 respondents).

Q14c: Asked if personally experienced ageism. Thinking about ageism that you personally experienced at any time while a member in the ICANN community, which of the following, if any, describe where the ageism occurred? Select all that apply. Remotely, on ICANN mailing lists, Remotely, on ICANN calls, During remote participation at an ICANN Public Meeting, In person, at an ICANN Public Meeting, In person, at another ICANN related event, Other. (38 Respondents)

Nearly six in ten respondents are not aware of the procedures to report ageism to the ICANN Ombudsman.

Awareness of the Procedures to Report Ageism to the ICANN Ombudsman



Q15: Whether or not you have personally experienced, witnessed, or heard about ageism within the ICANN community in the past – and whether or not you would want to report ageism to ICANN – are you aware of the procedures to report ageism to the ICANN ombudsman? (Total: 276 Respondents; under 35: 93 Respondents; 35-49: 84 Respondents; 50 and over: 86 Respondents; Female: 98 Respondents; Male: 176 Respondents)

Awareness of the reporting procedures is lower among females and respondents under 50.

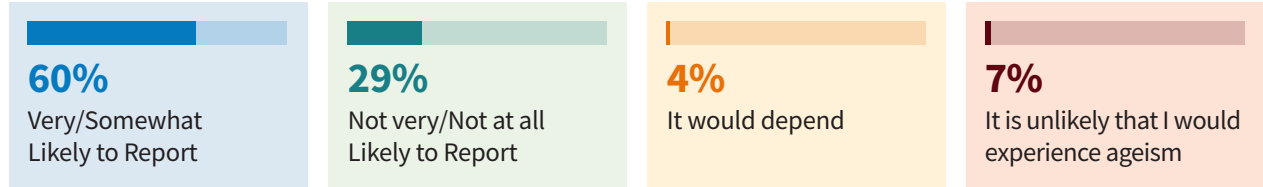
Those most likely to say they are *aware of how to report ageism to the ICANN Ombudsman* are 50 and over (56% vs. 32% for 35-49, and 35% for under 35). Two-thirds of younger respondents say they are *not aware* (65% for under 35 and 68% for 35-49 vs. 44% for 50 and over).

Females are less aware of the procedures to report incidents of ageism to the ICANN Ombudsman (32% vs. 46% for males).

Most respondents say they would report future experiences of ageism.

Overall, 60% of respondents say they would be *very likely* (31%) or *somewhat likely* (29%) to report a future personal experience of ageism to ICANN. This likelihood is consistent across all three age groups.

Likelihood of Reporting Ageism in the Future



Q16a: If you were to personally experience ageism within the ICANN community in the future – how likely would you be to report that experience to ICANN? (277 Respondents; Female: 99 Respondents; Male: 176 Respondents)

Not only are females less aware of reporting procedures than males, but they also indicate they would be less likely to report an incident of ageism to ICANN if such an incident occurred in the future (54% vs. 63% for males).

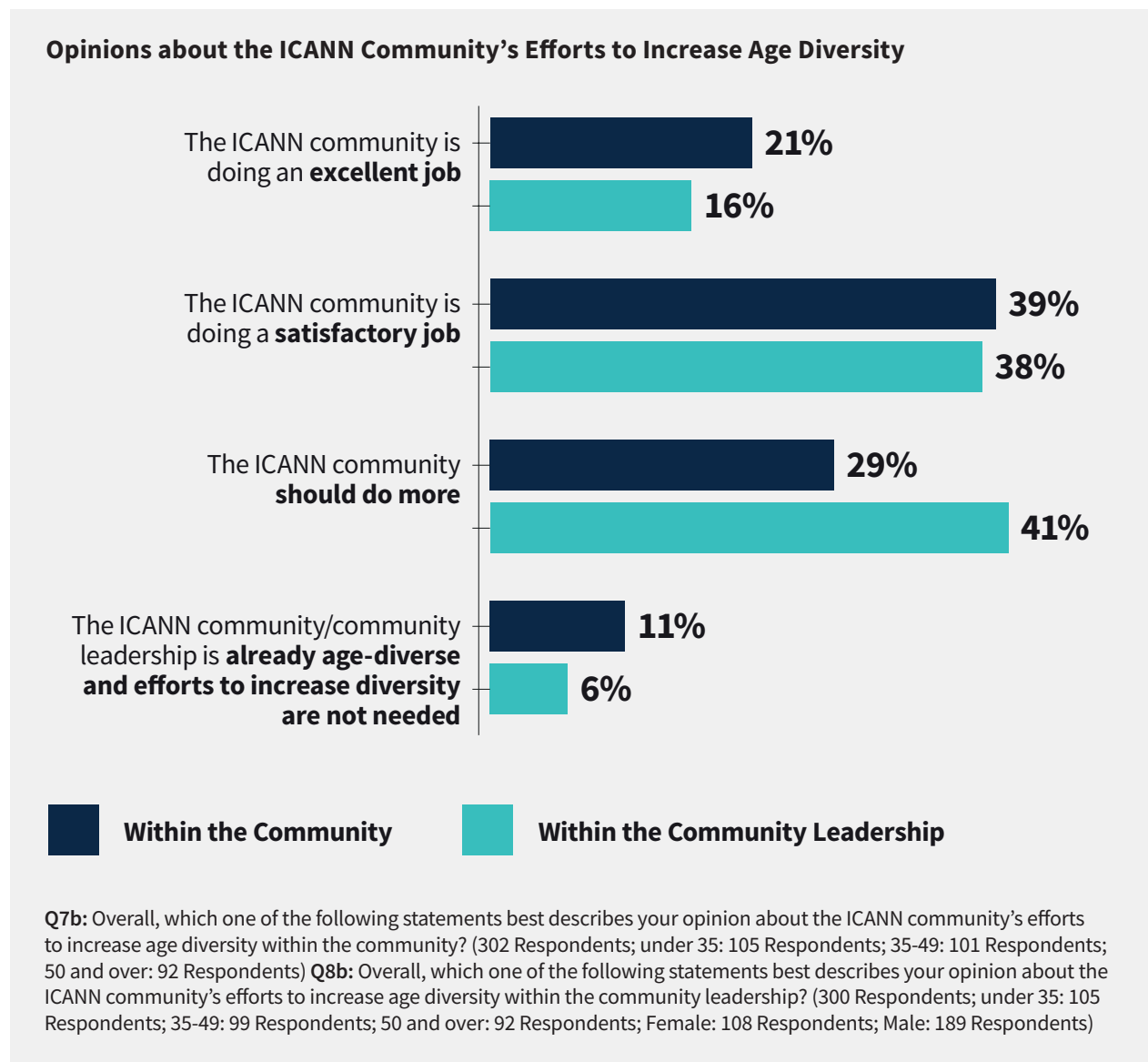
Those selecting *it would depend* were asked: *What factors would affect your likelihood of reporting, or not reporting, a personal experience of ageism to ICANN?* Eight respondents offer reasons: some relate to the reporting process (the distant location of the ombudsman at ICANN64, concern that the complaint might not be taken seriously, lack of knowledge about the ombudsman); others relate to the specific experience (one preferred to solve the problem directly; another said it would depend on the underlying issue).

“Define a behavior model and put in place a safe procedure to report instances of harassment during ICANN meetings and social events. It is important to launch surveys with a focus on instances of harassment and intimidation because these parameters are not included in the concept of discrimination.” (originally in Spanish)

V. INCREASING AGE DIVERSITY

Opinions about *efforts to increase age diversity* indicate there is room for improvement (for both the community and its leadership). Respondents under 35 view ICANN’s efforts in the community more positively than do older respondents, who are more likely to say the community and its leadership are *already age diverse*.

The majority of respondents are divided in their opinion about the ICANN community’s efforts to increase age diversity in the community: 39% say *the ICANN community is doing a satisfactory job* and 29% say *the ICANN community should do more*. There is a similar division in opinion about *the ICANN community’s efforts to increase age diversity within the community leadership*: 38% say *the ICANN community is doing a satisfactory job* and 41% say *the ICANN community should do more*.



Although the above results are consistent across all age groups, two notable age differences emerge.

- **Younger respondents** (under 35) are more likely to say the ICANN community is doing *an excellent job* in its efforts to increase age diversity in the community (29% vs. 18% for respondents 35-49, and 15% for respondents 50 and over). This age difference appears for the ICANN community, but not the ICANN community leadership.
- **Older respondents** are more likely to say *the ICANN community is already age-diverse and efforts to increase diversity are not needed* (20% for 50 and over vs. 10% and 3% for respondents 35-49 and under 35, respectively). Likewise, older respondents are more likely to say that the ICANN community leadership is already age-diverse and efforts to increase diversity are not needed (10% for respondents 50 and over vs. 7% and 1% for respondents 35-49 and under 35, respectively).

Additionally, more females (49%) than males (36%) say *the ICANN community should do more to increase age diversity within the community leadership*.

Respondents were presented with this introduction: *The next few questions are about ICANN's capacity-development initiatives. Capacity development at ICANN involves objective-based learning activities that enable the community to increase knowledge, improve skills, and drive meaningful contributions that support the organization's mission. Vital to ICANN's mission is the core value (b) (ii) of "seeking and supporting broad, informed participation reflecting the functional, geographic, and cultural diversity of the Internet at all levels of policy development and decision-making." of the Internet at all levels of policy development and decision-making.*

Respondents' positive response to capacity-development initiatives to improve age diversity and inclusive participation within the ICANN community may provide a path forward. Respondents under 35 and females are particularly supportive of these initiatives.

Respondents were asked to rate the effectiveness of four capacity-development initiatives in improving age diversity and inclusive participation within the ICANN community. All four initiatives are seen as potentially *very effective* or *somewhat effective* by large majorities of respondents (75-82%).

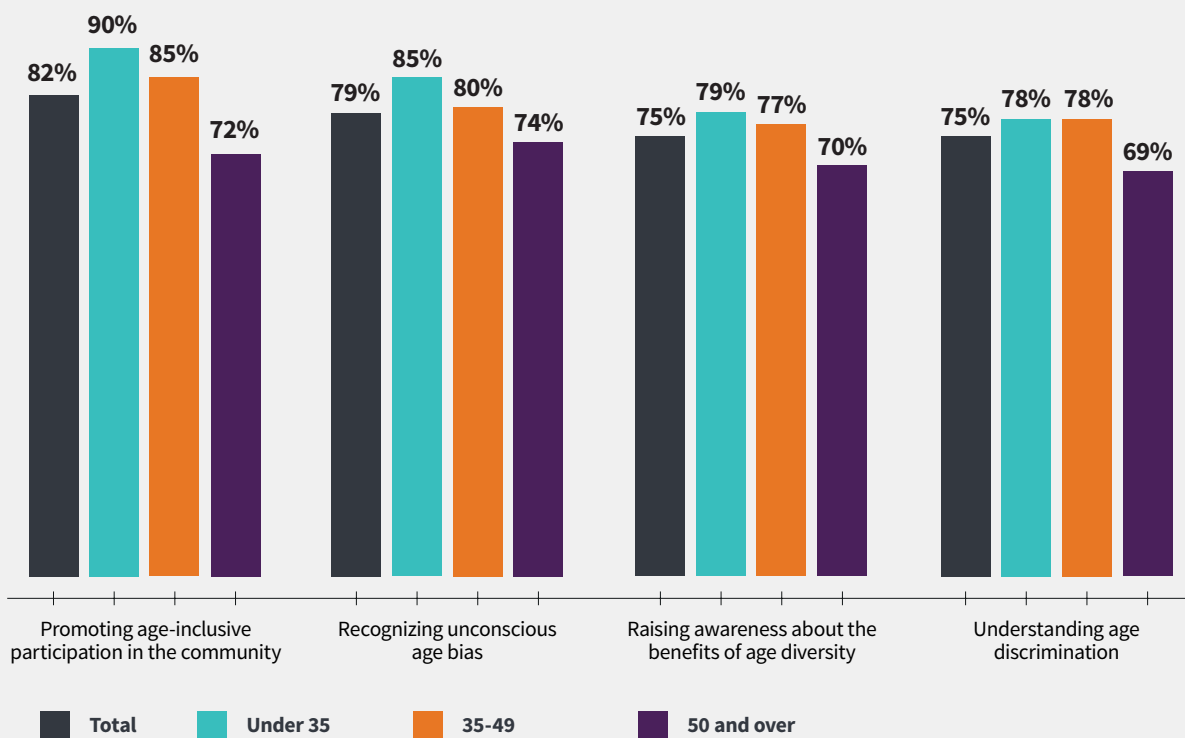
A trend in perceived effectiveness based on age appeared for all four initiatives, with younger respondents more likely than older respondents to support the initiatives. A significant age difference between respondents under 35 and those 50 and over exists for *promoting age-inclusive participation* (90% vs. 72%) and *recognizing unconscious age bias* (85% vs. 74%).

“*To improve age diversity and inclusive participation there should be more opportunities for older and younger participants to work together in mentor-mentee roles, leadership shadowing, chairing skills etc.*”

Females are more likely than males to say the capacity-development initiatives could be *effective*, particularly for *promoting age-inclusive participation* (90% vs. 78% for males) and *understanding age discrimination* (83% vs. 71% for males).

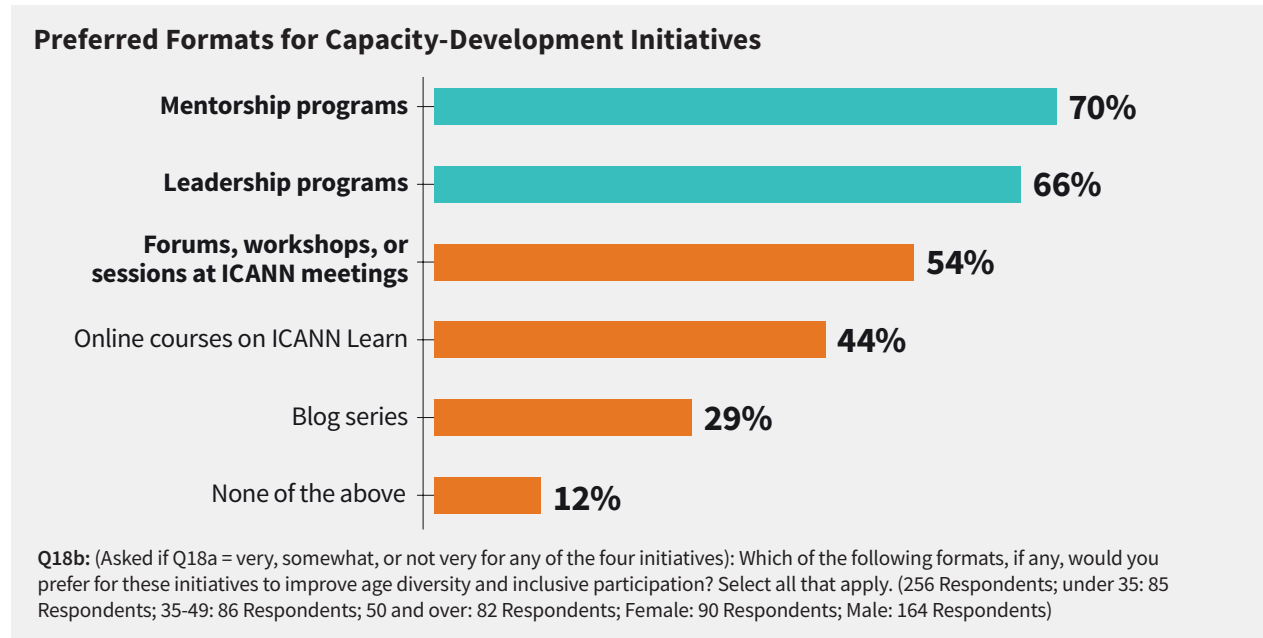
Despite the above age and gender differences, most respondents are optimistic about the initiatives' effectiveness – from 69% among those 50 and over for *understanding age discrimination* to 90% among those under 35 for *promoting age-inclusive participation*.

Perceived Effectiveness of Capacity-Development Initiatives in Improving Age Diversity and Inclusive Participation within the ICANN Community



Q18a: How effective do you think the following capacity-development initiatives could be in improving age diversity and inclusive participation within the ICANN community? **1. Raising awareness about the benefits of age diversity?** (254 Respondents) **2. Promoting age-inclusive participation in the community?** (249 Respondents) **3. Understanding age discrimination?** (251 Respondents) **4. Recognizing unconscious age bias?** (251 Respondents) (Age Differences: Varies by question: under 35: 82-83 Respondents; 35-49: 83-86 Respondents; 50 and over: 81-83 Respondents; Gender Differences: Varies by question: Female: 87-89 respondents; Male: 160-163 Respondents)

Mentorship programs, leadership programs, and forums, workshops, or sessions at ICANN meetings are the most preferred formats for ICANN’s capacity-development initiatives. Younger respondents are more likely to support all three formats.



Mentorship programs are preferred by nearly eight of ten respondents under 35 (79%) and by 72% of respondents 35-49. Fewer than six in ten (57%) of respondents 50 and over prefer these programs for ICANN’s capacity-development initiatives.

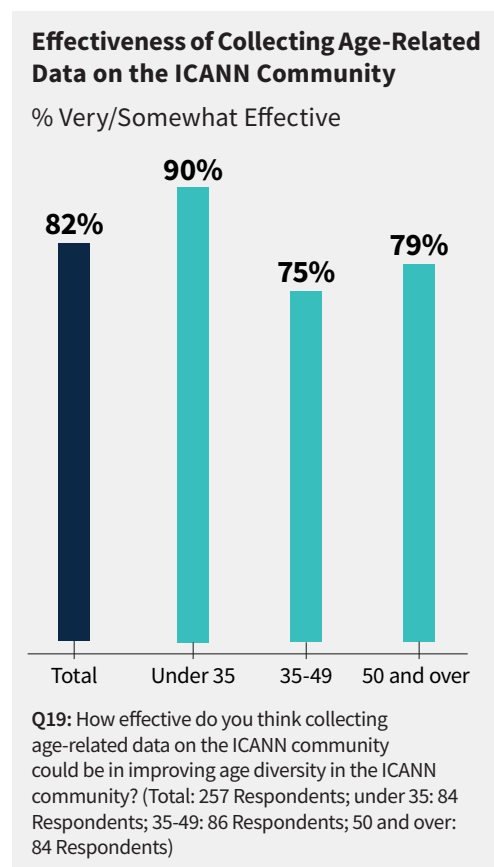
Similarly, *leadership programs* are preferred by 69% of respondents under 35, and by 73% of respondents 35-49, compared to only 54% of respondents 50 and over.

Respondents under 35 (65%) are also more likely to prefer *forums, workshops, or sessions at ICANN meetings*, compared to only 51% and 49% for respondents 35-49 and 50 and over, respectively.

Females are more likely than males to prefer *mentorship programs* (78% vs. 66%), *leadership programs* (76% vs. 61%), and *forums, workshops, or sessions at ICANN meetings* (64% vs 49%).

The majority of respondents, and especially respondents under 35, say collecting age-related data could be effective in improving age diversity.

In total, 82% of respondents say *collecting age-related data could be effective in improving age diversity in the community* (38% very effective and 44% somewhat effective). This sentiment is stronger among respondents under 35.



In Their Own Words

In response to the open-ended question, *Are there any other capacity-development initiatives you would recommend ICANN offer to improve age diversity in the ICANN community? If yes, please mention those initiatives here*, 21 respondents recommend other initiatives; some comments on three main themes appear below.

Improve Youth Participation

- *“The biggest barrier is on-site participation, since most usually senior management is sent. I would recommend a kind of special invitations for young people, with 50-100% cost covered, distributed through community and geographically. Invitations would be given to participants, with an obligation that they find a young person in their community to join.”*
- *“More creative, youth focused initiatives - the internet will be their legacy; they need to get involved. But we do boring, middle aged meetings. What about wicked problem solving “slams” - initiatives like a policy hack-a-thon or mock U.N. policy debates in high schools alongside ICANN meetings or similar interactive experiential things. Maybe develop a VR game about what the world would look like based on different ICANN policy outcomes.”*
- *“Forums and capacity building workshops for young people.”* (originally in French)
- *“Outreach programs in schools, universities and community groups. Further support for initiatives being led by the AC and SOs that aim to build membership within their silos, especially when it is designated as a new or untapped area or niche segment not currently represented at ICANN (i.e. young business leaders, student developers, human rights activists, political science interns, etc)”*
- *“Increasing the content targeting Arabic speakers and more care for programs designed for children in the Arab countries, without imposing specific cultural mindsets (directions) from outside the Arab countries.”* (originally in Arabic)

Engage Older and Younger Participants Together

- *“To improve age diversity and inclusive participation there should be more opportunities for older and younger participants to work together in mentor-mentee roles, leadership shadowing, chairing skills etc. the kind of reasons that makes younger people value their elders and what they have to offer to make them better people.”*
- *“Reverse mentorship programs, in which a younger person mentors an older person would be helpful.”*

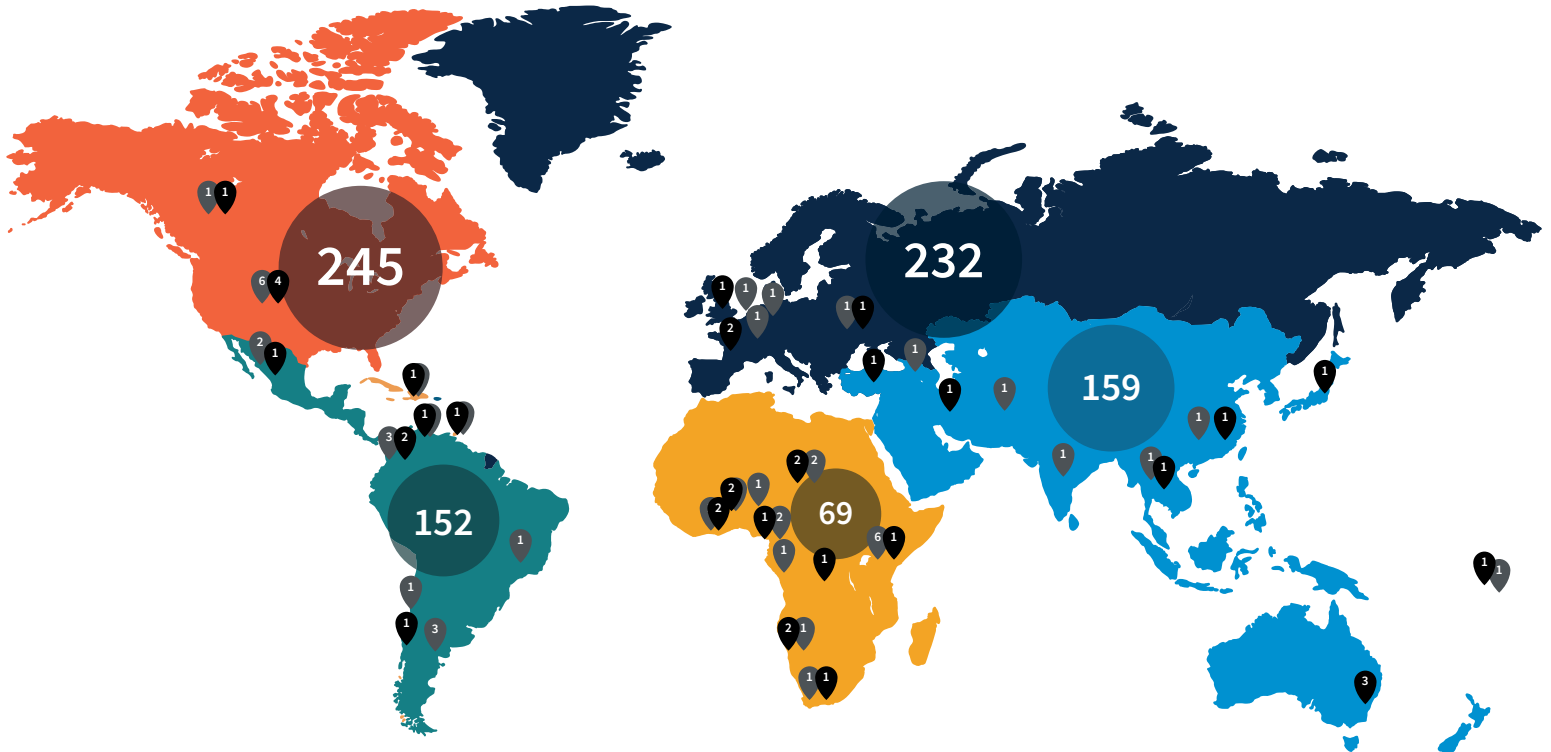
Collect Correlative Data

- *“It’s one thing to collect data from attendees, and quite another to know which age levels are meaningfully engaged in working groups or committees.”*
- *“Track if there is a correlation between age and number of years of experience within ICANN. If it is found that newcomers are more likely to be younger, then building knowledge, skills and capacity to effectively participate within ICANN will likely prove to be a good way to increase age diversity.”*

Additionally, when asked to nominate a role model or leader who champions age diversity, many respondents did, which is a positive sign for the future of the ICANN community. Twelve individuals from various constituencies across the ICANN community and the ICANN Board and organization were nominated at least twice.

EXIT SURVEY

Each Exit Survey question was optional, so the number of survey participants varies for each question, from 37 to 55 respondents (around 14% of the total Age Diversity and Participation Survey respondents). Due to the small sample size, the data derived from the Exit Survey offers limited insight into the Age Diversity and Participation Survey respondents' regional spread and level of involvement in ICANN; therefore, no meaningful conclusions can be drawn from the few data points below.



Bitly link data for the survey

Responses: 871



In what country or region do you reside?

Responses: 37



In what country or countries do you have citizenship?

Responses: 46

Respondents were asked about their country/region of residence and their country of citizenship. Since exit survey data is limited, the following map also includes geographical data provided from ICANN's custom link for the survey. Although this data does not indicate whether or not a user went on to complete part or all of the survey, it gives an indication that the survey was available to and reached a wide geographical range of community members.

Survey respondents have a variety of experiences with the ICANN community. Less than half (44%) have been involved for under 5 years; 20% have been involved in the community between 5 and 10 years; and 35% have been involved for over 10 years. The majority (84%) have attended an ICANN Public Meeting, 78% have attended a meeting in the past year, and 43% have attended more than 10 meetings.

Survey respondents came from a variety of stakeholder backgrounds. The most commonly-selected stakeholder groups are: civil society or non-governmental organization, end users, academia, the domain name industry, and the technical community. The most commonly-selected community group is the Generic Names Supporting Organization (GNSO), followed by the Country Code Names Supporting Organization (ccNSO), Regional At-Large Organizations (RALOs), and the At-Large Advisory Committee.

Over half (59%) of respondents are in full-time employment, followed by those in part-time employment (14%), students (10%), and retired participants (4%). (Ten percent preferred not to say.)

The majority of respondents in the Age Diversity Survey (78%) also participated in the Gender Diversity Survey, which was the first diversity survey conducted by ICANN.

RECOMMENDATIONS

Overall, the results of the Age Diversity and Participation Survey indicate there is room for improvement in age diversity for both the community and the community leadership.

On the surface, ageism does not appear to be an issue within the ICANN community given that 67% say the ICANN community is *already age diverse*, and less than 10% of respondents identify age as a barrier to participation. However, one finds a potentially less than optimal environment for younger respondents and female respondents; both groups are less likely to say *the ICANN community is age diverse*.

Giving survey respondents the opportunity to express their opinions in their own words often yields illuminating insights. The following write-in responses are included because the themes they contain were mentioned by multiple respondents.

1. Clarify Communication on Ageism and Reporting Procedures

Younger respondents are twice as likely to say they have *personally experienced ageism* within the ICANN community; they are also more likely to say they have *witnessed ageism* and *heard about another member experiencing ageism* in the ICANN community. With regards to location, 26 of the 38 respondents who say they have *personally experienced ageism* within the ICANN community indicate that it occurred *in-person, at an ICANN Public Meeting*.

Over half (59%) of survey respondents are not aware of how to report ageism to the ICANN Ombudsman. Overall, younger respondents and female respondents are less aware of the reporting procedures, and if an incident of ageism were to occur in the future, female respondents are less likely than male respondents to report it to ICANN.

With the above results in mind, the ICANN community could consider clarifying what constitutes incidents of ageism, as well as clarifying the procedures to report an ageism incident to ICANN's Ombudsman. It may be helpful to emphasize relevant behavioral and privacy policies to reassure those who are unsure or ambivalent about reporting an incident. In addition, the uncertainties relating to the reporting procedure will be flagged for the ICANN Ombudsman.

2. Consider Implementing Age-Diversity Initiatives

The ICANN community could **consider implementing capacity-development initiatives** to promote age-inclusive participation, recognize unconscious age bias, raise awareness about the benefits of age diversity, and understand age discrimination. At least 75% say the above initiatives could be *very/somewhat effective*. *Mentorship programs, leadership programs, and forums, workshops, or sessions at ICANN meetings* are the three most preferred formats.

Community members could also consider ways to **collect age-related data on the ICANN community**. The majority of respondents (82%) say collecting age-related data could be *very/somewhat effective in improving age diversity in the ICANN community*.

The above recommendations, which reflect the sentiment and preferences of the majority of respondents, are likely to be of even greater interest and benefit to younger respondents and female respondents. Their optimism on the potential effectiveness exceeds that expressed by older respondents and male respondents (which is also very high). In addition, many write-in comments support increased capacity building, leadership training, online training, and newcomer onboarding.

3. Clarify and Communicate the Purpose (and Importance) of the ICANN Community

Write-in responses reflect a recognition that clearer and more engaging communication is needed internally (for existing members, and especially new members) and externally (for outreach to attract more members). The ICANN community could consider creating clear and accessible materials outlining the purpose of the community, why it exists, what it does, and why it matters. Responses suggest that doing so would help increase diversity by lowering barriers to understanding and participating in ICANN.

“Strengthen and clarify the overall purpose of being part of ICANN community to the participants or members.”

“Many people still don’t understand what ICANN is all about ...”

“Try very hard to make ICANN understandable - it’s not easy, given its complex internal nature and the relationships between the parts. Once you have those, you’re halfway there.”

“Lack of awareness about the ICANN community by the general public”

“Try to educate the wider public of the functions of ICANN and the benefits of people from all ages to participate and provide varied perspectives.”

“ICANN should continue to encourage new volunteer entrants especially from minority groups or less represented community.”

“The population that does not know about ICANN is still enormous and so ICANN needs to advance the tempo of interactions more with the academic communities that brew new future leaders.”
The population that does not know about ICANN is still enormous and so ICANN needs to advance the tempo of interactions more with the academic communities that brew new future leaders.”

4. Simplify the Information in ICANN Materials

Many respondents call for the simplification of ICANN’s terminology, policies, processes, notifications, and acronyms. Their comments reflect the frustration placed on community members as they try to figure out and understand what they need to know and the time it takes to do so. Though these comments do not relate to a specific age group, many respondents under 35 and females note that *knowledge and/or skills needed to contribute* is a significant barrier to participation and one they have personally experienced; simplifying materials would allow new participants to understand ICANN more readily and become engaged more quickly, with potential benefits for both age and gender diversity.

“More transparent AND clearer communication.”

“Participating in ICANN is good ... once you figure out how the whole thing fits together ... Figuring that out is a real challenge.”

“Understanding the materials produced by ICANN is a barrier to participation as it is not written in layman terms. This coupled with any potential language barriers is highly problematic.”

“It is the length and complexity of ICANN policy development and processes which are the great barrier to participation.”

“Keep trying to make the language ICANN uses as clear and simple as possible, shorter is better!”

“Make information simple and accessible.”

“Keep it simple!”

“Make it easier to find out how ICANN actually works, and what participation opportunities exist. There are lots of working groups, etc. out there, but finding out about one in time to get involved is not easy. Obvious example: ICANN publishes lots of stuff for public comment. But assuming that you stumble across something that you want to comment on, the comment page/process is seriously obscure [and] has defeated me repeatedly.”

5. Build an Age-Diverse and Age-Inclusive Environment through Programs

Survey results indicate the ICANN community sees the value of working collaboratively and sharing knowledge and skills to improve age diversity and inclusive participation. When presented with a list of six specific age diversity benefits for the ICANN community, respondents are most likely to acknowledge the benefits of knowledge sharing and varied perspectives. Younger respondents identify opportunities to be mentored by more-experienced members and greater innovation as most beneficial. Older respondents identify varied perspectives and improved problem-solving. In their write-in responses, respondents also express a need for more mentorship programs, including reverse mentorship programs.

The ICANN community could consider creating a **generation-wide collaborative environment to expand the knowledge and skills needed to contribute** for all ICANN community members, **particularly younger members and female members**. A generation-wide collaborative environment would also likely help address other barriers posed by *cost, location of meetings, and geographical/regional residence*, as well as informing decision-making related to prioritizing and implementing capacity-development initiatives and other efforts to improve diversity and increase inclusive participation.

6. Build Continuity and Sustainability by Attracting Younger Participants

Many respondents mention the immediate need to attract new, younger contributors, and pointed out the consequences of not doing so. They also express the reality that to attract younger participants, the ICANN community must inspire them to come on board. The write-in responses below are among the most revealing and important to the future of the ICANN community.

Community members could consider ways to meet with younger participants within the ICANN community and listen to their recommendations. A range of outreach efforts, activities, and events designed to **attract young contributors** could be identified and assessed for effectiveness on an on-going basis to identify what is working and what is not working.

“It feels like we aren’t gaining enough young people to replace the older generation that will be leaving as they retire, so I am fearful that the community will be shrinking in size.”

“Pursue the younger generation. We need to mentor the next generation and pass on the knowledge before the knowledge retires and leaves the community.”

“Youth are necessary for continuing the work of ICANN into the future.”

“The involvement of new young members is important to ensure transition of knowledge and experience.”

“Ensure the next generation is involved early.”

“Involve more young people from all over the world, and listen to them.”

“Find opportunities to keep community volunteers motivated and engaged.”

“Need a clearer effort to develop a new generation of talent and get those folks active.”

“Keep modernizing the processes and the community, refresh ‘the brand’ to make it more appealing to the new generations, involve the youth as much as possible and focus on/increase targeted stakeholder engagement.”

“You need to modernize. The discussions and progress are slow - very ‘last century’ in format and nature. They don’t appeal to more agile younger generations. But these generations need to be inspired to come on board to form part of their own future.”

“New generations bring new ideas, new solutions, and new areas of growth. Let them in.”

“Investing in youth so they become players within ICANN. Increasing the rate of capacity-building opportunities.” (originally in French)

“Age is currently associated with power at ICANN and that image needs to change”

“Better mentors mean we can bring in the next generation - which is something we need” (originally in Spanish)

“More should be done by those older and more experienced to improve diversity and acceptance of diversity.”

“To me, it seems that the ICANN community is graying and growing older, and often re-cycling the same individuals in leadership positions. Need a clearer effort to develop a new generation of talent and get those folks active.”

Other

Other write-in comments suggest improving transparency, accessibility and linguistic diversity would be beneficial, as well as shining a spotlight on issues relating to sexism and harassment. Others emphasize other forms of diversity, including regional and gender diversity, and the need to embrace diversity to develop a more inclusive community.

“Define a behavior model and put in place a safe procedure to report instances of harassment during ICANN meetings and social events. It is important to launch surveys with a focus on instances of harassment and intimidation because these parameters are not included in the concept of discrimination.” (originally in Spanish)

“Consider implementing diversity sensitivity training to those leading and participating in ICANN structures. In the past, my attempts to participate in certain community processes such as the Vertical Integration WG (that preceded new gTLDs) and IANA Transition Process were heavily dominated by unspoken Western attitudes and cultures in a manner that actively marginalized participants from Latin America, Africa and other regions. The voice of the West (including USA) is sometimes too strong and appears as if it is intended to silence views that differ from those of the West. ICANN still has a lot to do to prove it is really an international (and not a regional) organization in this regard.”

As noted earlier, the next steps for ICANN community members are to consider potential solutions and recommendations for future actions through relevant mechanisms and channels.

