Results from Chapter Survey of needs for 2009

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Background
Recognising that there are many areas of important work ahead as part of the Chapter Development Plan, ISOC launched a survey to help determine the most important work items for 2009. It was launched in English, Spanish, and French. The survey ran for six weeks from 8 October – 18 November 2008.

The Chapter membership component of the Association Management System was not included in the survey as this is already regarded as most important.

Response
Replies were received from 39 different Chapters. This corresponds to approximately 50% of all Chapters as listed on the ISOC website at: http://www.isoc.org/isoc/chapters/list.php?status=A

Results
The results are presented as combined and weighted totals for each ISOC work area. First most important work item was weighted 3, the second most important work item weighted 2, and third most important work item weighted 1.

The results are shown in graphical form for ALL Chapters and Individual Chapters (My Chapter) below.

To get full details on all the results, please refer to Appendix A, which lists the statements used in the survey and their corresponding codes.
The results for the top two most important work areas were identical across both categories of MY Chapter and ALL Chapters. Both work areas scored high marks, well ahead of other areas:

Most important

- Develop a responsible funding framework for ISOC Chapters, including skills transfer and ‘how to’ information. (59 My chapter, 45 All)

Second most important

- Enhance support of ISOCs activities in Public Policy, Education, Standards and Strategic Initiatives (45 My Chapter, 40 ALL)

Third most important work item for ALL Chapters:

- Develop a common set of information to support the work of ISOC Chapters. (33)

J and G also received high scores for ALL Chapters and should be mentioned:

- Improve procedures to ensure that those wishing to establish new Chapters are legitimate and the Chapters are viable (23).
- Continue to build trust, improve 2-way communication and collaboration and strengthen peer-to-peer relationships through ISOC’s Sphere project group activities (22).

Third most important work item for MY Chapter was a tie between:

- Develop ways to recognise and promote successful projects and activities of ISOC Chapters (24).
- Enhance ISOC Chapters presence on the web and develop the collaborative on-line ISOC Chapter community and identity (24).

Priorities and Programmes

As mentioned, delivering the Chapter Membership component of the AMS is one of the most important work items for 2009 and was not included in the survey.

ISOC is introducing two programmes that meet the need of funding support as described by “Develop a responsible funding framework for ISOC Chapters, including skills transfer and ‘how to’ information”. The first is a pilot Events programme which offers US$2,000 to Chapters that meet the criteria for the programme. The second is the formalisation of a travel fellowship fund with a US$30,000 budget (the programme will include eligibility criteria and follow up evaluations). As with any work that ISOC plans for, it is essential that any funding support required is a sustainable and responsible.

The topic “Enhance support of ISOCs activities in Public Policy, Education, Standards and Strategic Initiatives” points to the need for white papers, co-ordinated ‘how to’ programmes and projects around specific issues identified as important by ISO,C and
information to help Chapters enter into meaningful dialogue with Government, industry, and other bodies at a local level.

To meet the need of the topic “Develop a common set of information to support the work of ISOC Chapters”, ISOC will produce a Chapter Handbook in 2009.

Both the Policy framework and the Sphere project are important priorities for 2009. We will continue to build and develop relationships, embracing a new way of working in the Sphere project, as well as working on several concrete projects that fall within the Chapter Development plan. Another important work area is to progress the dialogue with Chapters to provide robust and well understood policies that govern the nature of the relationship between ISOC Chapters and the head office. Part of this work is being done in the Sphere project in the sphere-labels, sphere-analysis, and sphere-OCS groups.

“Enhance ISOC Chapters’ presence on the web and develop the collaborative on-line ISOC Chapter community and identity” was also identified as an important topic. A Sphere web group will be launched in 2009 to examine how to advance this work area. Additionally, this will be supported by enhanced resources in the Communications department and by the AMS which will, in 2010, deliver significant functionality.
APPENDIX A – Choices

Chapters were asked to rate their first, second, and third most important work items from the table below in respect of their individual Chapter and for all Chapters as a group. Space was also given for additional comments at the end.

<table>
<thead>
<tr>
<th>Work Item</th>
<th>Description</th>
<th>Specific Projects in 2009</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Area – Chapter Capacity Development</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A</td>
<td>1. Develop a common set of information to support the work of ISOC Chapters.</td>
<td>Chapter Handbook</td>
</tr>
<tr>
<td>B</td>
<td>2. Enhance support of ISOCs activities in Public Policy, Education, Standards and Strategic Initiatives</td>
<td>Provide position statements</td>
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<tr>
<td>C</td>
<td>3. Create sustainable support for translating ISOC communications into multiple languages.</td>
<td>Sphere translation project</td>
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<tr>
<td>D</td>
<td>4. Develop a responsible funding framework for ISOC Chapters, including skills transfer and ‘how to’ information.</td>
<td>Proposed only: Chapter Events funding (pilot) programme to enable Chapters to hold small scale events.</td>
</tr>
<tr>
<td>E</td>
<td>5. Develop ways to recognise and promote successful projects and activities of ISOC Chapters.</td>
<td>Solicit proposals from Chapter delegates.</td>
</tr>
<tr>
<td>F</td>
<td>6. Enhance ISOC Chapters’ presence on the web and develop the collaborative on-line ISOC Chapter community and identity.</td>
<td>Sphere web and domain project</td>
</tr>
<tr>
<td><strong>Area – Relationships</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>G</td>
<td>7. Continue to build trust, improve 2-way communication and collaboration and strengthen peer-to-peer relationships through ISOC’s Sphere project group activities.</td>
<td>Sphere Project (please note: Sphere is linked to many other projects).</td>
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<tr>
<td>H</td>
<td>8. Support Chapter needs with individual contact, mentoring and guidance to Chapters as necessary in particular to support dormant and “struggling” Chapters into rejuvenation.</td>
<td>Pro-actively contact Chapters on a regular basis “chapter care”.</td>
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<tr>
<td><strong>Area – Policies and Procedures</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I</td>
<td>9. Clarifying the role and responsibilities of ISOC Chapters: creating a well-understood policy and procedural framework in which the Chapters operate.</td>
<td>Create a Chapters membership policy document</td>
</tr>
<tr>
<td>J</td>
<td>10. Improve procedures to ensure that those wishing to establish new Chapters are legitimate and the Chapters are viable.</td>
<td>Improve &quot;due diligence&quot; in reviewing new applications for Chapters to enhance overall &quot;quality&quot; of Chapters.</td>
</tr>
</tbody>
</table>
Appendix B- Qualitative data

Additional comments were also collected and this has been grouped according to topic.

Inclusiveness
“Groups or whole chapters will have to be enslaved under sustainable and vibrant programs so that they can really feel that they are inherent part of ISOC, may bring ISOC down to earth. “

“I wanted to suggest to ISOC to communicate and make more promotion at the local level, in order to reinforce the credibility local chapters. That will allow these chapters to more easily launch of the initiatives which will obtain support of the governments and the financial support of organizations. ”

“ISOC, Sierra Leone Chapter worked on organizing itself from a collection of interested professionals to a registered chapter at Global ISOC and within Sierra Leone. We have structured ourselves mainly around the organizational framework provided by Global ISOC and moved to frame our different activities to fit into a Program-Project Framework. This has allowed us to put efforts into context, nationally and internationally. In short the drive and initiative of local champions to address pertinent issues as well as the internationally agenda of ISOC to reach stated goals are both relevant to ISOC successes. Managing interest and support between the local champions and global organization is the key. Our choice of answers above reflects this opinion we gained from experience. “

“Another suggestion: the installation of a group of voluntary experts across the chapters would be a large asset. That could allow us, for example, to mobilize the competencies of experts in ISOC to diagnose and help resolve the problems. To identify and resolve the problems of connectivity constitutes one of the major needs for certain countries for example”.

Focus
“I would like to emphasize that the Chapter roles must in some way support the ALL Chapters initiatives. So that the individual Chapters activities in some way aligns with the ALL Chapters initiatives. While individual Chapter activities might have other priorities as well.”

“Keeping our focus on a limited number of well defined options should provide us, collectively, with the greatest opportunity for success. Achieving even one collective project will breed the kind of wish to get and remain involved with our efforts for the Chapter Delegates and may even provide them with yet another benefit for members of their local Chapter to get more active and involved”

Support for local visibility
“Local events, national programs and even sub-regional programs are the keys. ISOC should think of sponsoring local events, very locally with grass roots supports to raise the morale of Internet users across the globe.”

“Think how ISOC can help chapters to have local support for it projects/activities.”
“It seems like Chapters has not always the required presence. It's not easy to involve them in on line discussions. It seems we have more presence in hot situations like events, funding rounds and so. We need to promote a continuous and permanent communication”

“The positive experiences of the chapters could help has to stimulate the dormant chapters - to encourage the presence of the chapters on the Web”

Funding
“To be effective, Chapters need funding. It is critical in the case of new and small chapters. Besides Government funding and ISOC’s good will to assist Chapters, there is a need to share some views, hints, approaches on this issue.”

“To help chapters to ensure in the long run financing of its activities”

“The African Chapters need technical support and financier of the chapters of the developing countries”.

“ISOC World can give a support to the organization of events organised locally by the chapters. (Seminars, congressions, workshops)”

Translation
“Installation of a Multilingual Forum to give the possibility to the chapters to express themselves in a certain number of languages.”

Policy
“We wish that: relation chapter-ISOC World is more clarified”

“For item 10, set up a periodic review of the chapters.”

Incentives
“Installation of prize for the most active chapters”