BUENOS AIRES – At-Large Ad-Hoc ICANN Accessibility Working Group
Sunday, June 21, 2015 – 17:30 to 18:30
ICANN – Buenos Aires, Argentina

CHERYL LANGDON-ORR: What is it? It's a meeting. That's what it is. We do try and have face-to-face meetings at ICANN meetings. And I do want to thank each and every one of you who have made the time and taken a fair [work] of time, I would think, in case of preparing for what is some pretty exciting stuff we're going to be talking about today in a hugely busy and packed schedule, to come and continue with us what we are clearly, I think, and successfully starting to do, and that is assist ICANN to have an accessibility culture, which is baked in to its DNA, eventually, which allows this organization that we all serve as volunteers and staff for to be, basically, a best practice model wherever possible.

There are limitations. There are lots of issues that will be challenging us in each of these turns. But right now, we're at the data collection, data gathering, and foundational aspects of where the organization is with things like staff understanding of accessibility issues, how and why and when we can put particular resources and which priority these resources should go to.

I want to, and it may or may not be on the agenda, it's a very lean agenda, but that's okay. We can be flexible. Apart from going through this fabulous set of results from the Accessibility Working Group survey, I do want to give Laura a couple of moments just to bring everyone up to speed on the webpage story, because that's a

carryover. That's a piece of business from previous meetings. So those of you who are slavishly controlled by agendas, tough. I'm not. But take out a pen and dot in an update from Laura, if you feel it has to be annotated.

So just before we go into the [stock takes] survey, which as I say, I am thrilled and excited about. I do want to pass over to Laura. But I wanted to ask, first of all, is there anybody in the room – and that includes those hiding behind me, and there is hiding from me, if someone is there. I will turn around [inaudible] Mary. Come on. No hiding. No, no, no hiding. Not allowed.

Please come sit forward, join us at the table. Come, come, come, come, more, forward, Mr. Twomey, could you stop doing your banking and sit up at the table? Thank you very much. Is there anybody who is a new person to either this group or to ICANN who would care to make a brief introduction? Over to you, [Jorge].

[JORGE CACABALO]:   Hi, my name is [Jorge Cacabalo]. Is my first time with you and very happy coming back to my pro activities after 15 years in the investigation around the world in the software areas. In the base of the base of the base of the social [pyramid] after working with artificial intelligence, blah, blah, blah. So I'm very happy, I would like to be helpful for your work.

CHERYL LANGDON-ORR: [Jorge], Cheryl Langdon-Orr, you're going to hear me say my name a lot. Thank you for joining us and welcome. One piece of exciting information, of course, is we are blessed with facilitation, which includes real-time interpreters. And so if you feel that you would like to talk in any of the languages listed behind – Portuguese, Español, French, or English – please feel free to do so.

[JORGE CACABALO]: [Inaudible]. Gracias.

CHERYL LANGDON-ORR: And because we offer these, I think, essential services, if we're going to bring few if, hopefully, no barriers to entry in participation in our near future, I will ask you to do two things. And that is something I just neglected to do, which is when you start to speak, say your name for the record. So, Cheryl speaking. Although I must say, at this stage, I suspect Sylvia and Gisella that people who type up the transcripts just know my dulcet tone and so they just type my name in. Perhaps even when I haven't said something.

But please do say your name. Remember to speak relatively slowly. It's my habit to speak at this speed, but even I try and modulate and slow it down a little bit because it makes a huge difference and [inaudible] in the first half of our meeting instead of the second half of our meeting. Surprise.

So that's pretty much the only basic rule. Is there anyone else who wish to make an introduction of themselves? Please, of course, go ahead.

ALFREDO CALDERON: Hi. My name is Alfredo Calderon. I come from Puerto Rico. This is my first time in ICANN meeting. And also, I participated as an ISOC Fellow the last couple of days, so I'm new to that, too.

I'm very interested in the topic of accessibility because in Puerto Rico, there's a great, huge population that needs to get involved in how Internet can be accessible for them. Not only in terms of the websites or webpages, but they have other sort of impairment that needs to be taken care of. So I'm interested in this topic.

CHERYL LANGDON-ORR: Welcome, and in particular, of course, with the Internet Society connection, there is what's called a disability chapter. And you might want to encourage, perhaps, a subject, a chapter, or a group within country that could liaise with that, as well. Is there anyone else who wishes to make an introduction?

We don't force people to do so, but feel free to do so. Come on, come on. Got to be somebody here. There's some new faces around the table. Just not the wife, will you, please, Ron? Please give us a brief introduction. Come on. Push the button. Talk to me.

[LUCIA SOLOMON-CHERUT]:   Okay. My name is [Lucia Solomon-Cherut]. I work in a small village in Western Panama with a foundation called the Fundacion Pro Integracion. And I work with handicapped people, adults, children, everything. I'm very interested in hearing what you have to say.

CHERYL LANGDON-ORR: And you're very welcome, even though I know Ron literally, I think, went and grabbed you from your room or somewhere quiet when he discovered what the topic is. The history here, for those of you who wonder, Ron and I served at the same time as liaisons between the ccNSO and the ALAC. So when he discovered what the topic was [inaudible], "Can I bring my wife?" You most certainly can bring your wife.

So that's pretty much taken up our five minutes of introductions. And, as I say, a little addition to the agenda, I'd very much have Laura give us an update on where we are with the website.

LAURA BENGFORD: Very good. Thank you, Cheryl. This is Laura Bengford speaking for the record. What you see up here is just a couple slides I wanted to give everyone a very quick update on where we are with the web accessibility program that we've been talking about for the past couple meetings or so.

So if you go on to the next slide, I'm just going to spend a couple of minutes going through, as we know, trying to move ICANN.org as well

as the other sites into a program where they're adhering to the W3C standards there.

So I'm going to go through just a quick status update on where we are with the RFP and vendor selection that's going to be helping us with this.

So, as you know, we issued an RFP the last part of the year, and what the goal of the RFP was, was to look at vendors that could bring us some expertise and what we needed to do to remediate our websites, and have a program and endorse a culture of accessibility in all of our development efforts.

So out of that RFP, we received six responses back in January. We finalized it down to three, and Gunela, I'm not sure if she's here at the meeting yet. She was very much part of that, and I want to just give her a big acknowledgement for helping out with that process.

We did three demos that were very, very detailed with three vendors. They were all very, very good. It was a very hard process to kind of go through them, but we did finalize it down to one vendor. And what we've been working on over the past month or so is going through the vendor negotiations with our procurement process at ICANN. We had the budget allotment already kind of carved out for that so that worked very well. And we just finished our contract process with them on June 12. So this is very, very kind of recent news. So I'm able to kind of announce the vendor that we selected.

Their name is Simply Accessible. Some or, probably, many of you are probably familiar with them. They have a very good background. I just pulled their introduction and I have a handout that I think Gisella can upload on so you can learn more about them. But just a very quick introduction.

They focus and self-describe themselves as a very inclusive experience design agency. They focus on digital experiences that are accessible to everybody. And they put a team together that not only excels in design and the development of the content, but they put the user first. And most importantly, and I know it was very important to this group, to select somebody that incorporated people with disabilities on the projects.

Another key highlight and something that Gunela and the Evaluation Team really liked about Simply Accessible is their core approach and methodology was not only having designers, but they really considered themselves teachers. And not only at ICANN in our Web Development Team do we need to learn how to engrain that thinking into our development and testing efforts. We really like their approach on being teachers for all of us here.

So I think they're going to really help provide this. They're very strong advocates that care deeply. We got a very good sense that they cared very deeply about what we were trying to do, and they were also very interested in the section of the RFP that talked about the goal of being in the domain space and possibly having impact on others in the

domain space. And at the same time, they're very pragmatic and they were very real.

So I have listed some of their memberships that they're involved in. They're very heavy contributors and many professional organizations that are around accessibility and they're very well-known in this space. So we're very happy that we were able to make this selection and announce it here today.

Hey!

UNIDENTIFIED MALE: I've got to do this. [Come on].

LAURA BENGFORD: So just onto the next slide, I'm just going to tell you what our next phase as we move in to this engagement with Simply Accessible. We have a kickoff meeting in mid-July. I'm hoping to bring Gunela and some of the others that are interested, maybe Judith, into this process. And it is open. If anyone's interested in attending the kickoff, we are really focused on using this as a training vehicle for this group, for ICANN, and anyone who wants to join.

August and September, we'll be actually rolling up our sleeves, doing the training and testing to start the remediation on ICANN.org. And since we're also very much in the midst of developing the At-Large website, that fits very nicely into those efforts, as well. And I know

we'll be talking about that a little bit later I think on Tuesday with Ariel and Alan and Olivier, who've been helping us out with that.

And then after that time period, we're going to go into the remediation and continuous measurement. The way that we put this program together is to allow us to kind of measure our progress with the goal of kind of doing a one year later and sharing what we've improved and what our progress benchmarks were.

And finally, just to end this off, we do have a Digital Services wiki now. I'm not sure if any of you have seen that, but all of our projects in Digital Services are up on the community wiki. I think it's the far tab on the right, and I have the link there. It's a little hard to see on the screen. But feel free to click on there and we'll be putting progress updates on the project there.

So with that, I want to thank you everyone who is involved in helping us get to this point. And I think that's it for me. Thank you.

CHERYL LANGDON-ORR: Well I'm going to give you a round of applause again. Laura, I suspect that many around this table appreciate what it takes to do that in a short amount of time. And it has been an astonishingly short amount of time. And I, for one, if I was wearing a hat, would be doffing it to you and the people who've worked with you on this.

Because we can only what we need, want, and desire with the heartfelt and serious support of those that are empowered to do this. And you are a shining example of the day I first met you taking this all

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seriously. So on behalf of I think everyone here, but also many, many more outside of this room, seriously, thank you. This is a great first step. You need foundation on the web to start with, and you inherited a disaster. So we really appreciate taking this to a sensible, analytical, controlled approach with predictable outcomes. So thank you very much. Alan, over to you.

ALAN GREEBERG: Thank you. Given the first time that I was involved in discussion about accessibility issues on the ICANN website, and the answer, at that point, was, "We don't really have any problems. If we do, it was probably because of a clerical error or someone not following some specific instructions we already had, and I'm sure we can fix it in five minutes' work." Thank you.

CHERYL LANGDON-ORR: Okay. Before we make it far too emotional because I don't think she was expecting such serious thanks, but we've been working under great difficulties, and you have made a great difference to all of our lives, and will continue to do so in the future.

Is there any questions for Laura on the presentation? It will be uploaded to this meeting space. It will also be uploaded to our own wiki for the working group, and as you've been told, there's now the new wiki space, follow the links, ask questions. Laura's e-mail, I believe, is attached to the front of all of this. You'll get back to us

eventually. In fact, she'll get back to us really, really quickly because she's good at that, too.

And I think anything we can do to help you with the kickoff, just let us know. And indeed, if you want to explore a kickoff in any particular region, I'd be suspicious there wouldn't be very many parts of the world that we couldn't find someone to assist with local and regional outreach. And I think, [Vandy], you want to just support that?

[VANDY]: No. Just because the Secretariat of Accessibility for people with disabilities in Sao Paulo is doing a lot of research. And certainly, he'll be very helpful if you want to use their facilities or something like that. I can put together to talk.

CHERYL LANGDON-ORR: Cheryl, for the record again. So I think what you're hearing here, Laura, is whilst we have been somewhat shamelessly using you and your resources to get what we want, we're willing, and able, to help you take all of this to the next step. So just let us know. If we don't have on tap, I bet you we can find it. Any more questions for Laura on this? If not, ladies and gentlemen, good news does not stop here. It gets better.

Those of you who have been on the mailing list, and if you aren't on the mailing list, just give staff your e-mail address and we will sort that out. Get on the mailing list, utilize our wiki. It's the standard fare that you'll find elsewhere in ICANN. We're here to interact. We even have a

space where you can just upload really helpful resources you found. So there's a sort of a sharing and caring part. Or we can do a question-and-answer part. Basically, their wiki, we can take it in any direction we want.

This has been another team, the Accessibility Working Group and staff team effort. And I believe Diane, I'm getting you to be presenting this, and the slides already loaded. Again, I'm assuming that the slides will be available in the same place as I mentioned earlier. But the members of the work group have had a digital copy of this. And I've got to say, it did my heart a power of good, but also an awful lot of shock to see all of those 100% yeses across so many of these questions.

So I'm going to hand over to Diane, and I would like to also just give the group, because we're not all up to speed, a little bit of background, as well. Over to you, Diane.

DIANE SCHROEDER: So thank you for inviting me. I've only recently gotten engaged with you, so to speak. Suzanne asked me to take us on when she was approached about the survey and I'm very happy to do it. I've known Cheryl for just a couple of weeks. But it's an important area for ICANN.

We talk about accessibility in many, many ways, and this focus is really good for us. But just to give you a little bit of background, I've been with ICANN for 15 years. I started in 2000. Yeah, 2000. And over the years, I've had a number of staff positions, mostly around the

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administrative space, support positions. I actually ran our Meetings Team for quite a long time. I did 28 meetings.

And we have come a long ways, but we certainly have a long way to go. Currently, I have the pleasure of actually heading up our internal HR effort, and am concerned about it not just from a community perspective, but it's something that's important for us to encourage diverse work staff, also.

When I was presented with the survey, the one thing that we asked whether or not it would be helpful for us to change this a little bit, and it's somewhat why you see 100% is because the questions were very specific to certain areas. So we actually divided them up. Instead of having everybody try to answer things they really didn't know about, we went to the people who had responsibilities in the areas.

So you really have one person responding to the questions, not like 20 different people responding. That way, we can get you facts rather than guess from people. So does anybody have any questions about that little bit of a change in a survey method?

UNIDENTIFIED FEMALE: Yeah. For me, looks more significant because the result, of course, if you respond, you have no experience in that area. You just don't know, and this distorts everything that you were specifically you go behind technical issues that the [inaudible] is statistically valid.

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DIANE SCHROEDER: I'm not clear, Cheryl, if you want me to read every question. I mean, how do you want to take this next?

CHERYL LANGDON-ORR: The high points and holidays, I think, will be fine. Thank you.

DIANE SCHROEDER: So basically, we tried to split this up into sections about policy and administration, meetings, the digital services, some of the policy work, and the communications team. And we're all at different levels. I would just like to say that I look forward to trying to put a plan together, prioritize, and pick what we can do quickly. Some of the things may take a little bit longer term.

So in that vein, I will tell you that we've accommodated accessibility forever. So for those of you that haven't been around and may not know, our second Chairman of the Board was profoundly deaf, and that was a real learning experience for me about how to deal with [inaudible] who wear very heavy hearing aids at that point that weren't as sophisticated as they are nowadays, but had trouble with noise behind him. Vanda was with us in those days.

We've also had accessibility issues from a respect that we had a Board member who had a severe accident and was not personally mobile for a long time, and we had to do both remote with her. But, also, when she was finally able to return to the meetings, I had to be very conscious of where we put her in a hotel room and how she got around the meetings.

One of the things that was fascinating to me is after the Cape Town meeting, our local host there organized a day for local people with some of the ICANN staff and Board members that had to do with blind access, people's accessibility to the Internet. And that was a fascinating day.

I won't begin to say, "Wow, this is all wonderful and it's all we ever need to do." But there's been a thread through the years about needing to move more forward, and I think this helps us do that. I don't question support in any way, shape, or form. We're a very diverse organization and we continue to be diverse and look at other ways that we can support diversity. Accessibility is just one of them.

I think that in terms of having considerations in the policymaking process was a little challenging for me to answer. There is no one disability. There is no one way to be accessible. So certain disabilities probably are easily accommodated, and others are more challenging. That's part of where I think the next step has to come is we've got to get a little bit better definitions of not which accessibilities we want to do, but where we can actually take steps now and do research and move to other things in the near future.

I think that our industry and our groups welcome everybody. We've always had people in all of our different areas that have had challenges in some way. So I don't think the questions that come of is there support or would we do. I don't think anybody's ever going to say no to that. It's just a matter of how do we do it and when do we do it. What resources do we put to it to get to where we want to go?

The web is just a great example of that. There are challenges in meeting spaces. Cheryl and I can tell you we shared a freight elevator in [inaudible] because we couldn't get around the space. You got it. And this is a wonderful venue but it is huge. It's very large and I have some knee problems that are not real fond of the marble floors.

There's more work we can do in that respect, certainly. So I'm not sure how much further, Cheryl, I should go deep.

CHERYL LANGDON-ORR: I think you possibly got an opportunity to go a little bit deeper. Perhaps take something from each of the sections the question on disability, where does the training come to mind? You covered a little bit with meetings, too, but we might want to open that up for a discussion. So go back to that last. And some of the remote participation questions, which was, I think, teased up with the Skype/Google stuff, at the very least. Because we do have a little bit of time to do all of this.

DIANE SCHROEDER: Well, on the training question, I will say that no, we have not done specific awareness training. Could we? Yes. We're in the process of really actually upping our training programs. We've recently hired a training specialist in house. Part of her job is to develop programs for us. This is certainly a direction that we can go with, with staff. It's certainly a direction we can go with leadership training, also. There's no reason we can't incorporate that, is what I want to say.

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With regards to meeting venues, Nancy has done this for us. She is part of the current team that selects meeting venues, and they do examine them for access. They have to balance, sometimes, how the hotels are built, where we want to be for other political reasons with the accessibility.

So her comments on they check elevators, wheelchair ramps, rail access. Some regions are further ahead in having facilities that have ramps, that are accessible. I keep using the same word, accessible, for the disabled. Some regions are further ahead than others in that, but it is something that they at least do as part of their assessment.

I cannot even begin to sit here and pretend that all of the venues meet our requirements. But there's an awareness, at least, there. I'm happy to take questions on that at all.

CHERYL LANGDON-ORR: Judith?

JUDITH HELLERSTEIN: Yes. My question is, I guess, in looking at the survey, maybe you can also talk about there was a couple of questions that we're talking about people nominated, and so if someone nominated as an accessibility champion about training on disability awareness, on some of those issues, and they all seem to [inaudible] several of these issues were either [inaudible] "I don't know" or "Maybe we can talk about that."

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DIANE SCHROEDER: Well, we certainly don't have any formal program in place. I can't even begin to spin that in any way. So we don't have a champion, we don't have awareness training. Are they things that are good for us to move forward on and do? I think that's something that we're all in agreement on. And by asking the question, you raised our awareness of should we train on it? Should we have a champion? Should this be part of our internal processes?

But when we say no, I really wanted to be very honest. We don't at the moment.

JUDITH HELLERSTEIN: Right. And there's also I don't know. There's a lot of issues on that. And so I was just curious if you [can drill] down on some of those issues.

DIANE SCHROEDER: So let me take half a second and let me find a do not know so I can come back to it.

UNIDENTIFIED FEMALE: Yeah, at the beginning [inaudible].

JUDITH HELLERSTEIN: Number of six.

DIANE SCHROEDER: This is because this was my question to answer, and I don't get daily involved in the policymaking process. So in discussing building in, I really don't know. I mean, I know that part of the policy-making process comes through the website, and we have things we're doing on the website. But it's a big area to have just the one question, and it's something that certainly we can explore further.

Chris, did you want to...?

CHERYL LANGDON-ORR: Chris is going to pick up on this, too.

CHRIS GIFT: On question six, I would say that's a no, in all fairness. But that is something we're actively remediating through this process with Simply Accessible. And so we're going to have training on it. But yeah, it's a no.

DIANE SCHROEDER: I think it does depend on which disability you have, though, also. It may be easier for certain types of people than others. We actually, in the domain name one, I have no way of knowing what for-profit corporations do. I mean, it's just we have, what, 1,700 registrars? I have no idea. That's an honest-to-God truth.

What I think that they have this – probably not at this point. Is it something they'd move to in the future? You have some ability to

discuss that with your colleagues here in the other areas. See where else I can go with that.

So the staff awareness question, no. unless they have a personal interest in it. Many staff have their own issues, their own families, their own friends. They may have it from that perspective but without our having the training, I cannot say to you, "Yes, staff has that."

CHERYL LANGDON-ORR: Just before you move on. Alan?

ALAN GREENBERG: Sorry. I'm slow on the trigger. On question three on policy development processes, I think the answer is very, very clearly, no. Ignoring the minor fact of [language] issues, which is an accessibility issue to a large percentage of the world. But ignoring that one, we use teleconferences to a very large degree, which are unforgiving processes.

They are hard, often, for some of us in very developed countries with very sophisticated phone and Internet systems. They are far less so. And, by the way, Olivier, who typically lives in the UK, France, or Switzerland, has significant problems. We won't comment on whether they are developing countries or not.

UNIDENTIFIED FEMALE: Or disabilities to live there or not.

ALAN GREENBERG: Well, he may have a disability for living there, but that's a different issue.

UNIDENTIFIED FEMALE: Yes, that's another issue.

ALAN GREENBERG: There are processes which work. When they work, they work only in optimal situations. And I don't think this is a simple answer, but there are many, many people who cannot participate in our policy development processes for very practical reasons that are not only disability-related, but certainly are also disability-related.

CHERYL LANGDON-ORR: Just on that note remember to say who you are as you start back. Because the transcript will have me speaking all the time instead of Diane Speaking.

ALAN GREENBERG: I was Alan Greenberg who was speaking, and I would want to be careful about saying that not speaking English is a disability.

DIANE SCHROEDER: Alan, your point is well taken. Communications can give you a different type of disability and prevent you from accessing something

that you ought to be able to without a major problem other than the communication tools. So I totally agree with that assessment.

CHERYL LANGDON-ORR: If staff could just roll to question 12, which was one I particularly wanted you to have a look at. And it follows on I think very nicely from Alan's question in linking that to question three. And that's the one, which was looking at the productivity tools, etc. So you're sitting far too close to me, oh boy.

We are very aware that in this area, changes happen very, very quickly. And we're certainly not looking for anything bespoke. We're certainly not looking for designers, the most specific ICANN-based tool. Because that would never be up-to-date. What we would like to do is have a relationship whereby if someone has a good idea and experience, that through probably the vector of our Technology Task Force – and I'll recognize Dev Anand Teelucksingh. I can't even speak at this end of the day. Sorry, Dev. Is Chair of that, and both we have a strong presence from the Accessibility Task Force in that Technology Task Force.

And their job is to put some technology rigor through it. They actually beta test these things. They talk to the tech guys. They see whether this is just one person's good experience or whether this is a tool well worthwhile looking at. And if such a suggestion was to come up through that community-based pathway, I suspect we [won't] like to think that that would be looked at seriously, as even a stopgap measure.

And we recognize that it's probably going to be a toolkit that we need, and that will, perhaps, allow us to work with different bandwidths and different situations. But we're not suggesting that everybody who has had a good experience with a piece of technology should be able to come and knock on your door and say, "I want the licensing for one of those, please, Chris." But we do have a mechanism. We do have a Technology Task Force that is a cross-community task force.

So I think there's ways that ICANN can show we would like this and this does it pretty well can come up, and it saves this business of having to go out for RFPs and build bigger and better models. I don't know whether either of the Chris's wanted to respond on any of that.

CHRIS GIFT: Sure. Yes. Thank you, Cheryl. I absolutely agree and I'm starting to attend those meetings. I'm trying to attend on a regular basis because we do have some very interesting conversations around tools and technologies that Dev and others are testing. And, at the same time, we have begun a process of when we're looking at new collaboration tools, before we even come close to selecting anything, we are working with different community groups.

So for instance, I know Dev is going to start testing a tool on working group collaboration. And then SSAC has just finished testing another tool on document collaboration, document co-authoring.

CHERYL LANGDON-ORR: Not just SSAC. One of the GNSO [inaudible], as well.

CHRIS GIFT: That's true. And yes, DMPM is testing that, as well. So we have switch our mode of testing things first with you guys. I will say, though, again, that, in the past, have not done a good job of baking in requirements for accessibility. And I think, again, that is changing. Again, that is part of this process. We're, right now, as part of the purchasing process, will have accessibility requirements baked into the RFP process going forward for new software and for any kind of services acquisition, as well.

CHERYL LANGDON-ORR: Diane, back to you.

DIANE SCHROEDER: I'm sorry. So Cheryl, which direction would you like me to go in and trying to take questions or…

CHERYL LANGDON-ORR: If you what you wanted to [inaudible] holidays, that's great. Now we're going to open the floor for general questions. And first person is Judith. Over to you.

JUDITH HELLERSTEIN: I wanted to go back to the question 12, and also was talking to Laura on that. And some of the issues of it being in, it says, ICANN productivity tools. And we list some of them. [Working assessment] for

person with disability, and he checked yes, and it's not necessarily true in some of the cases here. And also, as Dev and the Task Force has tested, some of these work fine on desktops, do not work well on mobile apps.

And, also, [inaudible] some of these are looking at Google Sheets historically has not been accessible with people's screen readers. So [inaudible] and I think maybe something like you would think that they were accessible, but maybe echoes back to the question of not having enough awareness to know, and thinking it is. And so you check yes when the answer is not necessarily yes. And that's sort of maybe goes back to the question that I don't know if we put it on a survey or not of does ICANN have someone on staff who has a blind or deaf so that they will know the HR people then would know, okay, yes, on this can ask this person and see and have someone really testing it.

DIANE SCHROEDER: We certainly don't have somebody on staff looking at those issues at this point. I'm happy to hear that Chris is taking some steps on the acquisition sides of things, where we are making a lot of changes and tools. But no, it's certainly a gap for us at this point. Not one that we're talking about. And so raising it, for us, is a really good step forward.

CHERYL LANGDON-ORR: Judith, do you have a follow-up question?

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JUDITH HELLERSTEIN: [Inaudible].

CHERYL LANGDON-ORR: Okay. I'm looking around the room and I think I can see Jimmy in the distance over there. Mr. Schulz?

JIMMY SCHULZ: Thank you very much. I don't know if you've discussed that ever before, but for any reasons, I do have, really, problems running, for example, Adobe Connect under Linux. And for whatever reason you use Linux for security reasons, religious reasons, whatever, I don't use any other system. I just bought that to connect myself to the ALAC.

And now, I'm running Linux on it, and it doesn't work. And I really think that I don't want to be dependent on any company, which is spying on my data. And we are the Internet and we should take privacy and security issues real serious. I really, really, really like to have me connected to the ICANN without having them force me to use unsecured systems, especially Flash.

JUDITH HELLERSTEIN: You'll be happy to know I heard from that the WC3 has now finished the standard and HTML5 has been out. And so, hopefully, many of these programs are going to update software and we won't have that systems that we have. Also, besides the Flash, there's a lot of problems with accessibility on apps and captioning and other stuff does not

work. And a lot of these screen readers do not work on apps. They work on computers but not on apps.

But hopefully, with HTML5 coming out, our group will be testing them again to make sure that we won't have those problems anymore.

CHERYL LANGDON-ORR: Thanks for that, Judith, because it's, as you know, a [bug bear] of a number of us who are Linux or Ubuntu users, or who work in the Android world in our mobile world.

But we also need to realize a perfectly system, which was working one week may not. In my Ubuntu update did it itself recently. Cannot get any of my Adobe rooms working on my laptop. That's it. Gone. I'm just so furious and Dev is going to have to duck because I'm going to give him my computer and say, "Fix it."

But no, it really is, even when you've got the patch is done and the system is going. And that's something that maybe, when vendors are talking to you as potential purchasers. Just remind them that don't ditch perfectly good systems at the cost of an upgrade that is going to lose some of the facilities and features. And particularly with things like the non-app-based screen readers, etc. that [inaudible].

They're expensive things, and one can't change the customer-facing piece of equipment very regularly. So breaking it in the middle doesn't do any of us good. But believe me, Jimmy, we hear you, and we need to work on that. And that said, we could get someone from Adobe to

come and talk to us. If we raise their awareness, that might help. Because it often only needs awareness-raising to make a difference.

We've got very little time left, but I do want to take two or three minutes to go to question ten. So that's just a small rollback. In fact, questions nine and ten. And I wanted to compliment the team who put together the registration system for this meeting and the next one in Dublin. The last Accessibility Working Group meeting did a [yay] team, even though none of them were there, but I did a [yay] team.

Because for the first time ever, the question was asked: do I have any sort of accessibility issues? And when I said yes, someone, in the [little messages], someone will get back to you to look at your requirements. Yeah, well you got the question but you didn't follow through, so oops. Don't promise me something and then not deliver. Come on.

So my [yay] team has gone to, "Well, we're getting there." But when you're getting some of your right, but someone also has to do a little bit of diligence to make sure that it continues to be right.

And interestingly enough, the new gTLD world is bringing more of us into this space. More of us that want to be engaged. And that's fully engaged across policy development, at meetings, and everywhere else.

And to that end, I wanted to continue to say, "Please with the changes that are being made but we do actually have to do the follow-through." Has anyone got any questions or statements they'd like to make now in the last couple of minutes of today's meeting that is

specifically to do with any of the topics that are being covered in the survey first?

So perhaps something about meetings, perhaps something about Global Stakeholder Engagement. I'm think we're pretty settled on the website stuff, we've had all the good news about that. Tools. This is sort of a call for last drinks, ladies and gentlemen. In which case, I'm going to ask a question, and that is, what happens next with this data?

First of all, there's one or two points where you've been annotating going, "Well, this should be a no, and this should be a maybe." I think we would like to recommend, along with our thanks, that this has a little sanity check now and some things that even based from today's discussion, "Oh, well perhaps we should have said this."

This is good baseline, but then we need to have the next level of conversation about how we prioritize what can be done in reasonable time and with reasonable cost and all of those sorts of things. And I'm not asking for answers on to when, how, and why on that, Diane, but I would like to see that there's a reasonable assurity or some commitment that as we stand ready to work and serve with you and your staff, that you will take up that opportunity in the not-too-distant future.

DIANE SCHROEDER: Cheryl, I will take up the opportunity. I am a little bit of a limitation only because I've come into it so recently. I don't really know [inaudible] what you've done leading up to this point other than with

this. I didn't have any background before I saw this one. Heidi and Silvia had approached me. So in terms of making this [our] [inaudible] next steps, I don't have a plan off my head. But it is certainly something that I will talk to the people that have been involved with you before with the staff and come back to you on the areas that I know I can help in and/or with direction to who can help us with the additional areas.

And I think Chris wants to.

CHRIS GIFT: While this is a great survey, it's great survey. It is digital, right? It's yes or no, and some of these…

UNIDENTIFIED FEMALE: Binary.

CHRIS GIFT: It's binary, right? And they're not all [inaudible] in the same, I don't feel – some of these, we could have said, "It's maybe a three out of ten," or something like that. So it'd be a great baseline if we could maybe [inaudible] change it into that kind of survey. Because then we could more readily see progress. Because otherwise, some of these are stay no, no, no until all of a sudden they're going to flip to a yes.

And I don't know how we'll – I'm just wondering if we can just change it in a way that we could really track progress over time.

DIANE SCHROEDER: So Cheryl, if I could just, for a moment. My reaction a little bit was some of the questions weren't really survey questions. They were really kind of directions she wanted us to go into.

And so one thing I think would be really helpful is to take the ones that are really directions of not should ICANN have or does ICANN have, but how can we get into ICANN? And shift the focus that way, which I think will get us closer to [inaudible] Chris' measurement.

JUDITH HELLERSTEIN: I think those are great suggestions. We originally weren't really sure when we designed the survey. There was a couple of us on our survey team – mostly me, Glenn, Gunela – who were working together to try to figure out from a large survey to try to get down to a certain number of questions that would be able to be answered because you can have many detailed questions, but then no one is going to answer them, and no one has time.

And so trying to distill and combine them into certain things and, of course, then you get too broad a question.

DIANE SCHROEDER: So I think it's a really good first step, and I think that we all see where we can go with the next step to make it more of an action plan. Aspirational document rather than a quiz survey type of document.

CHERYL LANGDON-ORR:

Thanks. And it was originally called a stock take. So I think we need to treat it very much as that, and now we've got to look at, okay, we've got a very inaccurate, in some cases, stock take. Let's look behind the boxes and find what is the answers, and move on with this.

I now have less than 180 seconds to ask any of you, do you have any reports you'd like to bring to the table? Is there anyone who has a burning desire to update us on, have something that you've discovered or done locally? Speak now or forever... Yes, please. Go ahead, please, Mary.

MARY UDUMA:

My name is Mary, for the record. Mary Uduma, and I'm from Nigeria. And I just want to say that for the program we run in IGF, we run in our country, always have the inclusive program. One of the sessions, when we say openness and inclusiveness in IGF, the moderator is always a physically challenged person. Cannot see, but he moderates the session very well.

And they have groups that they're already working, they are doing some work and making sure that they are not left behind. Sometimes, we're challenged by being able to get them on, being able to have enough resources for them, and they would love to be. So I'm excited about what is going on there.

And the West African IGF is actually being coordinated by Judy. I don't know how many people know Judy here. She is physically challenged. We just finished our program in Abuja and we had to look for a hotel

that she could be able to. This is why I came into this to listen to you know what is going on here and [clinging] to it, and I'm very much excited. And I want to thank everybody, especially this [top] [inaudible] taking into [consideration] with that accessibility.

My husband works with the deaf. He signs the deaf language and one of the things I asked [Vin] the first time I attended ICANN meeting. I said, "How will the deaf participate? How will those with accessibility participate?" Thank you.

CHERYL LANGDON-ORR: Don't turn me off, Mary. You and I are going to have a chat later, sweetheart. We work a better team than that, normally. Come on. At that, we have a short amount of time, but I think we've learnt, shared, and, I would like to think, achieved a great deal in less than 60 minutes today. I want to really thank the staff. This is not me being cute. This is me being serious. I only give compliments when and if I so desire, and that doesn't happen often.

The staff from ICANN, since we started this project, whether it's our own At-Large team or beyond, filtered all the way up, have been very committed, very, very available, and make extraordinary efforts. Point in case, Mr. [inaudible], to get to these tables when they're around. So do not think we do not appreciate it. We do. But let's take this partnership to the next level of that. I'm not sure we're up to tango yet, but let's, perhaps, get this slow waltz going.

Thank you, one and all, and thank you so much to our amazing team at the back. Tech guys. They can't hear me without you. Bless you, one and all. And that brings this meeting to a close.

[END OF TRANSCRIPTION]