

NCUC Operating Procedures:

III. Travel Support Selection

Complementing the Travel Policy (<http://www.ncuc.org/get-involved/travel-policy/>)

1. At least two months prior to each ICANN meeting, as well as other meetings where travel support will be made available to NCUC members, the NCUC Chair shall send to the NCUC-Discuss list a detailed notification outlining the requirements for the particular NCUC travel support, inviting applications. Interested members will have a minimum of 14 days (until 23:59 UTC on the day of the announced deadline) from the announcement date to submit their application. Applicants should address each of the published eligibility criteria and submit their application via email to the NCUC Chair, with a CC: to at least one other member of the NCUC EC, and the NCUC staff support. The NCUC EC will review the proposals and strive to make decisions within one week of the close of the application period.
2. Sources of funding are to be explained in this communication. Members are entitled to know what opportunities are available to them within the NCUC. In order to do so, in their welcoming note the NCUC Chair or regional NCUC EC representative should make them aware of various opportunities.
3. All travel support requests should provide a brief justification as to why attending the event is important for their work at NCUC. If a member is supported with travel, they must provide a report to be published on the NCUC blog within 21 days of the event's conclusion, or make an oral report in a readout or membership meeting. A failure to comply with this obligation in a timely manner may result in negative consequences in future travel support selection processes, **such as not being considered for future travel support.** The NCUC Chair will work with the funded traveler to produce a satisfactory report.

IV. Treasurer Reporting

1. The treasurer should submit a report twice annually to the NCUC EC to:
 - a. Explain the financial standing of NCUC and its account balance.
 - b. Advise NCUC on steps it should take to better utilize the funds.
 - c. Report on issues faced (if any) in transmitting funds and suggest solutions.

2. NCUC EC shall take into account and discuss any advice from treasurer on fundraising opportunities.
3. If there are additional issues that the NCUC EC finds pressing in nature, these should be communicated to the Treasurer by the NCUC EC Chair.

V. EC Guidelines for Sending and Replying to Emails or 'NCUC NETIQUETTE'

The purpose of this procedure is to ensure efficient information sharing as well as to promote respect and tolerance among members when sending and replying to emails. Emails should be as brief as possible, and the subject line should reflect the content. The EC should develop best practices to classify emails automatically for clarity and to enhance searchability. It is recommended that members shall only send a message to the entire list if everyone can benefit from it, so responses consisting only of acknowledgements or thanks shall be sent solely to the relevant persons.

Below are few guidelines (examples, not comprehensive) to observe when writing or replying to email on NCUC email lists or in the course of NCUC business (Netiquette):

A. Netiquette

1. Do's¹

- a. Be polite and courteous.
- b. Be brief (Add documents and long reports as an attachment instead).
- c. Use a descriptive subject line.
- d. Use a signature.
- e. Include the original email when replying.
- f. Use the "to" field for users whose actions are required, "cc" for those who need to be informed but from whom no action is required.
- g. Limit email size (upload bigger attachments to the cloud and share the link).
- h. Use automatic filters to keep track of the NCUC emails more efficiently.
- i. Place action items at the top of emails.

¹ Sources: www.austinfree.net and <http://www.sussex.ac.uk/>.

2. Don'ts

- a. Use all-caps.
- b. Attach big attachments, unless absolutely necessary.
- c. Use a “read receipt” for every message you send.
- d. Send redundant messages to the whole list.
- e. Offer services or products.

B. Categorizing emails by the Chair:

The chair is advised to categorize the emails sent by the chair to the mailing list as below:

1. [Travel support call]
2. [Call for applications]
3. [Call for positions]
4. [Appointments]
5. [Webinar(s)] or [ConfCall]
6. [Information]

VI. Outreach Events and Other Sessions: Proposal, Development, Communication

The goal of establishing a clear and open procedure on NCUC outreach events and workshops is to ensure transparency and fairness during the selection process (in terms of topics, people to conduct the event, and budget) and to promote the NCUC through a coherent outreach agenda.

A. Request Process

Any member in good standing of the NCUC and proven interest or expertise in DNS policy issues may submit a request to conduct an NCUC outreach event or submit a session at a conference or other events by sending an email to [“ncuc-ec@lists.ncuc.org”](mailto:ncuc-ec@lists.ncuc.org) with the following information:

1. Name
2. Email

3. Region
4. Type of outreach initiative (onsite, online, asynchronous)
5. Participation of the proposer in the initiative
6. Description of the event
7. How the NCUC can help with the event
8. Any other observations

All requests should be forwarded to the EC forty-five (45) days prior to the first day of the event. The request should include at least all mandatory data listed above, a brief summary of the proposed content, and any financial or non-financial support, if needed. The EC should approve or reject the request within 15 days of its submission. The appropriate regional EC representative will act as the contact person on the EC for outreach requests in their region, and the contact person should bring requests to the attention and approval of the EC. The NCUC Chair will act as the contact person for global events.

B. Selection Process

All submitted requests shall be checked against the following criteria:

1. The subject matter of the outreach event and its potential reach, the quality of the proposed session, and its alignment with the goals of the NCUC.
2. Membership standing of the requestor (duration of membership, level of participation in discussions and working groups) and level of expertise.
3. Budget requested, if any, highlighting that the decision to provide financial assistance will be exceptional.
4. Regional balance in the distribution of funds, if requested.

C. Conducting outreach events and sessions

After the approval notification of the submission, the requestor should send the draft contents of the materials for the event (for instance, the proposed PowerPoint presentation, Word document, or video links) and the workshop agenda to the EC for comment and feedback at least ten (10) days prior to the event. The EC should send feedback no later than five (5) days prior to the event.

During the workshop, where possible efficient online communication should be

made through official NCUC channels (validated event hashtags, if remote participation is available for the event/workshop, sharing the details on NCUC lists prior to the event so members can join and benefit from the discussion, NCUC mention, etc.) or any social media available to increase the visibility of the event.

D. After the Outreach Events

Within twenty-one (21) days of the event concluding, a report must be submitted to the EC for appraisal. The reports should highlight important elements that occurred during the event, the lessons learned, as well as recommendations for future outreach events. The report should also demonstrate how the audience appreciated the content, and show the level of online engagement (most liked posts, most liked tweets, for instance). The report must be formatted in a manner suitable for publication on the NCUC website.

E. Convening an Outreach Group

An Outreach Group can be convened to have a more strategic approach towards outreach.

1. The group will be informal, have open membership to any NCUC member in good standing, and any decisions must be approved by the NCUC EC. In the absence of adequate consultation from the EC, the NCUC Chair may approve the decisions.
2. Outreach Groups can provide quarterly outreach strategies and advise the EC on how to use other outreach opportunities provided by ICANN (such as the Community Regional Outreach Program (CROP), or other opportunities).
3. EC members are encouraged to join the Outreach Group and provide regional outreach plans in consultation with the members from their region.
4. Outreach Groups can meet with ICANN's Global Stakeholder Engagement team to understand the opportunities available to them, but should communicate in advance to the NCUC Chair the nature of their planned conversations.

VII. Funding

1. NCUC funds its activities through two sources: ICANN funds and NCUC funds. ICANN funds are typically available on a pilot and/or ad hoc basis. It is not clear whether each year a support program will continue or not.
2. Funding Transparency: The NCUC does not have a set budget for outreach. Requests will be considered on a first-come, first-served basis, and the EC shall provide a rationale as to why it funds or does not fund any portion of a request.

VIII. New Member Onboarding Process

1. New members shall be sent the approved welcome message from the Chair soon after receiving the list of approved new members from the Executive Committee of the NCSG.
2. Once new members have been communicated to the wider NCUC membership on the NCUC-Discuss list, ICANN staff support will circulate one chapter of the approved NCUC Onboarding Materials to the new member once per week, in sequential order, until the entire materials has been sent to the member. Any onboarding materials should be periodically reviewed and approved by EC.
3. A survey will be circulated periodically by the NCUC EC to match the new member's experience and interest with the work of the NCUC.
4. Webinars specifically targeted at Newcomers may be held as often as three times per year, conducted by a designated NCUC EC member, preferably alternating for each webinar.
5. Executive Committee members are encouraged to host webinars targeted at onboarding and reactivating the engagement of members from their region.
6. Requests for language interpretation or the translation of materials from or into Arabic, English, French, Mandarin Chinese, Portuguese, Russian, and/or Spanish can be sent to the Chair with ICANN staff support in copy. If it is feasible for the materials to be translated into the requested language using ICANN services, then the ICANN staff member will facilitate this. For requests for live interpretation to be accepted, it must be submitted well in advance (generally at least one month before the event).
5. In the event that a member's eligibility changes, the member may either voluntarily resign membership from the NCUC via email to the Chair, or the Executive Committee will take the following actions in accordance with the

procedure below:

- a. The process of making enquiries about a member's eligibility can start when the Executive Committee receives information that creates a reasonable belief that a member's change in affiliation or the member's actions make them ineligible to remain NCUC members in accordance with the NCUC bylaws.
 - b. The Executive Committee will make inquiries with the member as to the accuracy of the information received, and will request the member to provide more information regarding their eligibility to be an NCUC member.
 - c. The member has 5 business days to respond to this inquiry.
 - d. If the member does not respond within 5 business days, the Executive Committee can expel the member from NCUC with a majority of the EC vote. This decision can be challenged in accordance with paragraph 4(g).
 - e. If the member responds within 5 business days, the member will have 10 business days to provide evidence and more information about their change of affiliation or actions, and have a meeting with the EC members.
 - f. EC will decide within 20 days of the meeting with the member whether to expel, suspend, or otherwise limit the member's participation in NCUC.
 - g. A request for review of the EC decision can be filed within 5 business days of the member's receipt of the decision.
 - h. The EC will review its decision and announce its final decision within 20 days of the receipt of the request for review.
 - i. The process is transparent by default. This means the meetings will be recorded and published online, along with any attached communications, unless the member subject to review requests a closed meeting and provides a reasonable rationale as to why the proceeding should be closed. In such cases, sensitive aspects of the discussions may be redacted from the process, with the remainder being made public.
6. If, under the circumstances stipulated in the bylaws section III(J), the EC² decides to limit some organizations' membership in some sub-units or chapters, it should take the following steps:
- a. Inform the members of its rationale for limiting membership.

² Procedural rules for: III(J) In the event that a complaint is received or it becomes known to the Chair and the EC that there is an overt and deliberate effort by one or more organization(s) or chapters to control or dominate the Constituency; then, by majority vote of the EC, the identified organization(s) should be subject to a membership review. Remedies may include (a) cessation of the dominating/controlling behaviors, (b) suspension of membership, or (c) limiting, in a nondiscriminatory manner, the membership eligibility of chapters and sub-units and/or individuals affiliated with the

- b. Inform the members whose status will be limited by email.
 - c. Explain what a limited membership means: no right to vote, nor hold an official position, and becoming observers, which means they cannot post to the NCUC-Discuss mailing list.
- 7. If a member's status has changed and the member has joined another SO/AC (other than NCSG or another constituency within NCSG) and it clearly causes a conflict of interest, EC can decide whether to remove that member or to change their status to "observer". If by joining another SO/AC the member carries out only civil society and noncommercial activities and the nature of their activities has not changed, then the removal shall not take place.
- 8. If NCUC members take leadership positions in other ICANN constituencies or SO/ACs outside of NCSG, the NCUC EC can decide whether to change their status to "observer" or remove them from membership. A member whose membership has been changed hereunder may request the NCUC EC to review the membership decision in accordance with Section XI of these procedures if the member's email request is made to the NCUC Chair within 5 business days of the member's receipt of the initial decision. NCUC EC should be transparent with regard to its decision, and explain to the NCUC members and the affected NCUC members why such a decision was made.