



**Sixth African School on Internet Governance
Zanzibar, Tanzania, October 2018
Report of Participants' Evaluation**

The Association for Progressive Communications (APC) and the African Union jointly hosted the Sixth African School on Internet Governance (AfriSIG) in Zanzibar from 11-16 October 2018. For the first time the school was preceded by a workshop on conflict resolution and negotiation in multistakeholder contexts presented by the Internet Society's Collaborative Governance Project from 10-11 October. This report, compiled by Debbie Budlender, an independent consultant, presents the findings from an evaluation of the workshop and the School, based on participants' views. The views were collected through a questionnaire that participants completed online. A total of 34 fellows participated in the School, of whom 31 completed the questionnaire.

All ratings were on a scale from 1 to 10, with 10 being Excellent and 1 being Very Poor. Many of the figures that follow show both the mean and the median score. The mean is derived by dividing the sum of the scores by the number of scorers. The median is the score given by the middle person if scores are ordered from lowest to highest. For example, if there are five people with scores 10, 9, 8, 1, and 1, then the median is 8, while the mean is 5.8. The median is not affected by one or two outliers i.e. people who score very differently from the rest of the group, whereas the mean is so affected.

In reporting on the open-ended questions, all responses are considered and reported on, whether through paraphrasing or direct quotes. The responses reported as direct quotes include all the cases where the meaning was not clear, to avoid the analysis reporting a "guess" as to what the meaning might be.

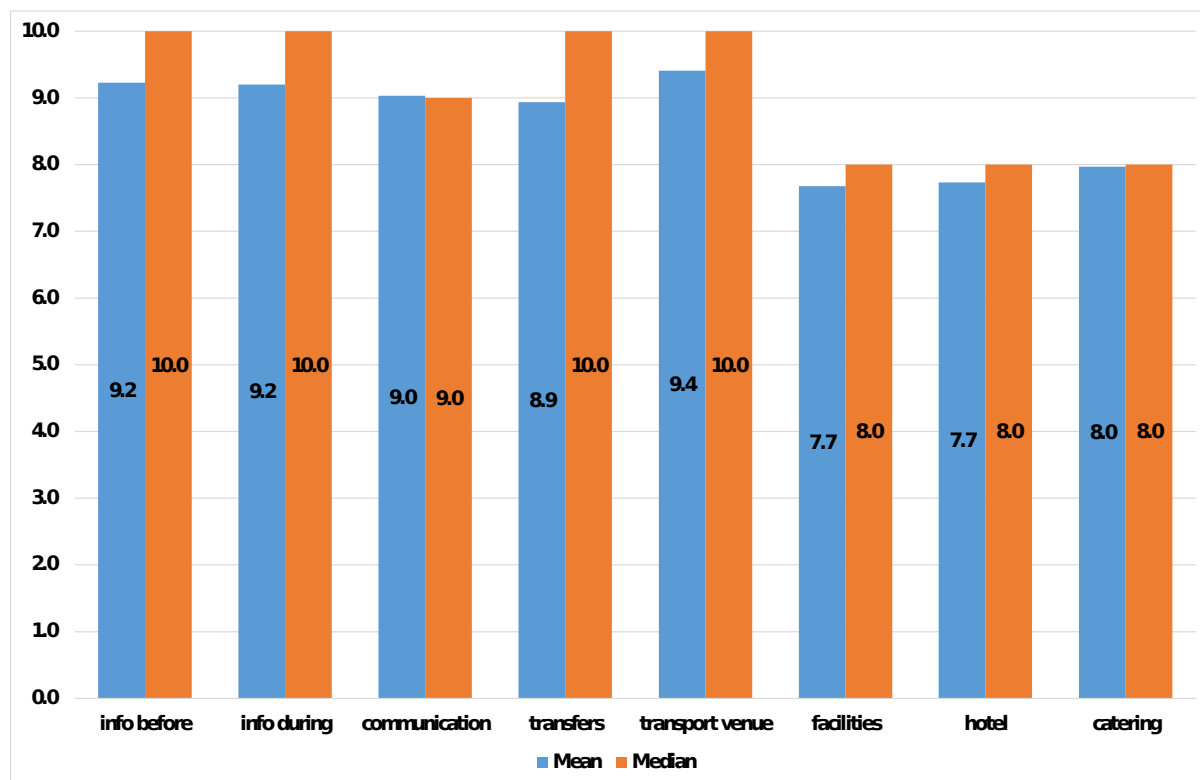
Organisation and logistics

The first set of questions related to organisation and logistics. The questions read as follows:

- How would you rate the information and assistance received prior to AfriSIG?
- How would you rate the information and assistance received during the workshop?
- How would you rate overall communication with participants before and during AfriSIG?
- How would you rate the arrangement of airport transfers?
- How would you rate the arrangement of transportation to and from the venue?
- How would you rate the workshop facilities – venue, meeting room?
- How would you rate the hotel accommodation?
- How would you rate the workshop catering (tea and lunch breaks)?

Figure 1 shows very high mean scores – of more than 8 – for all items except facilities, hotel and catering. These three items scored lowest in terms of both the mean and median. For the two information and assistance and two transport questions, more than half of the respondents gave the maximum possible score of 10. The good rating for information and assistance is especially pleasing as this was an area of concern in 2017. The single lowest score was for catering, at 2. This is not surprising as the venue, while in a beautiful location, was extremely affordable and provided very basic facilities. Communications, the two information and assistance items and transport to and from the venue had no scores below 6. All aspects had at least one person giving an Excellent (10) rating.

Figure 1 Organisation and logistics



The section on organisation and logistics ended with an open-ended question asking for further comments. Eight people offered comments.

Most of the comments were favourable, with positive comments focusing in particular on logistics and information. Two people had only favourable comments. One of these simply said they were happy with everything. The other commented on the excellent hospitality of the team and hotel staff. Only one person gave no positive feedback. This person was unhappy that the programme did not provide for participants to see and learn something about the country they were in beyond the hotel.

Two people complained about the poor internet connection. One noted that this caused particular difficulties for participants who were having to juggle work-related responsibilities with participation in AfriSIG. The other described the internet as a “total disaster”.

Accommodation-related complaints included the limited choices in terms of the food available in particular for vegetarians, suspected deficiencies in hygiene (staff washing cups in a bucket of water), the presence of mosquitoes, poor audio equipment in the meeting room, poor seating arrangements and uncomfortable chairs. Positive comments about accommodation included friendly staff, the fact that the hotel was being used only for AfriSIG, and “okay” catering.

Pre-event

Twenty-five of those who completed the questionnaire attended the pre-event. Those who attended gave it a mean rating of 9.3 with a median of 10. The lowest score was 7. All 25 who participated thought that the pre-event should become a regular part of AfriSIG. Thirteen added a comment on this, although in a few cases the comment basically confirmed their agreement.

Three people said that the pre-event made it easier to do the practicum during AfriSIG. Others commented similarly on the practical nature of the exercises during the pre-event, on the focus on negotiation and collaborative governance as well as on how the pre-event served as an introduction to the course more generally. Three commented on the relevance of the material covered. Two noted that it provided an opportunity for participants to get to know each other. Two said it was fun, while others used terms such as engaging, intense and insightful.

Workshop content

The next set of questions asked about workshop content within AfriSIG proper, with a score requested for each session separately. The sessions that were scored were as follows:

Day 0

SESSION 1: Getting to know one another – introductions

Day 1

SESSION 2: What is internet governance?: Overview and short history

SESSION 3: Introduction to practicum

SESSION 4: The state of internet access and infrastructure in Africa

SESSION 5: Broader mapping of internet governance and the institutional context: Who does what, where?

SESSION 6: Participants' experience of internet governance in Africa: Issues, processes, institutions.

Day 2

SESSION 7: Internet architecture

SESSION 8: The internet addressing system: Numbers and names

SESSION 9: Internet domain name management in context

SESSION 10: Practicum plenary session

Day 3

SESSION 11: Internet governance and human rights: Overview of international and regional treaties, charters and mechanisms

SESSION 12: Policy and regulation that impact on internet-related human rights, transparent and accountable governance, and a free and independent media

SESSION 13: Deep dive into data protection

SESSION 14: Gender and internet governance

SESSION 15: Practicum plenary working session

Day 4

SESSION 16: Cybersecurity and internet governance

SESSION 17: Cybersecurity and internet governance [breakaway]

SESSION 18: Multistakeholder approaches to internet governance: Achievements and challenges

SESSION 20: Practicum final plenary

Day 5

SESSION 21: Emerging issues in internet governance

SESSION 22: Practicum debrief

There was also a daily Q&A (question and answer) session.

Session 1 (welcome and introductions) was held on the day preceding the workshop. Participants gave it a mean score of 8.7 with a median of 9. The lowest score was 7. There was thus strong consensus on the success of this session.

Figure 2 gives the ratings for the sessions on days 1 and 2. All sessions had very pleasing scores with both means and medians at 8 or above. The session on the state of internet access and infrastructure (1:4) had the highest mean. The broader mapping session that followed had the lowest. However the differences between highest and lowest are small. All sessions had at least one participant giving a score of 10 and the lowest score was either 5 or 6 across this set of sessions, except for the session on state of the internet, where the lowest score was 7.

Figure 2 Rating of sessions on days 1 and 2

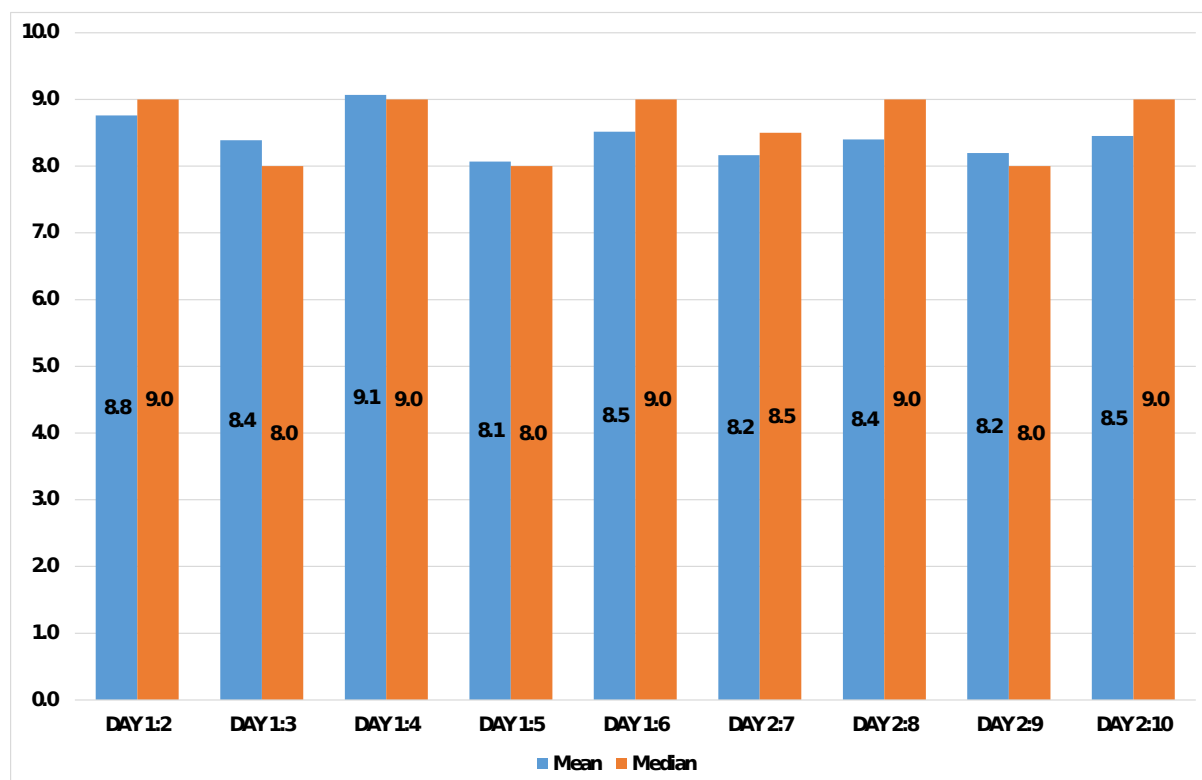


Figure 3 gives the ratings for days 3 and 4. Here there is even less variation across sessions in terms of the means and medians. With the exception of the session on internet governance and human rights (5:1, with mean of 8.3 and median of 8.5), the means range between 8.6 and 8.8 and the medians are constant at 9. The session on policy and regulation (3:5) is unusual in having one score of 3, whereas no other session is scored less than five. Six participants either did not attend or attended but did not score the session on cybersecurity (3:14), whereas other sessions had at most one or two responses missing.

Figure 3 Rating of sessions on days 3 and 4

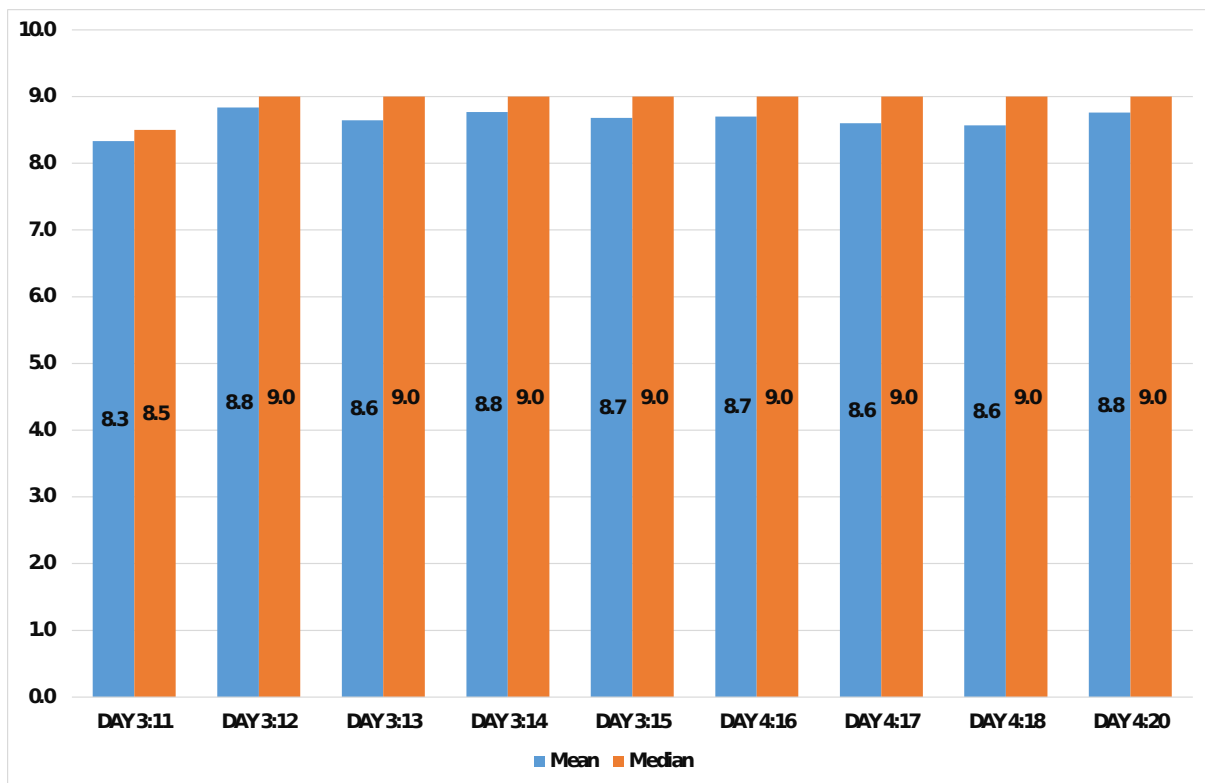
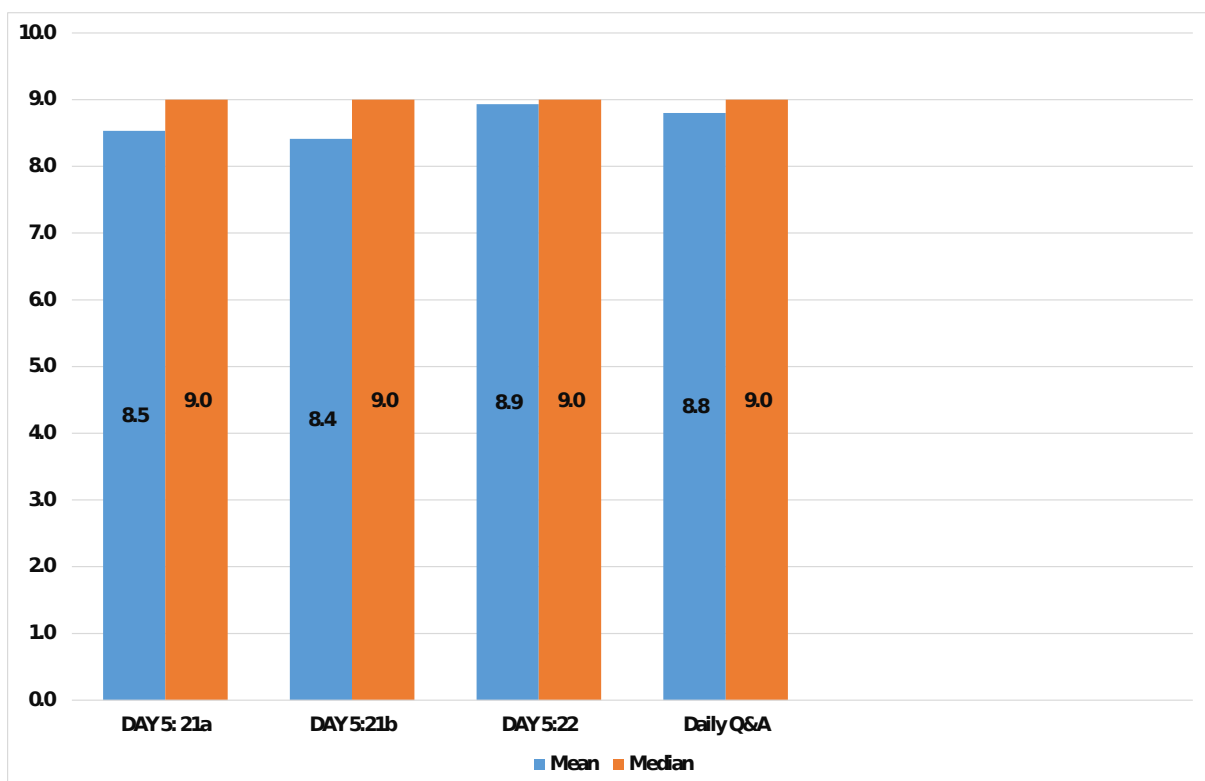


Figure 4 shows the assessments for the final day as well as the daily Q&A sessions. The emerging issues session on day 5 was divided into two parts which were assessed separately. The first part (shown as "a" in the figure) covered content and media. The second part (b) covered new technologies. These sessions show the same pattern of high and very similar ratings across sessions. Again, in each case there was at least one score of 10 for each session while the minimum score was either 5 or 6.

Figure 4 Rating of sessions on day 5 and daily Q&A



The consistent pattern across sessions could potentially reflect a situation where most participants gave the same or similar scores to every session. If this was the case, the evaluation would be of limited use as it would suggest that participants did not give considered responses. More detailed analysis shows that two participants gave the same score to all sessions, five participants gave minimum and maximum scores that differed by only 1, and a further six had a difference of only 2. At the other end of the scale, one had a difference of 7 between their minimum and maximum. This pattern suggests that some participants might have put less thought into the evaluation than desirable. Nevertheless, the consistent pattern in terms of the scores from the group as a whole cannot simply be attributed to this. It is also noteworthy that the consistent scorers were consistent in giving high rather than low scores.

The rating questions were followed by an open-ended question asking for **further comments on the workshop sessions**. Only 11 participants provided comments, but some provided more than one comment.

There were many comments on the practicum. The comments, though varied, illustrated the importance attached to the exercise, as follows:

- The practicum was my favourite, though some fellows were not actually participating especially in a large group like the governments group
- If possible please provide practicum theme before the school starts so that fellows can read up on the theme
- Give more time to practicum
- The practicum topic was extremely difficult for most people. There was a learning curve and many will realise the implications of data protection as they apply practicum lessons to their work.
- Many days, I was super exhausted and had my mind blocked because of the continuous sessions then practicum but it was worth it, it was one of the best experiences in my life!

One person felt that the presentation in the gender session had been at too basic a level but recognised that this might have been because of the "poor" response by some participants. Another felt the topic was very well presented, especially the theory. This same person suggested that more time could have been allocated to the gender and governance session to allow for more exploration of new ideas by participants, and "breathing" space for this to happen. There was also the suggestion that some participants were not as tolerant of others' views in this session as in others. Beyond the session, one person commented that there should have been groundrules regarding harassment set from the beginning. This had, in fact, happened.

Other specific sessions singled out for comment included the internet architecture session, where a participant wanted more detail, and the Internet Society collaborative sessions during the pre-event which "stole [the person's] heart."

Participants commented generally that sessions were "educative", "impactful", "engaging" and "informative", with one saying they "applaud[ed] the whole process." One participant remarked appreciatively that the technical sessions "were broken down so that everyone could be carried along." Another said that they had a lot of "takeaways" they would be able to apply in their work and would like to attend again.

Slightly more critical comments related to insufficient time to ask questions and the difficulty of concentrating on "dense" topics if there was little interaction, and the poor Wi-Fi that hampered participants doing their own "research".

Participants were then asked if they had any **suggestions for additional topics**. Only four people did not respond, and some of those who responded offered more than one suggestion.

In some cases participants requested more on an existing topic. The topics concerned were national level processes, gender and internet governance (3 mentions), and stakeholder group deliberations. Another did not want additional topics, but instead a stronger focus on the technical aspect of infrastructure and other alternatives to connectivity. Another asked that experts from

North Africa be considered as faculty members. Yet another suggested having a panel for the faculty members to share their career paths and the lessons learned.

There was a large and diverse set of new topics suggested, with very little overlap. There were however, several participants who asked for advocacy-related topics such as modes of citizen engagement; tech tools for CSO engagement, strategic litigation, “best” types of advocacy, and how policies are made at the African Union and which spaces exist for fellows to engage. Another broad cluster made suggestions related to commerce and economics, namely: innovation and entrepreneurship (e-commerce, fintech, etc.) (2 mentions); economic issues and the internet in Africa, including reasons for high cost and tools to control prices and enable more access; and digital trade

Other suggestions were as follows:

- Arts and culture on the internet.
- Fundraising techniques
- Media and information literacy
- Digital curation
- Overview of where we are with national internet regulation and issues on the continent
- The theory, principles and processes through which data protection is being realised
- Blockchain
- Emerging challenges regarding taxation of telcos
- Decentralisation of DNS (handshake.org)
- Freedom of expression online
- Intellectual property
- AFRINIC (presented by a faculty member from AFRINIC)
- Internet Engineering Task Force
- History of the Internet and organisations like ICANN
- The internet of things, the 4th Industrial Revolution and how it impacts internet governance
- Hands-on technical sessions
- Technical content, for example, on how to draft policy/law (2 mentions)
- How we can start to address internet governance issues at local level
- Geopolitics of internet governance
- Internet governance issues and updates for each country
- Delving deeper into artificial intelligence
- Youth inclusion.

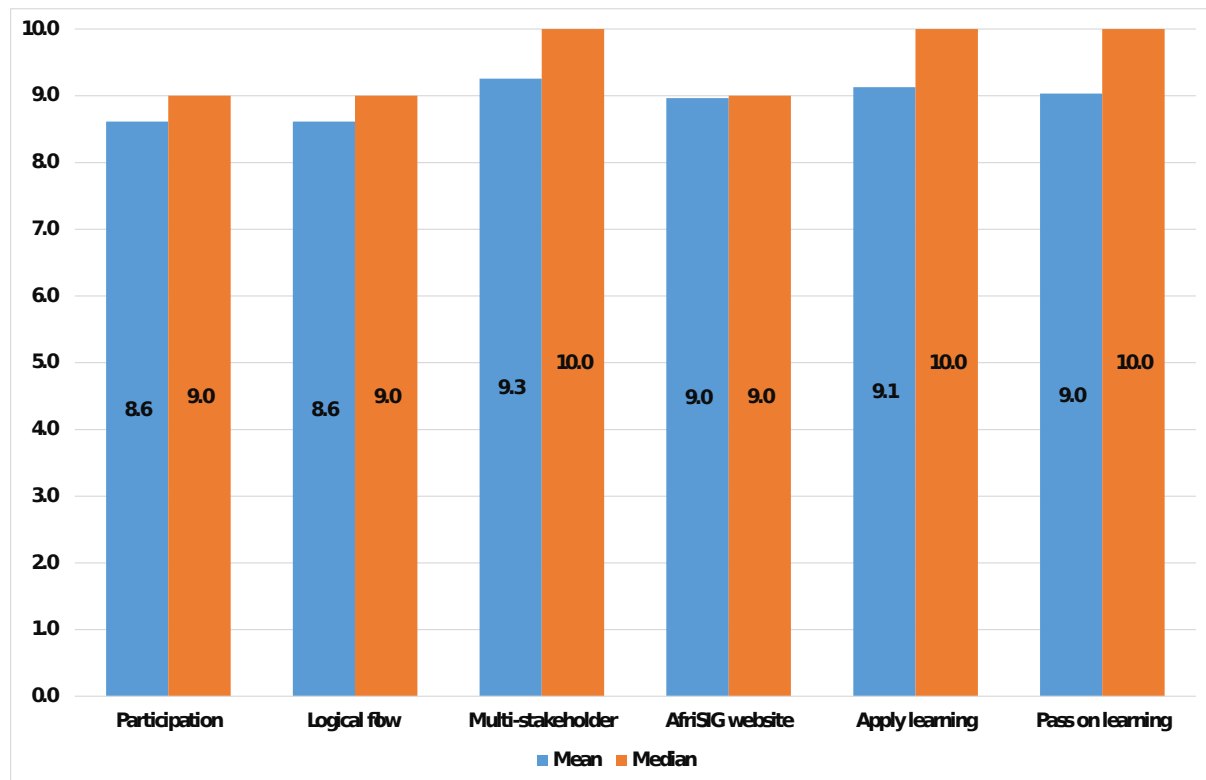
The final set of ratings related to the **process and impact** of the school. The questions asked were:

- To what extent were you satisfied with the level of interaction and participation in the sessions?
- To what extent were you satisfied with the structure and logical flow of the School?
- To what extent has the workshop increased your knowledge of multistakeholder processes for internet governance?
- To what extent did you find the information and resources on the AfriSIG website useful?
- To what extent will you be able to apply the learning obtained?

- To what extent will you be able to pass on the learning obtained to your colleagues?

Figure 5 again shows high scores overall. Enhanced knowledge of multistakeholderism and applying and passing on learning are scored slightly higher than the other three aspects. The lower score for participation is partly explained by one person giving a score of 3 whereas no other item was scored lower than 6.

Figure 5 Rating of school process and impact



When asked for **further open-ended comments** on process and impact, 12 participants responded.

Participants commented favourably on the planning; on the faculty (“amazing”, experienced, clarity when sharing knowledge); exposure to new knowledge; useful resources (which one participant said they would use in updating a specific publication and creating another new publication); logical flow of the programme; the way in which the programme interspersed panels, presentations and other formats; and the opportunity to engage with experts from multiple countries. One person said simply: “The workshop was an eye opener.”

There were very few critical comments. The most common negative observation related to time. On the one hand, there were complaints that sessions were not long enough because of the limited number of days and insufficient time for questions. However, the participant who raised the latter problem said that the Q&A session solved the problem. On the other hand, a participant said that the “school day” was too long, and that this was exacerbated by limited interactive activities, “long presentations with lengthy paragraphs and very detailed graphs in small fonts”, and too few “group breakouts”. The only other suggestions were that practicum groups “be given earlier in the programme to give more space for gelling” and that organisers ensure that internet access is good at the venue.

The next question asked what had been the **most valuable learning experience/outcome** for the participant during the event. All participants answered this question.

The most common theme in responses was multistakeholderism, negotiations and reaching consensus, which was raised by 13 participants. The responses referred to new understanding as well as new skills in this area. One participant included a reference to gender inclusivity in the process.

A further six responses named the practicum as the most valuable learning experience. Given the focus of the practicum, these responses can be seen as further “votes” for multistakeholderism and negotiations. One of these participants recorded their realisation: “Coming to the internet governance field with lots of activism but shallow policy positions won't help.”

The next popular area was networking, learning from the experiences of peers, as well as learning from experts. Eight responses related to this area. One of the participants added: “It was great that there was accommodation for all variances of the English language. Even those who English is not a first language felt listened to and (mostly) understood. Kudos!” Another commended the experts’ clarity: “The distillation of complex and dense topics on internet governance into digestible bits was a valuable, and pleasant experience.”

Two participants learned most from the sessions relating to security, and cyber security in particular. One of these participants also named the pre-event as a “most valuable” experience.

The remaining participants expressed appreciation in very general terms, as follows:

- Everything!
- I think the most important thing was the exposure to the breadth of topics related to internet governance.
- Before I don't know most of the things discussed during the AfriSIG but at the end I become more aware on what internet governance is and what can I contribute as a citizen to overcome many challenges
- Learning the ins and outs of internet governance, although at a somewhat foundation level, still critical.

Participants were then asked how they were planning to **use what they had learnt in their work**.

One of the common responses here related to training or capacity building of others. Nine people had plans in this respect, with about half specifying that they would pass on the knowledge and skills to colleagues, while at least one other had a specific teaching institution where the learnings would be passed on. One of the nine referred to using the delivery methods rather than necessarily the content. A further five participants referred more generally to “sharing” what they had learned, with two saying this would be done through blogging.

Two participants said that they would use what they had learned in undertaking research.

At least 12 participants had responses relating to using the learnings in advocacy and/or negotiations. Several of these emphasised that they would be looking for “win-win” solutions.

One person said they had already applied learnings in hosting a remote hub for an Internet Governance Forum (IGF).

Other responses were as follows:

- Writing policy briefs and informative articles targeted at relevant duty bearers such as government officials and law enforcement agents
- Influencing national policy development in currently uncovered area/s.
- Engaging with wider and local communities such as the Internet Society, Facebook Developer Circles, among others.
- Specialising in data protection.
- Opening discussions in their country on some of the topics and getting more organisations interested in participation so that there is a “heard voice on the table”
- Starting up a local SIG in Nigeria.

The next question asked about their experience of **networking at the School** and how it would be of value to them in their future work. Again, all participants responded and all except one

participant had only positive things to say. The exception was a participant who suggested group exercises to improve networking with participants.

Many of the positive responses were very enthusiastic. They commented on the diversity of people they had met in terms of age, gender, nationality, work and culture. They commented on the lack of hierarchy in that they could address each other by their first names. One commented that the fact that the conveners started by setting out ground rules that were used both within and outside the classes facilitated the networking. Several were particularly pleased to be able to engage with people who were knowledgeable and experienced. Many said that they had set up the basis for future collaborations. One participant noted that they had already agreed with another participant to do joint freedom of information requests on an internet governance matter which affected both their countries.

The final question offered space for **additional comments, feedback and suggestions for future improvement**. Approximately half of the participants responded.

Many of the responses consisted primarily of thanks for the opportunity to participate and all the effort that went into offering AfriSIG. These and other responses included a range of superlatives – phenomenal, great, one-of-a-kind, incredible, wonderful, revolutionary and awesome. One person appreciated the early notification of the event.

There were two very different responses related to gender. One participant mentioned the importance of having a sexual harassment policy, naming a participant said to have “made some comments to a female participant which made several people uncomfortable.” The other asked that the code of conduct stipulate “that ladies SHOULD cover up when dressing.”

Three responses raised time issues. One suggested that further days be allocated to negotiation skills. The second said that some sessions were too packed, which meant that participants held back on asking questions so as not to interfere with the breaks. The third suggested there be “built in down-time” to make it less tiring.

One person commented on three areas needing improvement: a less technical practicum topic; better support from practicum plenary co-chairs who were sometimes unavailable and or sometimes seemed uninterested; and reliable Wi-Fi.