Year-end update and 4th quarterly report to the ISOC Board Trustees from the Chapter Advisory Council (ChAC) Steering Committee (ChAC-SC).

Saturday, 11 November, 2023 at 0800 UTC

It is our pleasure to present to the Internet Society Board of Trustees (BoT) a 2023 year-end update on the activities of the Chapter Advisory Council on behalf of its Steering Committee, and it has been my honour to have served as part of the Steering Committee's Leadership Team over the last year. As the election of the 2024 ChAC-SC is being finalised, and we are looking forward to the announcement of the new team, the 2023 steering committee congratulates all those newly appointed and perhaps re-appointed, and stands ready to assist in the smooth transition.   We would also like to formally note our thanks and appreciation to the ISOC staff who have more than ably assisted us and kept us with our functioning and administration, as well as ensuring that the full ChAC (and we, therefore, trust all of our Chapters) are being updated on so many matters important to all of us. It has indeed been an 'interesting' year.

We would also like to note and appreciate the efforts to ensure effective engagement with Chapters and Chapter Leadership by the BoT in the current strategic planning efforts being undertaken, and particular note should be made of not only the survey but of the opportunity created by the quite well attended 'listening session' and we trust the BoT has found these activities useful as well as rewarding from an engagement perspective.

Since our last Qtly update, the ChAC - SC has continued to hold its regular monthly meetings, and the Leadership Team is thanked for their additional commitment to an additional monthly 'check-in' call that allows for the shared development of Agenda for both the monthly steering committee calls as well as the quarterly Full CHAC meetings, and to better ensure that action items arising from these meetings and additional requirements and activities (such as our role in the appointment of members to various ISOC electoral processes etc.,) are dealt with in an efficient, effective and timely manner.

As previously reported, the 2023 ChAC-SC made efforts with the ChAC representatives to improve and facilitate opportunities for engagement in previously identified (by preceding steering committees and the ChAC as well as other ISOC sources) focus areas of interest to Chapters, as well as to facilitate and ease the ability of ChAC Representatives to be able to bring issues and matters to the attention of the ChAC, and as needs be to the BoT and ISOC.org that were of concern or interest. This mandate of the Council is seen by the 2023 steering committee as complementary to the new and additional efforts of regularised engagement, communication and feedback being successfully undertaken within the regionalised activities of ISOC.org, many of which were not in place or common practice when the ChAC was created. We also note the use and utility to ChAC-SC's going forward, based on our positive experiences this past year, of working with regional engagement staff to make more effective use of and complement our respective communications channels.

Our earlier reporting, noted that the 2023 ChAC-SC was focussed on trying to improve the ease and effectiveness of engagement with our Chapter Representatives, not only during our quarterly meetings with the full ChAC but also intersessionally. To that end, we instigated a more frequent use of Box

documentation that was accessible for asynchronous capture of input, thoughts, issues and suggestions, such as the Topic Suggestion Box for use by all Chapter Representatives at any time, a box note for the collection and collation of Questions concerning the AMS transition and a similar open-for-editing and addition box note system for the listing of topics, issues or matters that ChAC Representatives have and wish to bring to the attention of the ChAC-SC between these Qtly plenary calls.

Additionally, we set up a system of accessible folders and sign-up opportunities for several current focus areas. These were advertised, and the call for volunteers from Chapters was promulgated through regional communications, but :

- This is the folder structure for the 4 topics:
  https://isoc.box.com/s/xmjmc1b7okwwxh3mthaa1zisqwheil3z
- Now wanted working groups are looking for volunteers by asking for expressions of interest via these forms:
  - **Member of the Internet Threats Modeling Working Group**
    On Hold was not generally well subscribed to, and it was felt that with the Membership surveying, and Listening Session call with the Board and the Full ChAC about threats and opportunities...it may appear as duplicating channels..
  - **Member of the Knowledge Hub Working Group**
    On Hold was not well enough subscribed to, but should be revisited in 2024 if possible.
  - **Chapter Election Best Practices:** an updated form is being worked on by a small team.
  - **Chapter Communication, Outreach and Engagement:**
    The initial survey, after several reviews, including at the Q3 Full ChAC meeting, was sent out in 3 languages (EN, ES, FR) in the 1st week of November, So initial work on some baseline data is underway.

We are, in general, satisfied with our ongoing (though often slower than expected) progress to date we continuing to try and find ways to improve the metrics associated with both the total number of Chapters having appointments to the ChAC and to increase overall engagement at least via the quarterly calls.

To better understand some factors, such as the time of our meeting possibly affecting attendance, we have collated a few basic statistics and offer the following baseline data points and observations, as shown in the following graphs and tables, for the three Full Chapter Advisory Council meetings held so far in 2023.
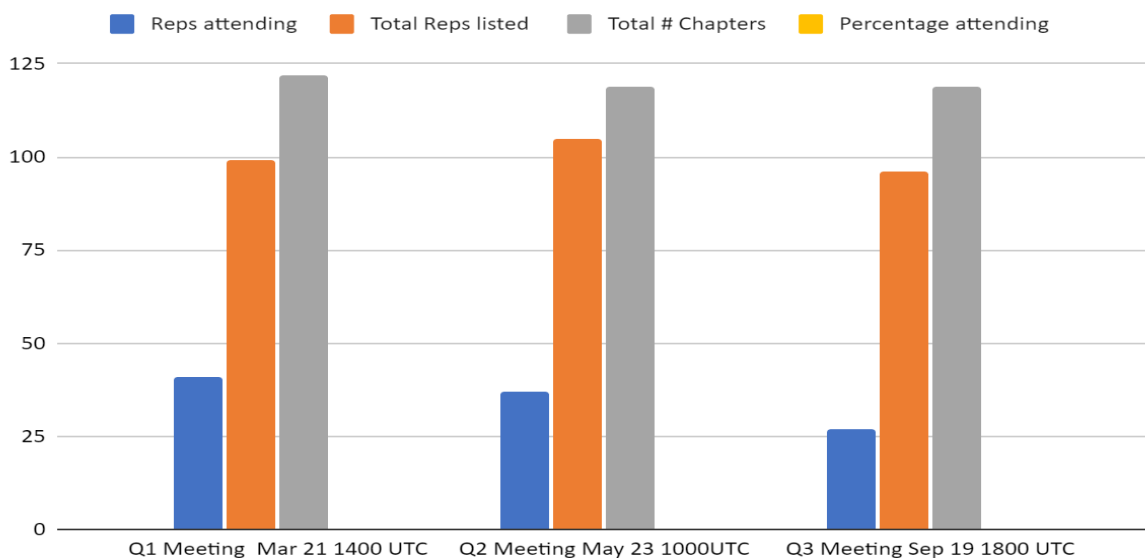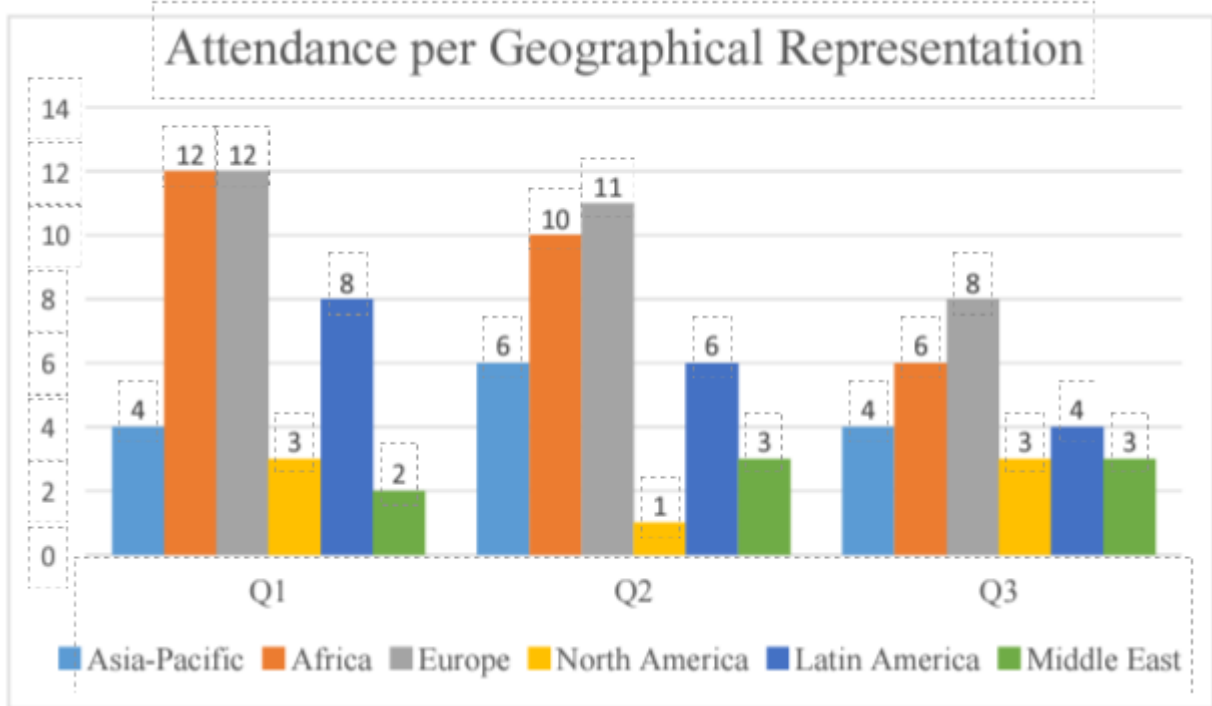
Comparison A:	
Between Meeting **#1** and **#2** (21 March and 23 May meeting)	
26 Chapters attended both All names were the same except for one (1) who either changed Rep or sent someone else	

Comparison B:	
Between Meeting **#2** and **#3** (23 May and 19 Sep meeting)	
17 Chapters attended both All names were the same	

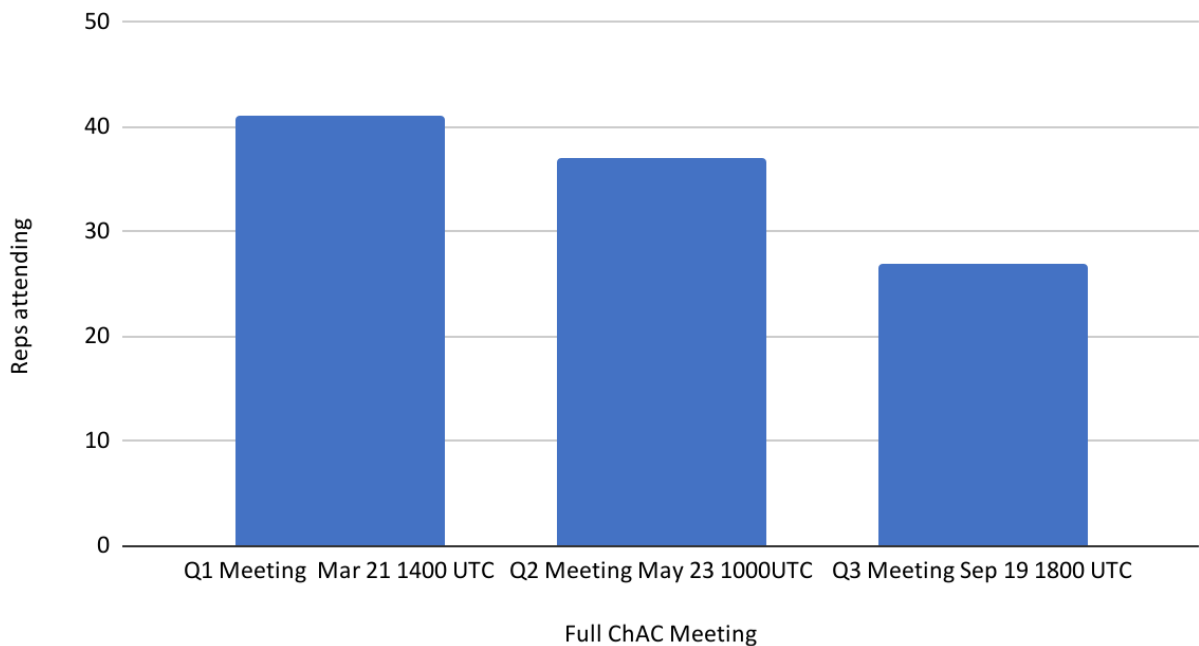| Comparison C:	
Between Meeting **#1** and **#3** (21 March and 19 Sep meeting)	
23 Chapters attended both All names were the same except for four (4) who either changed Rep or sent someone else	

There is, however, a clear 'core' group of highly engaged Chapters who are regular attendees and who are not necessarily tied to a role within the ChAC-SC :

Comparison D: Out of all three meetings so far:	
13 Chapters attended ALL three meetings, **10** of which are not already SC members	
Chapter Name	**SC member**
Australia Chapter	YES
Benin Chapter	
Egypt Chapter	YES
Finland Chapter	
Germany Chapter	YES
Israel Chapter	
Japan Chapter	
Norway Chapter	
Philippines Chapter	
Spain Catalonia Chapter	
Trinidad and Tobago Chapter	
UK England Chapter	
US San Francisco Bay Area Chapter	
Zambia Chapter	

Analysis of attendance at Full ChAC 2023 1st, 2nd and 3rd quarterly calls by Region:-

Attendance per Geographical Representation

	Q1	Q2	Q3
Asia-Pacific	4	6	4
Africa	12	10	6
Europe	12	11	8
North America	3	1	3
Latin America	8	6	4
Middle East	2	3	3

Percentage Chapter Reps attending Full ChAC Meeting

Reps attending (y-axis)

- Q1 Meeting Mar 21 1400 UTC — 41
- Q2 Meeting May 23 1000UTC — 37
- Q3 Meeting Sep 19 1800 UTC — 27

Full ChAC Meeting

This data does need further analysis, and the possible interpretations of what is shown in terms of cause, effect and options for improvement regarding degrees of engagement is the subject of ongoing work that we recommend the 2024 ChAC-SC undertake. This should, we propose, include an analysis of comparative data points collected in a previous 2022 review of attendance statistics and possibly additional data captured from previous years. We further suggest that a Regionally focussed and 'personal' approach should be made with Chapters (as at end of Oct 23 out of 119) that have not appointed and listed a Representative to the ChAC at the end of calendar 2023-start 2024.
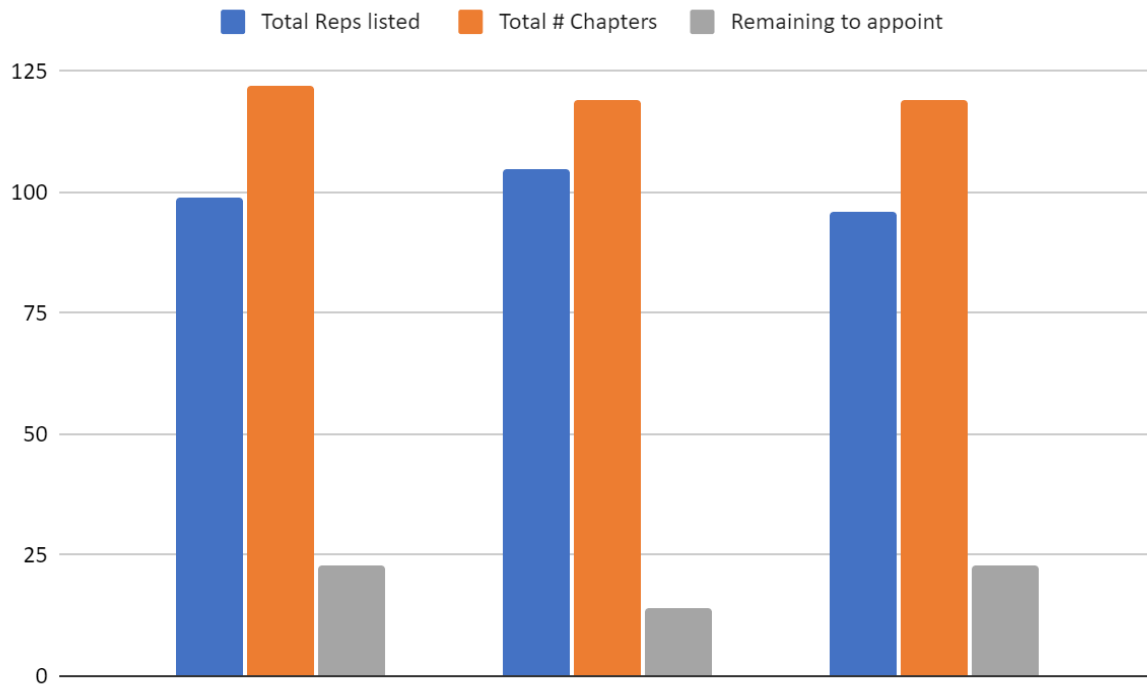
We also wish to remind the BoT with reference to a previous ChAC-SC matter from 2022: **Request for Interpretation / Language Services** (Raised by Eduardo Diaz from Puerto Rico Chapter in 2022 and again as follow-up via the 2023 ChAC-SC in March 2023) that the desire to be able to, where practical and purposeful, facilitate multilingual engagement of Chapter Membership in ISOC activities is an important matter with significant currency, whilst the absence of such tools and assistance may not be a specific bar to most Chapters ability to engage at some level, it is recognised that it remains a barrier for many, and where provided in a cost effective and suitable (fit for purpose) manner would be a boon to those who normally operate in a non english speaking environment. Increased use of translations of key engagement documentations (such as seen with recent surveys) is a good first step as would be the provision of even AI facilitated captioning or interpretation to specific meeting types and activities, such as the newer zoom enables options for Full ChAC and specific regional calls; USe of suitable interpretation tools and language services in activities such as Community Week and for selected webinars or outreach activities is also recommended for consideration as well. In otherwords this is an issue that needs to stay on our mutual Agenda and be reviewed for new and suitable options at regular intervals. A matter of continuous improvement with all due fiduciary caution, should be able to be planned for and achieved by setting reasonable expectations with the community that would benefit from such enhanced language services, whilst not trying to overturn the "EN as our working language" guideline.

Thank you again for the opportunity to have regularly updated the BoT over the past year we trust the information however brief in nature has been of some utility, and we are happy to respond to any follow-up or clarifying questions.

Cheryl Langdon-Orr - Chair
On behalf of the 2023 ChAC-SC.