



iGmena community survey results

Prepared by:

Michael J. Oghia
iGmena communications manager
mike.oghia@igmena.org

January 2017
www.iGmena.org

[@ig_mena](#) | [#iGmena](#)
www.facebook.com/InternetGovernanceMENA/
<https://www.youtube.com/c/IgmenaOrg>

TABLE OF CONTENTS

Introduction..... 2

Methodology..... 2

Overview of the results..... 3

Part I: Demographics..... 4

Part II: Feedback about the iGmena program..... 5

Part III: Feedback about the iGmena website..... 9

Part IV: Feedback about iGmena Summit 2016..... 10

Conclusion..... 12

Appendix A: Survey questionnaire..... 13

INTRODUCTION

Since its inception in 2012, Hivos' Internet Governance in the Middle East and North Africa program (iGmena) has been on the forefront of developing and reinforcing knowledge as well as building capacity on Internet governance in the Middle East and North Africa (MENA). The program focuses on safeguarding Internet freedoms in the MENA region, and aims to ensure that the freedoms of thought and expression are protected online, digital rights and access to information are codified in legislation and policy across the MENA region, and trains civic actors from the region in order to improve their knowledge on Internet governance and Internet policy.

Over the course of four years, iGmena has successfully implemented a range of projects, including the Internet Policy Analyst program (IPA), the Internet Legislation Atlas (ILA), the Click Rights initiative, regular iGmena Hangouts with policy experts, iGmena alumni, and grassroots activists, and local roundtables throughout the MENA region. The iGmena team has received tremendous support from a range of stakeholders since the start of the program, which culminated in iGmena Summit 2016 – held at Cogite Coworking Space in Tunis, Tunisia, from 30 September – 2 October 2016.¹

We invited these stakeholders, which includes our alumni, local partners, program contributors, and other regional collaborators, to the Summit in order to take stock of the work we have done so far, reflect on iGmena's achievements, and learn from their experience with the program so we can create a more effective and sustainable program. Over three days, more than 75 human & digital rights activists, journalists, technical experts, nongovernmental organizations, Internet governance professionals, and other stakeholders came together – many meeting for the first time in person – to share their work with the community, reflect on the achievements of the program, and formulate relevant steps and strategy for the next four years. This included sharing their perspective about the program openly with the community, discussing how iGmena can support them in the future, and how to strengthen Internet governance as well as civil society in the MENA region.

To supplement the invaluable feedback gained over the course of the three-day Summit, the iGmena team conducted a survey via questionnaire that was open to the entire iGmena community as well as the general public.

METHODOLOGY

The survey consisted of 37 questions, and it was divided into four parts:

- I. Demographic questions (part I)
- II. Questions about the iGmena program

¹ The summit schedule, session reports, and other information are available at: <https://www.igmena.org/iGmena-Summit-2016-Together-for-a-free-and-open-Internet>.

- III. Questions about the iGmena website
- IV. Questions about iGmena Summit 2016 (only open to those who attended)²

The survey was conducted using a questionnaire hosted on Google Forms (see Appendix A),³ and was open from 26 October – 9 November 2016.⁴ The questionnaire required approximately 10 minutes to complete, and the respondents were informed about the anonymity and confidentiality of their responses on the welcome screen and that some of the data would be shared publicly; however, they were also informed that all data, including the responses collected, will be kept confidential, and any identifying information will not be shared with the public unless prior permission is received.

The survey included multiple-choice questions, short answer questions, long answer questions, checkbox questions (that allow the respondent to choose as many answers as necessary), and questions that used close-ended, five-point, Likert-type scales (e.g., on a scale of 1 to 5, where “1” was very unsatisfied and “5” was very satisfied). In terms of sample recruitment method, the questionnaire was shared with iGmena’s alumni over email via the [Dgroups alumni mailing list](#), as well as shared with the wider community via the iGmena Facebook⁵ and [Twitter](#) accounts. It was also advertised in the [iGmena monthly newsletter](#).

Statement of limitations: Note that the survey was not meant to be representative, especially since it relied on respondents to volunteer their time to fill out the questionnaire. As stated previously, it was open to any member of the community, and the iGmena team did not specifically target a particular demographic or community specific to any country.

OVERVIEW OF THE RESULTS

“iGmena is perhaps one of the most dynamic and exciting groups I've worked with. Your work is inspiring and genuine ... Thank you for what you've done and the community you've built. Keep it up, and all the best to you.”
—ASL19 co-director⁶

The survey received 73 responses from individuals, both iGmena alumni and non-alumni, throughout the MENA region and beyond.⁷ The majority of the respondents indicated

² Any survey respondent that did not attend the Summit automatically skipped part IV and was prompted to submit their responses.

³ The Google Sheet with the raw data is available at: https://docs.google.com/spreadsheets/d/1gX0RUNHtVELKEBiQBFS84jGxOV_C1xAn6MnpeJQuT2E/edit#gid=809573150.

⁴ All survey results, including questions, graphs, and charts automatically generated by Google Forms, are located at: <https://drive.google.com/file/d/0B5ge3RLWFFq6VGJqdE4ySFU2cHc/view?usp=sharing>.

⁵ Both the official iGmena Facebook page (<https://www.facebook.com/InternetGovernanceMENA/>) and iGmena alumni group (<https://www.facebook.com/groups/345195745613097/>)

⁶ ASL19 is a key iGmena partner that is based in Toronto, Canada, and supported by the University of Toronto’s [Citizen Lab](#). It is an independent technology and research organization that helps Iranians circumvent Internet censorship and access information: <https://asl19.org/en/>.

that they are satisfied with the program overall, as well as with iGmena's activities and initiatives. Moreover, many of the participants are satisfied with iGmena's communication and outreach, especially since a dedicated communications and outreach manager for the program was hired for the first time in mid-June 2016. Yet, only slightly more than half of the respondents indicated that iGmena has either been effective at strengthening Internet governance in the MENA region over the past four years. The survey also revealed that respondents want iGmena to focus the most on cybersecurity, privacy, and encryption over the course of the next four years.

The survey found that more than half of the respondents visit www.iGmena.org at least once a week, and primarily access it on their laptop PCs. According to the respondents, the most common content accessed is related to IPA, news, and general updates about iGmena. Furthermore, the most commonly requested addition was more content in Arabic.

Of those respondents that attended iGmena Summit 2016, the vast majority was satisfied with the event. Additionally, more than 90% said they would attend a similar event in the future.

PART I: DEMOGRAPHICS

Of the 73 respondents that took the survey, 47 (63.4%) were iGmena alumni.⁸ Furthermore, 27 (37%) indicated they are IPA authors, while 41 (56.2%) said even though they are not currently IPA authors, they would like to become one – a promising sign for the program. In terms of stakeholder groups, the majority (52 – 71.2%) identify with civil society. The breakdown of the respondents by stakeholder group is illustrated in Figure 1 below:

Which stakeholder group do you identify with? (73 responses)

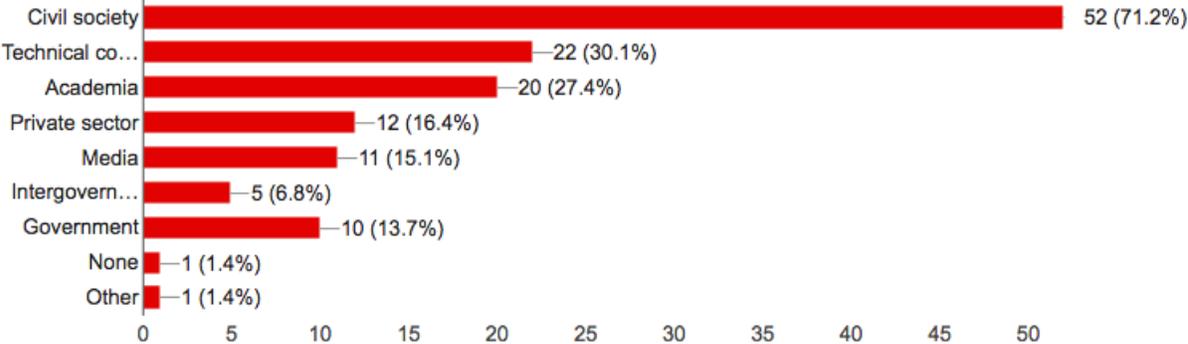


Figure 1

⁷ Although the Google Form indicates that 74 responses were recorded, it is based on the data available in the Google Sheet – which counts the first row as a response even though it is used to display the survey questions.

⁸ Meaning they have completed the Internet governance capacity building course, which is offered annually by iGmena in partnership with DiploFoundation.

Individuals from 21 countries participated in the survey, most of who hailed from the MENA region; however, it also attracted responses from people as far away as Pakistan in the east to Brazil, Canada, and the United States in the west. Almost a third of the respondents (25) hailed from Tunisia, followed by Jordan with 7, and Egypt and Yemen with 6, respectively. The other countries represented with at least one respondent were: Algeria, Bahrain, Iran, Iraq, Lebanon, Mauritania, Morocco, the Netherlands, Palestine, Serbia, Sweden, Tunisia, the United Arab Emirates, and the United Kingdom.

A total of 46 of the respondents (63%) were male and 27 (37%) were female, and the mean age of the respondents was 34 years. Lastly, there was significant variance regarding how long the respondents have been involved with iGmena, but 47 (64.4%) have been involved for at least six months (see Figure 2):

How long have you been involved with iGmena? (73 responses)

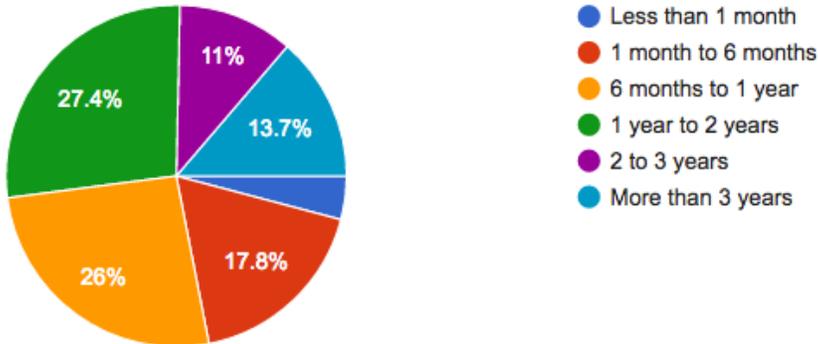


Figure 2

PART II: FEEDBACK ABOUT THE IGMENA PROGRAM

When asked how satisfied the respondents are with the iGmena program, 33 (45.2%) said they were satisfied, while 23 (31.5%) said they were very satisfied – 56 (76.7%) in total. Similarly, 61 (83.5%) indicated they were satisfied or vary satisfied with iGmena's activities and initiatives, however, the responses were less positive about the program’s communication and outreach: 65.8% indicated they were satisfied or very satisfied, which could be explained by the lack of a dedicated communications and outreach officer for the majority of the program’s existence. Yet, based on prior feedback received as well as personal feedback given by the community to the iGmena team regarding the program’s communications and outreach, it improved significantly after a communications manager was hired in mid-June 2016. Moreover, the appointment of a dedicated communications and outreach manager helped to promote more community engagement, and demonstrated that communication and outreach should take a more prominent position in the next phase of the program.

We also found that more of the respondents were familiar with IPA than ILA – 76.7% verses 63%, respectively. Yet, when asked about their satisfaction with each project individually, most were either satisfied or very satisfied – 37 (40.7%) indicated so for ILA and 41 (57.6%) indicated so for IPA. Although these numbers reflect the majority, they also suggest more can be done in order to improve the community’s satisfaction with these programs and the resources they have to offer.

More broadly, when asked to gage the effectiveness of iGmena at strengthening Internet governance in the MENA region over the past four years, 45 (61.6%) said they thought the program was effective or very effective at doing so. Given that one of the core reasons for conducting the survey was to learn how iGmena could be more effective going forward, the survey respondents were asked about how the program could realize this aim. Their responses are reflected in Table 1 on the next page (note that the respondents were allowed to choose more than one option):

Provide more opportunities for face-to-face meetings	58 (79.5%)
Partner with more international organizations to increase knowledge and resources	48 (65.8%)
Work more to be a voice for the MENA region at international Internet governance events	46 (63%)
Create more tools and resources (such as ILA)	39 (53.4%)
Focus on supporting the work of existing partners in the region	39 (53.4%)
Offer the online Internet governance capacity building course more frequently	36 (49.3%)
Other	5 (6.8%)

Table 1 – How can the iGmena program be more effective?

The survey also sought to gather feedback about the areas and topics related to Internet governance in the MENA region that iGmena should address over the next four years. Their responses are reflected in Table 2 below (note that the respondents were allowed to choose more than one option):

Cybersecurity, privacy, and encryption	50 (68.5%)
Digital and human rights	41 (56.2%)
Capacity building	37 (50.7%)
Advocating for multistakeholder processes in the MENA region	35 (47.9%)
Information and communications technology (ICT)- and Internet-related public policy in the MENA region	30 (41.1%)
Local content relevant to the MENA region	29 (39.7%)
Digital media literacy	27 (37%)
Supporting individuals to attend and contribute to local, regional, and international Internet governance events	26 (35.6%)

Infrastructure and development	25 (34.2%)
Gender and access in the MENA region	23 (31.5%)
Other	4 (5.5%)

Table 2 – What topics should iGmena address?

The respondents were then asked three open ended questions, the first gathering feedback on what iGmena can do in order to be a more effective resource at the local level. Thirty-four (44.7%) respondents left feedback, and suggestions included:

- Focusing on schools and universities as well as children and youth;
- Providing content and online courses in Arabic;
- Raising awareness about Internet governance via workshops and events in the region, especially among local communities;
- Organizing more workshops;
- Working on local Internet Governance Forums (IGFs) in the region;
- Increasing media outreach and exposure, as well as expanding capacity building;
- Engaging civil society to follow and promote iGmena activities;
- Partnering with local actors, such as organizations or political parties, and supporting new local partners via the iGmena alumni network, especially groups that can promote Internet governance in the region;
- Speaking out more against violations of digital rights in the region;
- Providing a free, basic online course about cybersecurity, encryption, policy analysis, etc.;
- Starting local chapters;
- Training women and those from the least developed countries in the region, as well as focus on rural areas;
- Having focal points representing different stakeholder groups in every country;
- Organizing local Internet governance events periodically, and collaborating with nongovernmental organizations (NGOs) in the region to organize Internet governance events; and
- Creating a platform to share best practices on topics relevant to the region
- Focus on local research.

Additionally, a Tunisian alumnus stressed that iGmena should “start more public debates and [conduct] a local tour in each [country in] the MENA region to ensure more involvement and awareness [of Internet governance] issues.” A female Lebanese community member offered another suggestion as well:

I see that you are doing an excellent job, and specifically with civil society actors. However, I have not read or noticed anything about private sector partnerships, particularly in Lebanon. Addressing such community as part of corporate social responsibility (CSR) is highly recommended.

A salient theme that emerged throughout the survey was the need for more content available in local MENA languages, especially Arabic, such as on the iGmena website and our publications. For instance, one female Palestinian community member stressed, “All the article[s] provide[d] ... on [the] iGmena website, [in the iGmena] newsletter, or [in the] online course material must be in Arabic language in order to reach a wider base.”

We also received multiple suggestions requesting more content in Farsi. For instance, an Iranian alumnus suggested iGmena “establish new websites that cover Internet governance issues [using regional] language[s]. We do not have a serious website about Internet governance in [Farsi].” An Iranian alumnus based in Canada offered another suggestion reinforcing this point:

I know and understand that working with Iran is difficult and very complex. However, please do not be discouraged by challenges Iranian authorities may cause for you. Please do not forget Iranians’ cause and keep engaging them in your excellent programs.

Other feedback received included the need for greater and enhanced community engagement. For instance, a male Yemeni community member suggested:

iGmena ought to assemble a database of experts (individuals and organizations) in the [Internet governance] field within each country. The names could be divided based on their respective stakeholders, expertise areas, etc.⁹

Another question explored whether the respondents had any other suggestions for how iGmena can help strengthen Internet governance in the MENA region, including anything they would like the iGmena staff to do, focus on, or strive for over the next four years. Twenty-six (35.6%) respondents left feedback, and suggestions included:

- Working more on bridging the gap between human rights and the digital economy;
- Finding the key actors in every country to work and /or partner with (associations, political parties, government, the private sector, etc.);
- Creating a lobbying arm and think tank related to each country in the MENA region
- Publishing more about regulatory frameworks and legal policies;
- Organizing more events like iGmena Summit 2016 to share experiences and reinforce knowledge on Internet governance in the region;
- Publishing a weekly or monthly magazine monthly to brief and update the community about Internet governance-related issues;
- Supporting local events through partners to conduct local capacity building programs like IG school;
- Including more countries in the region within the purview of iGmena; and

⁹ One way this suggested has already manifested within iGmena’s programming is the ILA Advisory Board: <https://www.igmena.org/iGmena-forms-ILA-advisory-board->

- Focusing more on Internet Protocol version 6 (IPv6) and the Internet of Things (IoT).

Three other notable suggestions from other respondents included reporting to MENA policymakers on how to improve Internet governance in the region, working on developing public policy advocacy strategies and tools, and helping civil society organizations engage in Internet governance policy discussions as well as raise awareness and launch advocacy campaigns related to Internet governance and Internet policy.

The last open-ended question in this part of the survey gathered any additional feedback for the program. While only 20 respondents (27.4%) answered it, the majority of the responses were either short, positive statements about the program, or suggestions such as offering multiple workshops (such as technical workshops, Internet security workshops, and Internet governance awareness-raising events), including more realistic case studies in iGmena’s work, and offering ways to get more involved in iGmena’s work and activities.

One respondent, a Yemeni alumnus, shared a partially positive and poignant message:

When I joined this program, I found what I [was] looking for and what I want to do. This is the field I found myself very interested in, and it helped me to help my country and community.

PART III: FEEDBACK ABOUT THE IGMENA WEBSITE

We gathered feedback about www.iGmena.org in order to better understand the needs and wants of our primary audience, and to ensure we can provide a more useful and enriching platform going into the next four years.

When asked how often they visit the website, 41 respondents (56.1%) indicated that they visit at least once per week. The exact breakdown is illustrated in Figure 3 below:

How often do you visit iGmena.org?



Figure 3

Additionally, 53 (72.6%) primarily access iGmena.org from a laptop PC and 9 (12.3%) primarily access it via a desktop PC – 62 in total (84.9%). This finding largely contradicts a trend

in the region: the prevalence of Internet access via mobile devices, which only 11 respondents (15.1%) said they use as the primary means to access the website.¹⁰

When asked about the content they access on the website, the respondents indicated they mainly access updates about iGmena (42 – 57.5%), IPA content (41 – 56.2%), news about iGmena (41 – 56.2%), and iGmena blog posts (33 – 45.2%). They also visit the website to watch the monthly iGmena Hangout (27 – 37%), access ILA (26 – 35.6%), and for general information about iGmena (24 – 32.9%).¹¹

In terms of the website’s design, 48 (65.8%) of the respondents were either satisfied or very satisfied with the design. About the same number (46 – 63%) were either satisfied or very satisfied with the quality of the content published on iGmena.org as well. A similar number of respondents indicated that it is easy or very easy to find the information they are looking for on the website (44 – 60.3%), while 51 (69.%) said they find the information on the website either useful and relevant or very useful and very relevant.

In addition to requests for more Arabic content, general feedback received about the website included requests to improve the search engine system, making the design more mobile phone-friendly, adding the monthly newsletter published by iGmena to the website, a request to add missing publications, books, seminars, reports, and other related publications as well as the ability to brows such resources sorted by year or other metrics. Overall, while one respondent – an Iranian alumnus based in Canada – said, “The look and the feel of the website, including the photos, have room for improvement,” another – a female Lebanese community member – said: “The website follows the latest trend[s] in website design and user experience. Great work!”

PART IV: FEEDBACK ABOUT IGMENA SUMMIT 2016

As mentioned in the introduction, iGmena Summit 2016 was held in September 2016. Of the respondents that attended the Summit¹² – 41 in total (56.2%) – indicated they were either satisfied or very satisfied with the event (35 – 85.4%). An even greater number (37 – 90.3%) said they would either be likely or very likely to attend a similar event hosted by iGmena in the future.¹³

When asked about the quality of the administrative support as well as the communication and outreach leading up to the Summit, the numbers were almost tied – 35

¹⁰ For more information, see: <http://www.mideastmedia.org/industry/2016/digital/> (Northwestern University in Qatar), <http://www.internetworldstats.com/stats5.htm> (Internet World Stats), and <https://www.gsmaintelligence.com/research/?file=9246bbe14813f73dd85b97a90738c860&download> (GSMA)

¹¹ Note that the respondents were allowed to choose as many answers as apply.

¹² For the press release, see: <https://www.igmena.org/iGmena-Summit-2016-press-release>.

¹³ iGmena hosted a monthly Hangout session where members of the iGmena team discussed key outcomes of the Summit and how to ensure the program continues to grow and develop over the next four years: https://www.youtube.com/watch?v=V6j4f_tB8K4.

(85.4%) said they were satisfied or very satisfied, while 33 (80.5%) said they were satisfied or very satisfied, respectively. They were also asked what worked well during the Summit (26 responses) as well as what could be improved (27 responses). In terms of what worked, the respondents left the following feedback:¹⁴

- The plenary panel sessions on day 3;
- Providing Arabic content about Palestine and Internet governance in general;
- Strengthening the alumni network;
- Bringing people from the iGmena community together;
- Networking with alumni and members of the community;
- The presentations;
- “The organization (content and logistics), and the interaction with the iGmena team;”
- “The agenda was respected and the communication & interaction was great;”
- “Good communication with people and a very nice venue;”
- Sessions were well timed and informative;
- “The coordination and the organization;”
- “The variety of profiles, great discussions, great MENA representatives, youth energy and participation;”
- “Supporting young leaders from MENA region to present their work, get feedback from their peers, and gain confidence in their work;”
- Fostered networks, helped attendees acquire knowledge and present their perspective in an open fashion; and
- Session topics and the organizations present/represented.

Moreover, an Iranian alumna based in Canada wrote, “This was an excellent program. I cannot think of anything that didn’t go well.”

In terms of what could be improved, the respondents offered the following suggestions:

- More government, private sector, and media involvement;
- Activities examining practical cases and generating practical solution;
- Fewer presentations in English;
- More workshops and roundtables (less presentations), and more interactive ones;
- A better space to host the event (the venue);¹⁵
- The time allocated to the sessions, and the content of the sessions can be improved;
- More schedule flexibility (and less tight of a schedule);
- Logistical issues prior to arrival;

¹⁴ See the Summit schedule and session reports for reference: <https://www.igmena.org/iGmena-Summit-2016-Together-for-a-free-and-open-Internet>.

¹⁵ Some indicated that the venue was too small and uncomfortable at times.

- Coordination between speakers for better session integration, and be more selective about the presentation chosen;
- “Too many sessions packed in one day, and some were not very informational;”
- Add an extra day;
- Provide translation for non-English speakers; and
- More small group activities and breakout sessions, in particular to brainstorm solutions to Internet governance-related issues faced in the region.

CONCLUSION

As the iGmena program enters its fifth year, we hope we can continue to build a larger community and further develop capacity in the MENA region to address Internet governance-related and Internet policy issues. We will continue to gather feedback from our alumni and members of the iGmena community as to how we can improve, and incorporate this into our work when possible. Furthermore, one of the most critical findings demonstrated by this survey is the need to formulate a robust communications plan and outreach strategy and better integrate it into the overall program.

Some key next steps going forward include publishing these survey results on the iGmena website, sharing them with the iGmena community (via social media and in the iGmena monthly newsletter), and working with the relevant parties in order to implement their feedback where possible (e.g., working with the website designers to improve the website). These results will also be shared internally with the relevant staff members at Hivos as well as other relevant parties. Lastly, many of the respondents only provided three- or four-word suggestions/feedback; thus, another potential follow-up item includes conducting a more in-depth survey using qualitative methods (e.g., interviews or focus group sessions) to better determine how the program can improve and gauge our alumni, partners, and wider-community’s satisfaction is with various aspects of the program.

Appendix A: Survey questionnaire

iGmena community survey

The following survey will be used by the iGmena team to help take stock of the past four years of our work, reflect on our achievements, and formulate relevant steps and strategy for the future so that we can best respond to the needs of the iGmena community. It is meant to build on the work done at iGmena Summit 2016, and is open to both Summit participants and other members of our community that could not attend the Summit. We ask you to please be candid and open so that we can accommodate your feedback and make the necessary improvements where appropriate.

The survey is divided into four parts: demographic questions, questions about the iGmena program, questions about the iGmena website (<https://igmena.org>), and questions about iGmena Summit 2016.

The results will be used for programmatic purposes, and select metrics will be shared publicly (note, however, that all data and responses collected will be kept confidential, and any identifying information will not be shared with the public). All questions with an asterisk (*) are required. For any questions or to submit any additional feedback, please email us at: mike.oghia@igmena.org.

The survey will close on Wednesday, 9 November 2016.

Twitter: https://www.twitter.com/ig_mena | #iGmena

Facebook: <https://www.facebook.com/InternetGovernanceMENA/>

YouTube: <https://www.youtube.com/c/IgmenaOrg>

* Required

Part 1: Demographic information

1. Are you an iGmena alumni? *

Mark only one oval.

Yes

No

2. Are you an Internet Policy Analyst (IPA) author? *

Mark only one oval.

Yes

No, but I would like to become an IPA author

No, and I do not want to become an IPA author at this time

3. What is your affiliation? If you are a student, please indicate your university

.....

4. In what country are you based? *

.....

5. Which stakeholder group do you identify with? *

Check all that apply.

- Civil society
- Technical community
- Academia
- Private sector
- Media
- Intergovernmental organization
- Government
- None
- Other:

6. What is your sex? *

Mark only one oval.

- Male
- Female
- Prefer not to say
- Other:

7. Age *

.....

8. How long have you been involved with iGmena? *

Mark only one oval.

- Less than 1 month
- 1 month to 6 months
- 6 months to 1 year
- 1 year to 2 years
- 2 to 3 years
- More than 3 years

Part 2: Feedback about the iGmena program

This section is for anyone who has been involved in the iGmena program since its launch in 2012.

9. Are you familiar with the Internet Legislation Atlas (ILA) project? (www.internetlegislationatlas.org) *

Mark only one oval.

- Yes
- No

10. Are you familiar with the Internet Policy Analyst (IPA) project? (<https://igmena.org/Internet-Policy-Analyst>)*

Mark only one oval.

- Yes
 No

11. Overall, how satisfied are you with the iGmena program? *

Mark only one oval.

	1	2	3	4	5	
Very unsatisfied	<input type="radio"/>	Very satisfied				

12. How satisfied are you with iGmena's activities and initiatives? *

Mark only one oval.

	1	2	3	4	5	
Very unsatisfied	<input type="radio"/>	Very satisfied				

13. How satisfied are you with our communication and outreach? *

Mark only one oval.

	1	2	3	4	5	
Very unsatisfied	<input type="radio"/>	Very satisfied				

14. How satisfied are you with the Internet Legislation Atlas (ILA) project? *

Mark only one oval.

	1	2	3	4	5	
Very unsatisfied	<input type="radio"/>	Very satisfied				

15. How satisfied are you with the Internet Policy Analyst (IPA) project? *

Mark only one oval.

	1	2	3	4	5	
Very unsatisfied	<input type="radio"/>	Very satisfied				

16. How effective has iGmena been at strengthening Internet governance in the MENA region over the past four years? *

Mark only one oval.

	1	2	3	4	5	
Very ineffective	<input type="radio"/>	Very effective				

17. Of the following, how could iGmena be more effective going forward? (choose all that apply) *

Check all that apply.

- Provide more opportunities for face-to-face meetings
- Create more tools and resources (such as the Internet Legislation Atlas)
- Work more to be a voice for the MENA region at international Internet governance events
- Partner with more international organizations to increase knowledge and resources
- Focus on supporting the work of existing partners in the region
- Offer the online Internet governance capacity building course more frequently
- Other:

18. What areas and topics related to Internet governance in the MENA region should iGmena address over the next four years? (choose all that apply) *

Check all that apply.

- Digital and human rights
- Advocating for multi-stakeholder processes in the MENA region
- Supporting individuals to attend and contribute to local, regional, and international Internet governance events
- Cybersecurity, privacy, and encryption
- Infrastructure and development
- Capacity building
- Digital media literacy
- Local content relevant to the MENA region
- ICT and Internet-related public policy in the MENA region
- Gender and access in the MENA region
- Other:

19. What else can iGmena do in order to be a more effective resource at the local level?

.....
.....
.....
.....

20. Do you have any other suggestions on how iGmena can help strengthen Internet governance in the MENA region, including anything you would like us to do, focus on, or strive for over the next four years?

.....
.....
.....
.....

21. Do you have any additional feedback about the iGmena program?

.....
.....
.....
.....

Part 3: Feedback about iGmena.org

This section is meant to gather information on how we can better tailor our website (<https://igmena.org>) to your needs and better serve our network and community.

22. How often do you visit iGmena.org? *

Mark only one oval.

- Daily
- 2-3 times per week
- Once a week
- 2-3 times per month
- Once a month
- Less than once per month
- Never

23. What is the primary way you access iGmena.org? *

Mark only one oval.

- Mobile phone
- Desktop PC
- Laptop PC
- Tablet or e-reader
- Other:

24. What content do you access when you visit iGmena.org? (choose all that apply) *

Check all that apply.

- Resources like Click Rights
- Internet Policy Analyst (IPA)
- Internet Legislation Atlas (ILA)
- iGmena monthly Hangout
- Blog posts
- News
- Updates about iGmena activities
- Information about the iGmena program
- Other:

25. How would you rate the overall design of the website? *

Mark only one oval.

1 2 3 4 5

Poor Excellent

26. How satisfied are you with the quality of the content on the website? *

Mark only one oval.

1 2 3 4 5

Very unsatisfied Very satisfied

27. How easy is it to find the information you're looking for on the website? *

Mark only one oval.

1 2 3 4 5

Very difficult Very easy

28. How useful and relevant is the information on the website? *

Mark only one oval.

1 2 3 4 5

Not useful and relevant at all Very useful and relevant

29. Do you have any additional feedback about the iGmena website or clarification about your answers that you would like to include?

.....

.....

.....

.....

Part 4: Feedback about iGmena Summit 2016

Only fill out this section if you attended iGmena Summit 2016 in person.

30. Did you attend iGmena Summit 2016 in Tunis? *

Mark only one oval.

Yes

No *Stop filling out this form.*

Part 4: Feedback about iGmena Summit 2016

Please be open and candid so we can better serve the community.

31. Overall, how satisfied were you with the Summit? *

Mark only one oval.

1 2 3 4 5

Very unsatisfied Very satisfied

32. How satisfied were you with the administrative support leading up to the Summit? *

Mark only one oval.

1 2 3 4 5

Very unsatisfied Very satisfied

33. How satisfied were you with the communication and outreach leading up to the Summit? *

Mark only one oval.

1 2 3 4 5

Very unsatisfied Very satisfied

34. How likely would you attend another face-to-face meeting organized by iGmena? *

Mark only one oval.

1 2 3 4 5

Very unlikely Very likely

35. What worked well during the Summit?

.....
.....
.....

36. What could be improved?

.....
.....
.....

37. Is there any other feedback about the Summit that you would like to share with us?

.....

.....

.....

.....



Powered by
 Google Forms