

A brief update and quarterly report to the ISOC Board of Trustees Meeting on March 9th 2024, on behalf of the Chapter Advisory Council (ChAC) Steering Committee (ChAC-SC)

Firstly, let me apologise for not being able to join the rest of this year's new ChAC-SC Leadership Team, Heba Sayed and Greg Shatan, in your session to discuss this brief quarterly update, but my pre-existing travel plans meant I am in the air over the Pacific while you gather.

Late in 2023, the refresh of the ChAC Steering Committee resulted in the following lineup. In our January meeting, Heba, Greg, and I were confirmed as the leadership team's Vice Chair, Secretary, and Chair (my second term), respectively.

2024 Committee

- Adebunmi Akinbo (Nigeria Chapter) (AAA)
- Cheryl Langdon-Orr (Australia Chapter) (CLO)
- Elaine Ford (Peru Chapter) (EF)
- Flávio Wagner (Brazil Chapter) (FW)
- Gregory Shatan (US New York Chapter) (GS)
- Hank Nussbacher (Israel Chapter) (HN)
- Heba Sayed (Egypt Chapter) (HS)
- Jacques Bakaev (Lebanon Chapter) (JB)
- Katarina Gevorgyan (Armenia Chapter) (KG)

Also, in the January ChAC-SC meeting, we had a handover from and thanked for their service in 2023 outgoing members; activities undertaken (and reported on) were reviewed, and of these, the 2024 ChAC-SC is keen to continue facilitating the work of the Communications Small Team noting that Elaine Ford is ongoing as our designated liaison between this Communications Small Team and the ChAC-SC (mentioned later in this update) to build on this initial data gathering exercise. Again this year, the ChAC-SC has set up an open to ChAC Reps [box note](#) to lodge at any time: feedback, any matters of concern for our note or action or a topic proposed for a future Full meeting to discuss.

2023 Committee outgoing members: Thank you!

- Anna Amoomo (Namibia Chapter) - (AA)
- Francis Amaning (Ghana Chapter) - (FA)
- John Tarus (Kenya Chapter) - (JR)
- Peter Koch (Germany Chapter) - (PK)
- Pierre-Jean Darres (Canada Québec Chapter) - (PJ)

February had us holding our monthly ChAC-SC meeting and the 1st of the 2024 [Full ChAC meetings](#). On the latter, we particularly wish to recognise and appreciate the effort of providing language services for the Full ChAC meeting, thereby allowing participants to select to engage in the call in either En, ES or FR, as a matter raised initially in the 2022 ChAC.

We sincerely appreciate the resourcing of this helpful tool for the meetings, which demonstrably will have a very significant impact, and wish to recognise the additional efforts made by ISOC staff to facilitate and manage language services provision in the call and trust that such services may also be made available for other specific (for example Regional) calls where language services provision would enhance engagement and collaboration.

During the full ChAC meeting, we reviewed the [results of the Communications Survey](#) run in late 2023. Notable in the findings was the sustained preference for email as a daily use tool and the predominance of LinkedIn over other SoMe options, with Facebook, Twitter and Instagram in descending popularity. Whilst the total numbers responding were lower than we had desired, the information gathered can still provide us with helpful baseline data to work from during this year's activities of the Communications Small Team. The ChAC-SC is keen to ensure this small team remains open to new participants and encourages more comprehensive representation from Chapter members (not restricted to ChAC Representatives). Last year was particularly disruptive for our Chapters, and the time of year our survey was released also had several other surveys and outreach activities in operation, so an aspect of fatigue may have come into play.

As previously noted in our updates, the ChAC is continuing to find ways to improve the metrics associated with both the total number of chapters having appointments to the ChAC and to increase overall engagement. Once settled in, the ChAC-SC will continue to pursue this important issue. Still, in this coming quarter, the Regional representatives on the ChAC-SC are tasked with working closely with the relevant Regional Engagement Officers to reach out to Chapters to ensure the benefits of appointing an active and engaged ChAC Representative are well understood and encouraged. Statistics for 20 Feb 2024 (Total no of Chapters: 120, Total no of Chapters with a ChAC representative appointed: 93 (78%), Total no of Chapters without a ChAC representative: 27 (22%)).

Also, during the Full ChAC Q1 call, a couple of matters were raised that we stated we would bring to the BoT's attention:

- There was a discussion point regarding the diversity [apparent] of successful ISOC grant funding. We intend to focus on this matter with a staff briefing and then discussion in our next Q2 Full ChAC call, but in general, the Chapters in their discourse so far have noted that some grant programs are more geographically diverse than others, that the geographic areas studied seem more diverse than the locations of the grantees, and that US-based grantees seemed to be more prevalent where geographic diversity was not a specific aspect of the grant program.
- There were also some negative impressions/feedback from Chapters due to the flow of the AMS transition. Managing 2000+ tickets is a considerable effort, and some of the Chapter reps have suggested support is desired with a more effective communications system to be pursued (and we understand this is being implemented) that will better allow lodgers of issues to know if when and how their matters are being addressed; We do recognise and appreciate, however that during the briefing by staff on the AMS that the *"...team will work on improved communications with those who submit tickets to ensure they know what the status of their ticket is. There's also the new "Community Portal*

Updates "Chatter group through which our Collaborative Systems team will share release notes each month."

- Finally, we wish to draw the BoT's attention to the [chat transcript](#) from our full ChAC Representatives call. This chat reflects some concerns voiced by several ChAC Representatives regarding the AMS and some of the current fixes, etc., that are being currently actioned; while none of this will be news to the BoT, we are sure, as you will see in the chat. Members did wish us to escalate their concerns and desire for clarifying questions to be noted to the BoT's attention. So, this report includes this transcript for that purpose, allowing you to see the matters raised in the text. The AMS Team staff noted these matters on the call (and have also been sent this transcript and the link to the meeting recording). Your attention is drawn to the section of the transcript from time stamps:

01:16:06 Peter Koch | ISOC.DE;

01:18:01 Eduardo Díaz / Puerto Rico:

01:20:34 Levy Syanseke - Zambia Chapter:

01:21:46 Jeffry Fernandez ISOC MEXICO:

through to timestamp

01:31:40 for the details raised by various ChAC Reps in the call.

In closing, we want to thank the BoT for its time in engaging with the ChAC-SC and trust that any clarifying questions or matters you might wish to raise relating to this (or previous updates) will be managed by Heba and Greg during your call, but of course, note that intersessional interactions are welcome. If you consider it time-critical, we can always take questions with notice so that responses can be provided earlier than our next quarterly update.

Kindest regards,

SIGNED

Cheryl Langdon-Orr
Chair
ChAC-SC 2024

Heba Sayed
Vice-Chair

Greg Shatan
Secretary