



Results

Survey 441636

Number of records in this query:	119
Total records in survey:	119
Percentage of total:	100.00%



Field summary for a

How long have been a subscriber to the Best Bits platform?

Answer	Count	Percentage
0-1 years (A1)	19	17.27%
1-2 years (A2)	31	28.18%
Longer than 2 years (A3)	55	50.00%
No answer	5	4.55%



Field summary for c

Do you read BB e-mails/notifications?

Answer	Count	Percentage
Always (A1)	31	28.18%
Sometimes (A2)	72	65.45%
Never (A3)	1	0.91%
No answer	6	5.45%



Field summary for d

On a scale of 1 to 5 how useful is the information where 1 is not useful at all and 5 is indispensable?

Answer	Count	Percentage	Sum
1 (1)	0	0.00%	13.45%
2 (2)	16	13.45%	
3 (3)	46	38.66%	38.66%
4 (4)	37	31.09%	
5 (5)	3	2.52%	33.61%
No answer	0	0.00%	
Arithmetic mean	3.26		
Standard deviation	0.76		
Sum (Answers)	102	100.00%	100.00%
Number of cases	102	100.00%	



Field summary for e

Have you attended a Best Bits meeting?

Answer	Count	Percentage
No (A1)	45	44.12%
Yes, 1 (A2)	16	15.69%
Yes, 2 (A3)	21	20.59%
Yes, 3 (A4)	12	11.76%
No answer	8	7.84%



Field summary for f

On a scale of 1 to 5 how useful were the meetings where 1 is not useful at all and 5 is indispensable?

Answer	Count	Percentage	Sum
1 (1)	0	0.00%	4.55%
2 (2)	5	4.55%	
3 (3)	13	11.82%	11.82%
4 (4)	21	19.09%	
5 (5)	9	8.18%	27.27%
No answer	9	7.56%	
Arithmetic mean	3.71		
Standard deviation	0.9		
Sum (Answers)	48	100.00%	100.00%
Number of cases	57	100.00%	



Field summary for g

What was the most useful meeting and why?

Answer	Count	Percentage
Answer	35	61.40%
No answer	22	38.60%

ID	Response
2	Prior to IGF, Helped me grasp some of the work and opportunities for Civil society to intervene & participate
9	No answer, all was useful
12	I enjoyed the dialogue in Baku which manifested into a statement on the WCIT and ITRs.
15	Netmundial
16	I can't determine this, depends on the context
20	The first one in Baku had a focused conversation about the WCIT that was useful
23	One in Bali
30	Istanbul meeting was very helpful in focussing weeks agenda, building CS focus.
31	The original meeting in Baku developed joint position on the WCIT after complex discussions but it ended with a sense of unity
37	All pretty much the same to the degree they were about planning tactics for the IGF or other meetings.
42	I did Baku, Bali, Netmundial and Istanbul. I think the NetMundial one was the most useful and effective.
50	My first meeting was the one at the Istanbul IGF, and I found it extremely useful, particularly following the discussions and the information provided, but as it was my first I can't judge if its that indispensable.
57	NetMundial preparation meeting and NetMundial meeting, was a good way to prepare for and cooperate/coordinate onsite of NetMundial
61	Relationship building
64	Both meetings had some good features and some less good.
68	Focused theme and output
73	
	The meetings are useful in general because they encourage CS to come together and have substantive discussions on issues that we might not otherwise have and to find in some cases commonalities of view and a determination to work on issues going forward
83	They were all equally useful
84	Information sharing which leads to better understanding of the IG
85	the meeting previous netmundial in Brasil, because there was a lot of time to discuss, the possibility to focus in different areas and the opportunity to make a strategical plan.
87	Only been to one, before Netmundial
88	Know the views of the participants directly.
89	It depends on the meaning of useful: Bali meeting was useful, but mostly because of the political context.
93	Good to hear different perspectives on key issues. Good to meet people with similar interests.
94	The meeting in Baku, which led to the drafting of a common position on the WCIT, which was used and referred to long after the meeting ended.
97	Baku was useful for strategizing on WCIT etc
100	In Paris before UNESCO conference - excellent organization, extremely useful communication
110	attached faces to names
109	The Bali meeting in 2013. But the decisions to keep those of us working in government far away was rely disappointing.
114	Attended 2013 in Bali and 2014 in Istanbul, think Bali was more useful in terms of it being first my IGF and so gave better understanding of key issues etc.
115	Baku The atmosphere was one of gladly accepting the opportunity of face to face sharing, of a willingness to listen with attention to all points of view. For me this was a very positive and pleasant surprise.



- | | |
|-----|--|
| 116 | The first meeting, where we discussed the WCIT and drafted a consensus position/statement, since we had a clear and specific outcome in mind and were actually able to reach a consensus. |
| 119 | I attended BB meeting in Netmundial and in Istanbul. Was a good opportunity to gather with Civil Society partners and to understand better the strategies to keep an open and inclusive Internet |
| 123 | general briefing of IG issues and making civil society strategy |
| 124 | <ul style="list-style-type: none">- Get to know about existing initiatives and try to build synergies among them.- Efforts to come up with collaborative civil society actions and positions. |



Field summary for h

What was the least useful meeting and why?

Answer	Count	Percentage
Answer	23	40.35%
No answer	34	59.65%

ID	Response
9	No answer, all was useful
12	I don't feel I've attended enough meetings to say.
15	For Information and engagement
16	None
20	Every part in which a small group of intergovernmentalists spread ill will, confusion, and division. First they killed the IGC, now BB going the same way, wasting all the time and effort of others over the years.
30	Some meetings in Bali seemd to only heighten CS division.
31	Istanbul - the sessions didn't really work and there many new participants who were more observers than participants
37	All pretty much the same to the extent to which they dwelt on longer term strategies of views on the BB itself.
41	Remote participation did not seem to be on equal footing
42	The Bali one. Where Parminder nearly beat up Sala and Avri
57	n/a
61	Very insider, not really open to new people--felt kind of cliqueish
64	Both meetings had some good features and some less good.
73	The lack of follow-up after the meetings is unhelpful.
83	None, we benefited from all the meetings
85	the meeting previous Istambul IGF, the time and space were not the best for a large discussion.
89	Last meeting in Istambul: we agreed on some working groups, but I didn't see them happening.
94	The meeting in Bali, mostly because I can hardly remember the outcome, and some of what decided there was later ignored.
97	Bali too much divisive JN stuff
100	-
110	conflict when it is personalized
114	In both meetings I would say there was a certain amount of unproductive discussions around disagreements which got in the way of the more useful discussions.
115	Istanbul The atmosphere was quite different, almost like a cabal. The attempt to keep the discussion "within the room" seemed to me to be unfortunate when the discussion itself was in part about transparency. There was also, to me, a feeling of proselytising for a particular group with a defined set of opinions and perspectives. This works against collaboration and cooperation, which I feel to be important.



Field summary for i [1]

Best Bits can have a number of potential uses. Please rank these from most to least useful in your work.[Ranking 1]

Answer	Count	Percentage
As a platform for exchanging information (which requires no agreement among members) (1)	36	43.37%
As a way of ensuring common messaging (where organisations ac independently but echo the same values or themes and which assume a level of agreement on core values) (2)	15	18.07%
As a way of joint organising and strategizing – where groups work together to issue statements, advocate specific goals) (which assumes a high level agreement on goals and objectives) (3)	31	37.35%
Any other uses for the platform (with any necessary requirements) (4)	1	1.20%



Field summary for i [2]

Best Bits can have a number of potential uses. Please rank these from most to least useful in your work.[Ranking 2]

Answer	Count	Percentage
As a platform for exchanging information (which requires no agreement among members) (1)	21	26.58%
As a way of ensuring common messaging (where organisations ac independently but echo the same values or themes and which assume a level of agreement on core values) (2)	32	40.51%
As a way of joint organising and strategizing – where groups work together to issue statements, advocate specific goals) (which assumes a high level agreement on goals and objectives) (3)	23	29.11%
Any other uses for the platform (with any necessary requirements) (4)	3	3.80%



Field summary for i [3]

Best Bits can have a number of potential uses. Please rank these from most to least useful in your work.[Ranking 3]

Answer	Count	Percentage
As a platform for exchanging information (which requires no agreement among members) (1)	20	27.40%
As a way of ensuring common messaging (where organisations ac independently but echo the same values or themes and which assume a level of agreement on core values) (2)	27	36.99%
As a way of joint organising and strategizing – where groups work together to issue statements, advocate specific goals) (which assumes a high level agreement on goals and objectives) (3)	19	26.03%
Any other uses for the platform (with any necessary requirements) (4)	7	9.59%



Field summary for i [4]

Best Bits can have a number of potential uses. Please rank these from most to least useful in your work.[Ranking 4]

Answer	Count	Percentage
As a platform for exchanging information (which requires no agreement among members) (1)	2	3.17%
As a way of ensuring common messaging (where organisations ac independently but echo the same values or themes and which assume a level of agreement on core values) (2)	4	6.35%
As a way of joint organising and strategizing – where groups work together to issue statements, advocate specific goals) (which assumes a high level agreement on goals and objectives) (3)	4	6.35%
Any other uses for the platform (with any necessary requirements) (4)	53	84.13%



Field summary for j

Have you used BB to exchange information, develop common messages or joint organisation? Or have you used it for any other purpose (job adverts etc)?

Answer	Count	Percentage
Yes (Y)	46	48.42%
No (N)	35	36.84%
No answer	14	14.74%



Field summary for k

If so – how useful was the platform and why?

Answer	Count	Percentage
Answer	37	82.22%
No answer	8	17.78%

ID	Response
2	It has a diverse membership and it means that at any given moment given the multiple processes and developments I can keep an eye through other people's interests
9	Very useful because we can hit exactly the advocates we need
12	It's hard to tell.
15	very useful
16	Very useful because we can hit the main advocates of civil society around the world
18	Very useful - reached broad geographical spread of organisations.
20	So so...conversations tend to drift or be derailed if they're potentially useful
27	I have used it to exchange information.
29	Very - it gathered traction within the community and ensured my message was able to reach a broad, representative constituency
31	It is very useful at providing links and connections and providing the straying point for actual collaboration However, the negative behaviour of some participants means that most pf the joint organising takes place off list
32	It is useful excepting where the many troll-like characters insert themselves deliberately to frustrate anyone doing anything that they don't agree with
33	BB evolved as an email list open to anyone. There are no criteria for membership and decision-making mechanisms were added after the fact instead of bring hardwired into a formal governance structure. This makes it incredibly hard to turn it into a vehicle for developing joint messaging or positions in a transparent way, except possibly around process issues (e.g. civil society participation in ITU).
39	Very useful
40	Mildly useful
42	The working group had to be taken off the major list for it to be effective. But the BB list itself was the platform for recruiting like-minded orgs and individuals
47	it was not much useful, because i speak about the principles of a free and self organized internet and the most people do not like to discuss the basic architectural designs.
49	Generally if you do not say something inflammatory or something that arouses trolls on the list it is quite difficult to measure the efficacy of your sharing because you get no response. The information floats out into the ether and one hopes for the best.
64	As good as any other similar platform.
73	Very - when we worked at it to develop common positions etc.
76	I have become very seriously disappointed.
82	Useful in terms of offering a highly informed and engaged global civil society audience.
83	Very useful to bring diverse NGOs together to influence policy makers
85	to exchange information is optimal, sometimes is difficult develop common messages.
87	Seems to work
93	It reaches a wide group of people and organisations.
94	At the time when joint organising on Best Bits was still possibly, this was very useful, as there is no other global community that is not membership-based and allows us to do so.
96	for updating and collaborating
97	Have shared info a number of times, but to be honest this didn't always elicit any followup discussion and action.
100	very useful
102	I was able to circulate the information I wanted to circulate.
103	Very useful. I'm a researcher and I've sent out a request for help in an internet governance research and got many replies.
104	It was useful as it allows for outreach to a wide number and range of civil society representatives
111	Very useful exchange
115	I find that there is a serious tendency to noise in the space of which Best Bits is part.
116	It's got a much broader global reach than other lists that I'm on, so it's a very useful way to



get different views and inputs.

123

In BB, we have developed many common messages. Even when there were different opinions on some issues, it would be helpful to understand various perspective on those issues.

124

When able to come with up with a common focus, it was very useful.



Field summary for I

Are there improvement you feel could be made?

Answer	Count	Percentage
Answer	46	48.42%
No answer	49	51.58%

ID	Response
2	Yes, we need to have goals and an action plan. This is needed as it is better to have a structure to organizing while retaining fluidity to evolve under circumstances. We need a common vision which includes an action plan
3	less CS infighting
8	It's a healthy mailing list. As always, improvement could come from extra active facilitation, if that is available.
9	No one
12	Spend more time on your excellent map of events. Nobody can figure out anything on the WSIS site. I always come to yours instead.
15	n/a
16	None
18	Petty personal disputes, attacks and rants have no place on the platform. I stopped reading emails for a long time due to that bullshit. We're ultimately all working to the same goal and should remember that and be respectful of others.
20	Give up on the fantasy that BB can be a neutral space where people favoring completely opposite things will come together and agree. Serve as a platform for progressives who favor multistakeholder participation in IG.
27	Yes. There is a lot of traffic. E-mail exchanges should be limited to important matters. Sometimes, there are useless conversations that take place. Conversations related to personal matters should be addressed off-list. There is no need for the BB list to be a "gossip list". That is counterproductive.
30	It would be useful to clearly identify its purpose, and more flexible messaging (ie not a binary subscribed or not mailing) list might be helpful.
31	Some more active moderation to reduce the impact of those who just want to attack everyone else - let them go to JNC
32	Create a process to put people on receive-only or given timeouts when all they do is produce hostility. Especially any ad-hominem attacks ought to be grounds for immediate time-out.
36	My only lasting impression of internet governance is the immense amount of impenetrable bureaucracy which surrounds it - it's unclear who makes decisions, it's unclear how they are documented (if they are documented), how one would find these documentations in the totality of documentations in existence. It is unclear to me the relationship between the technical community and the civil society. Likewise, the diplomatic community, the technical community and civil society. BB is a layer of administration on top of other layers of administration in internet governance. The one unequivocal, concrete benefit of CS in IG that I have seen is the increasing transparency of the ITU. Organisations like Privacy International or EDRI - who have been attributed by the UN Human Rights Coordinator - are not (actively participating) members of the IG community but yield influence in issues of supposed concern for CS. I understand this stocktaking to be the BB's way of trying to explain why no one wants to be on the steering committee. My assumption is that it's a time-consuming task that everyone agrees it's good if it's done, but no one feels committed to particularly put down the time themselves. In these situations I think either the persons currently on the Steering Committee recognise their "sacrifice" as sufficiently valuable for the entire community to continue to engage, or, should one of them definitively want to step down, they will have to informally groom a replacement prior to the elections/nominations prior to the open nominations by the entire



- community to ensure that someone will be nominated. Or get rid of the Steering Committee altogether and rely on ad-hoc-committees to organise meetings.
- 39 No.
- 40 There is too much noise going on and many of the discussions are very US-centric
- 42 Reduce the drive for mandatory consensus on the list. Just use it to harness groups who want to work together and leave it at that.
- 44 Topical sub-lists, perhaps one for exchanging information only, another for messaging stuff, and another for joint organizing. Separate the lists according to function so that those who want to work together can and those needing it for informational purposes can do that as well; and "and" instead of an "either/or" in other words.
- BTW, the question above is confusing; it asks two different questions; how will you know when you get the answers, if "yes" or "no" is for which question?
- 46 Ability to get a day's conversation in a digest instead of getting every email as it happens.
- 47 yes, absolutly. Because all people know, that we have to break the dominance of private and state institutions.
- 49 If only the entire Internet could rid itself completely of trolls and those who wish to undermine the rights of the many. Alas in an open marketplace of ideas we are cursed to have to suffer fools and saboteurs. There is no remedy.
- 52 Yes, more information on job adverts, conferences and how members can participate actively in BB's activities
- 57 there is a definite need to make the process more inclusive and equal. Some organisations are clearly more dominant, same as representatives of those organisations. These actors are not really trying to engage with other less known or established organisations/actors.
- 58 From the emails I've seen, it seems that the email list's conversation is often dominated by a few - some of which alienate other members because of their potential negative (though probably means well - it's not trolling) nature. I think it would be useful to propose greater structure to email - maybe listing out key information at the beginning and diatribes afterwards. Or potentially encouraging debaters to list so in their emails or email off-list.
- 60 Yes, if there is a way to group discussion of similar theme and previous conversations to help readers make meaningful contributions.
- 61 yes. the way people treat each other on the forum is atrocious. the name calling, (esp from 1-2 leaders) is embarrassing, particularly when funders are on the list. i think that their need to be standards for how the list is maintained and used.
- 65 No.
- 71 The information on current developments and events is very useful to me, as is the commentary that is shared. It becomes less useful when there are numerous replies to the entire list that might be better taken offline or are not relevant for a large group of people.
- 73 A more proactive committee to drive the discussion; greater discussions among parties; greater willingness to agree on common positions
- 75 A public archive of emails, there is a lot of value in the email archive but not sure if this is accessible to list members who have joined more recently.
- 76 BestBits should explicitly and formally disassociate itself from the anti-JNC comments of its founders Jeremy and Andrew, and also ensure that also in practical reality the practices of BestBits become truly inclusive, like the BestBits website claims them to be.
- 80 Need new faces - not always the same core group. Also need more emphasis on core free expression, privacy rights issues.
- 82 Sometimes too much time is spent on irrelevant and/or over-discussed side issues. Tone is sometimes acrymonious by some participants. Although this is to be expected to a certain degree, and not sure there's much that can be done about it.
- 83 Diplomatically urge those who disagree with the pragmatic approach that has developed as a shared norm among active participants to drop out of the network and let others engage without interference
- 84 Can we put label for each message such as info or statement etc....?
- 89 More coordination is necessary - sometimes I feel no one is taking care of that list.
- 94 The nature of Best Bits is such nowadays that common organising is no longer possible there. This seems to have a lot to do with disagreements on what it means to take a political action among people on the list. Perhaps a discussion on those basic questions and values would be helpful in sorting some of this out.
- 97 Somehow get past the divisive navel gazing battles with advocates of intergovernmentalism. They've killed the IGC, undermining a lot of work others put into growing that space over the years, it'd be a pity if BB suffers the same fate.
- 99 To establish local BB's.
- 100 a lot of priceless information within e-list, but it is extremely difficult to find it
- 101 The network can be intimidating to post to, with strong language and knee-jerk responses



from some members. Not sure how we can change this as it is more of a cultural/personal issue, but overall, the list is useful, interesting and relevant.

103 List archive could be more easily displayed and organized.

109 Increase involvement of individuals working with government that support the course, not looking at us as spy's rather one with the same objective for the good of Society.

112 The noise is just nerve wracking. It's like liberation tech, but more aggressive.

114 Less aggressive communications.

115 I tried to put this in the first (ranking) question - what is needed is not really demonstration of agreement among the like minded but negotiation of agreement among the diverse. Something like this was happening in Baku. Two of us joined the meeting late with low expectations and were both very pleasantly surprised by what we found. Istanbul was completely different.



Field summary for m

What are the incentives for you to subscribe to Best Bits?

Answer	Count	Percentage
To find out more about events (1)	55	58.51%
To understand better what my civil society colleagues are doing (2)	76	80.85%
To learn more about issues that I'm working on (3)	66	70.21%
To develop joint strategies (4)	42	44.68%
To achieve more than I or my organisation can do on its own (5)	41	43.62%
Other	4	4.26%

ID	Response
44	research and teaching purposes
76	There is a need for an inclusive civil society forum like BestBits claims to be.
94	To become part of a community around the work I am engaged in
115	to get a sense of what is going on in this particular corner of the civil society space



Field summary for n

What are the disincentives for using BB?

Answer	Count	Percentage
It does not tell me anything I don't know from elsewhere (1)	3	3.19%
I'm already part of other networks which are more useful (2)	19	20.21%
Exchanges on the list are dominated by the same voices (3)	52	55.32%
Exchanges on the list are unpleasant and unconstructive (4)	44	46.81%
Other	9	9.57%

ID	Response
12	"Can be" unpleasant and unconstructive.
46	not always unpleasant, but it happens
52	attention is not drawn to what members can gain
75	information overload
94	It is not actually possible anymore to build community on Best Bits
100	lack of structurized archive
103	It's a bit intimidating sometimes to get into the discussions because there's no effort to be didactic from some people and for newcomers it's challenging.
112	The list is often used to further political, vicious agendas. Rarely does it feel like a reflection of the "civil" society because it's so uncivil, but that's okay because it reflects upon how we really are.
115	It tells me little that I don't know from elsewhere



Field summary for o

Do you have views on how Best Bits could be improved and made more useful?

Answer	Count	Percentage
Answer	40	42.55%
No answer	54	57.45%

ID	Response
7	a less firm ideological stance on multistakeholderism and less criticism of differing ideas
9	<p>We can support the newcomers, this was difficult when the group goes old and the voices are dominant. Something like a connecting voice was interesting to do. Below the suggestions I made to NCUC that can be applied on BestBits:</p> <p>1) Veterans x newcomers I think NCUC's stakeholder, highlighting the USER, will often confront the less prepared newcomer than other stakeholder. Endorsing the Walid proposal, we need to focus on this issue.</p> <p>On all interactions, by mailing list, Skype and also on the face meetings, some discussions are difficult to participate simply because some participants don't know your status update, e.g. IANA Stewardship. Other difficult is related to acronyms used and some structural and contextual issues of the subject in focus.</p> <p>However is too boring to veterans often explain some subject, and will be terrible see one exhaustive discussion reopened by one beginner uninformed.</p> <p>We can't stop NCUC to allow beginners to come a board, the discussions need to move forward, fast and consistently, and is impossible to keep this goal and lower down the discussion level.</p> <p>It's frustrating and is not recommended to lower the level of debate, in order to facilitate the boarding for newcomers, but there is options:</p> <p>a) Keep online record on the status update of NCUC subjects, also the description of subject. b) Build one FAQ (Frequently Answered Questions) - easy and simple c) Tutorial team - Create one group of veterans that can and wanna to help and guide newcomers. d) Develop one newcomers guide - who, when, where, what and Acronyms survival guide (http://quizlet.com/subject/ICANN/) e) Capacity Building through of http://learn.icann.org Newcomer are seeking for the acceptance of the group f,g,h)???</p>
12	I think that best bits is great. i think that it needs some sort of renaissance in terms of the list climate but also more people working openly and intelligently.
15	n/a
16	<p>I'll copy the suggestions I've made to NCUC group:</p> <p>1) Veterans x newcomers I think NCUC's stakeholder, highlighting the USER, will often confront the less prepared newcomer than other stakeholder. Endorsing the Walid proposal, we need to focus on this issue.</p> <p>On all interactions, by mailing list, Skype and also on the face meetings, some discussions are difficult to participate simply because some participants don't know your status update, e.g. IANA Stewardship. Other difficult is related to acronyms used and some structural and contextual issues of the subject in focus.</p> <p>However is too boring to veterans often explain some subject, and will be terrible see one exhaustive discussion reopened by one beginner uninformed.</p>



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 - e) Capacity Building through of <http://learn.icann.org>
- Newcomer are seeking for the acceptance of the group
f,g,h)???

20	see previous
27	The Steering committee should be more vocal on the list, especially when unpleasant and unconstructive conversations take place.
31	Perhaps it could be more clearly divided into two functions - an online platform for the exchange of news and information and a second list requiring some kind of sign on to a set of principles - multi-stakeholder working, broad participation etc that would be used for organising and action - not everyone on the information list would be allowed to subscribe to the other list (e.g. government, companies etc
32	As previously mentioned, BB needs a way to throw the cuckoos out of the nest, or at least ensure they are silenced for a time if they engage in obviously harmful behaviour. We know who these people are, they perform the same negative functions on every CS list they join.
36	I don't think it's bad for the BB to function like for instance the a2k-list is functioning for pharma patents/copyright/etc issues. It's useful in and of itself to have many channels for communication, and the current amount of irrelevant spam on the list is not so high that it can't be filtered out by speed-reading topics or authors of topics.
39	No, it does not depend solely on you, but on the whole ecosystem.
42	Do not institutionalise the list into an organisation. The freedom of it is the incentive.
44	yes, set up channels instead of just one list; for different purposes
47	We are a group of different persons with different experience and biography. For that, we have a clear principle: the Unity in the Diversity. We need the critical reflection to understand better, what way we can go. I am not clear about the specific intention of BestBit. But the topics is a free and open internet. And we can use this community to discuss all the questions in a form of openness and equality.
49	I could have checked all of the boxes on the "disincentives" question if the phrase "much of the time" was placed in front of the prompts.
52	engage members more and for any event or activity, draw members attention to eligibility and benefits
57	Give role or voice to representatives of organisations that are unknown, give an opportunity to all members of community to be in charge or lead some initiatives. I don't see how agenda can change if its always dominated by same voices and actors. There should be more incentive for newcomers or silent voices to speak up and contribute. Make it more democratic.
60	Setting up a newbie segment.
64	BB is what it is... Some unpleasantness is part of the game. If folks can't hack that hard to see how they can effectively participate overall.
65	Thoughtful and even-handed moderation, to lead to a workable atmosphere for dialog.
67	Recognize that we basically have the same goals and ask those who don't share those goals to be active elsewhere.
73	More strategic Meet twice a year More proactive committee Focus on common position development
82	Only that while 'unpleasant and unconstructive' exchanges are probably the greatest weakness of the medium, overall it remains quite useful and there is an upper limit to how much disruption can be mitigated.



83	Focus on information sharing and joint strategies among those who self identify as interested in collaboration
85	ti have the unpleasant and unconstructive messages are part of a open discussion, but sometimes someone has to say stop.
87	If I could think of how to get people to behave more respectfully, I would suggest it. Tough problem.
89	It could have more substantive and specific discussions.
93	There should be a set of guidelines for posting to the list that allows the moderator to disallow posts that are derogatory etc
94	There should be more conversation on what it means to have a progressive politics, questions around who is talking on the list itself for how much of the time, what principles NGOs should follow in terms of transparency, etc. These conversations should be had as topics in and of themselves, and not on the sidelines of an attack on a person or organisation.
97	Adopt a charter with principles that subscribers must subscribe to. People who don't agree with them have alternatives. Depressing that CS has generally disengaged from efforts to shape the IGF. Would be nice if strengthening and using IGF could be made a central concern somehow.
99	None.
100	create structurized archive
101	A physical website for people to upload documents/links to documents that are sent around for comment/collaboration. This site could also include forums for conversations on key issues & developments. This could possibly quiet down the listserve and make it more palatable for more people to participate if the email function was used to flag postings or information but not necessarily carry out the detailed dialogues between people. Also, the number of BB emails per day can be quite high sometimes, which makes it hard to follow threads or find the new information (posts being lost in the noise so to speak), this might quiet that down.
103	A bit more of moderation interference could be very useful. Raising points of discussion of the week or month. Stopping long threads that go on for ages w/ no one stopping and there are sometimes very irrelevant. It is not about prohibiting anything but pointing out to members that sometimes they can be unconstructive. Also help in contextualizing things for newcomers and international audience is much needed. Sometimes I feel that I could only understand the discussions if I live in Europe or the US.
104	Perhaps a large face-to-face meeting could be organised that as many subscribers as possible could attend (although understand that this is dependent on funding)
109	It should be a multi-stakeholder platform form equal participation. Not just civil society playing dominate rules.
114	Perhaps if it focussed on issues where there is broad agreement. Maybe a code of conduct and more effort in conflict resolution (i think some people will never agree so just need to be less confrontational somehow).
115	It needs to become less arrogant and more inclusive. It needs to listen better.
119	A moderation of the list aiming participants to participate.
123	we need to find the way to reduce personal attacks.



Field summary for p

What role if any do you think the SC should play in support of BB?

Answer	Count	Percentage
Answer	55	63.95%
No answer	31	36.05%

ID	Response
1	I did not know about the SC.
2	We need to be more constructive despite our differing views and an action line based plan for a year might be helpful. Better to have people fight at the beginning of the year or two years over the plan, get it approved and sticking to it cohesively as a common group.
7	support lists, support face to face meetings
8	Active facilitation of discussions, meetings, prep for meetings etc.
12	Getting people to participate openly and intelligently.
16	Develop the statement, collect, classify and share the main agendas for organizations around the world, map activities and represent the BB on Forums and in a International organizations that there was no formal space for Civil Society, e.g. ITU.
20	coordination and consensus building where relevant
21	The steering committee is already doing a good job.
27	See previous comment.
29	To organise meetings at international fora to discuss emerging issues and collective messaging
30	Physical meetings, point of contact for other groups, selection processes, etc.
31	maintain the platform and ensure that there are meeting spaces available at major events but keep it a light touch
32	Enforcing standards of basic behaviour in online and f2f meetings. Facilitating work by the members. Organising the meetings.
36	I think the SC's current scope of activities is probably good.
42	Minimal. Organise BB meetups and maybe receive funding only for the running of the list and the events.
44	I'm not sure why a SC is actually needed if this is a space for discussion and work, other than to run the listservs, curate the website and other support tasks. Given the diversity of the subscribers, it seems difficult to cohere a set of declared values and principles that bind those in this online community, which is really all it is at this point; if the online community then leads to folks working together, then BB, imho, is doing its job, i.e., networking people with like interests. In other words, SC invokes a governance process and elections and such; not sure if that's really feasible for this community. An online forum(s) is, and what people do with what they learn/do is really their choice, no?
45	Continue with existing roles
47	I am not clear, for what we need a SC.
49	Maintaining the site, coordinating meetings and dealing with any other organisational arrangements.
50	It should continue the roles it's playing, it's been working well so far.
52	analyzing members profile to see what areas they can fit and encourage them to take up those roles
58	Maybe come up with best practices for using the listserv
61	set framework, manage membership, fundraise, support working groups that lead strategy
64	About what it does currently.
65	As representative of, and responsive to, in a responsible way, the participants.
67	Just general oversight and making sure that the coalition is on track. It could also issue statements on behalf of the SC members which are key orgs that are largely aligned. And then ask others to sign.
68	Inviting more relevant people to join conversation in Best Bits.
73	More proactive More issue/engagement led More OPEN Need an open discussions about identity - either BB is a neutral platform or it has an identity
74	Help out on moderating the list



78	Perhaps moderate conversations to make sure they stay on track, with some sort of reprimand system. There are too many ad hominem attacks that discourage fruitful collaboration.
82	I think the roles of the Steering Committee as currently constituted are good.
83	Focus on effective policy engagement
84	Facilitation
87	Policing bad behaviour is a thankless job, but the SC has to do it.
88	facilitate communication among members, as well as convey messages to other stakeholders/outside BB circle
89	SC should take care of meetings outcomes and assure that agreed actions will happen. They also should be more responsible for keep the conversation in best bits alive, including support of new voices
91	Engage the community, aside from their appointment no one knows anything about their work.
92	Continuing what it is doing...
93	As stated in the BB procedures.
94	It could take up more leadership in terms of making Best Bits a safe platform to engage for all, and also to make sure a more diverse range of voices is heard there.
96	I agree with what already written on the bestbits wiki.
97	Coordination
99	None.
100	support existing situation
102	To provide a solid organising framework for events, and to ensure that feedback on activities, discussions etc. is taken into account going forward.
103	Guidance, contextualization and information. Moderation in general.
104	I am currently not aware of the mandate of the SC but believe it is doing a good job so far
110	some monitoring of some conversations...
109	The Steering Committee should be able to come up with strategies to see that best bits become an institutionalized platform for IG and other related activities to give a legal status.
111	Email list management and moderator of topics, maybe even propose topics for the list to discuss
112	Open things up, be more welcoming. Why isn't the list open for membership to whoever wants to join? Why do people who know people have to write to people to have people added?
114	Arranging meetings and ensuring network remains productive, ensuring wider participation, more voices heard etc.
115	There is a tendency for the steering committee to become "the voice of Best Bits". It should revert to "maintaining the site, coordinating meetings and dealing with any other organisational arrangements". Best Bits is in itself an unfortunate name because it indicates a self-generated value judgement.
123	agree on existing roles of SC.
124	<ul style="list-style-type: none">- Facilitate result oriented interaction and networking among civil society organisations.- Facilitate consensus building and internal decisions- Communicate on a timely way about window opportunities for joint civil society advocacy



Field summary for q

Do you have any views on how the SC has fulfilled its responsibility in the past year?

Answer	Count	Percentage
Answer	38	44.19%
No answer	48	55.81%

ID	Response
1	I am not sure about the SC's responsibilities.
2	No
12	I don't. I'm not deep into the scene.
13	I don't even know who are the SC members from Asia
16	None
18	The steering committee could have moved faster to shut down unpleasant personal attacks.
20	I'm not sure what it's responsibility is or whether it can be said to have been fulfilled
27	No.
30	Its been fine.
31	hard to tell from the outside
32	Quite well given how tendentious the environment is.
36	I am satisfied that someone is doing it :-)
42	Orgnaising the CS as a viable voice in IG meetings has been helpful
44	I don't know what its charge was so that's difficult to tell. Were there intended outcomes? Are these people "representing" communities of interest? if so, which and how?
45	Its been mostly positive, they may have their own opinions but as far as their role in SC it should be as neutral as possible.
47	No
50	It's been working well as far as I've seen.
52	Fair
58	N/A
64	The problem with BB is that various folks have fairly clear but not always visible agendas. If BB is a vehicle for specific agendas it is less useful than if it is an open framework for multiple (and visible agendas). It isn't useful to deny that folks have agendas and attempt to carry on as though it were some sort of "neutral" space. Better to be explicit and clear and then work out how to proceed in future from that base.
65	--
67	Done well in difficult circumstances
73	So-so
83	Very effective
85	no
87	I think all have done a good job, thanks!
88	I am not in a position to judge - but they seem to have done good job, thank you guys!
89	SC has been very quiet.
92	It is a difficult balancing act to not infringe on individual rights, so we all have to put up with a level of dross as part of the overall robust debate... So well done for exercising this appropriately.
93	Bearing in mind that the SC is voluntary, I still believe that enforcement of the procedures would have encouraged more people to participate without fear of being castigated.
94	It has been quiet.
97	I think people have done as well as can be expected under the circumstances, and the effort is appreciated whether this is always evident or not.
99	None.
100	very good
103	I find the SC a bit afar from the everyday list business. It is rather tiresome to always be posting but at least special announcements or a calendar of events should happen.
112	I don't know what their responsibilities are.
115	The steering committee has done a good job with its three specified tasks. However it has a tendency to stray into the subjective (away from the purely functional) as well. Thank you for the voluntary contribution of time and energy.
124	I have a positive view of the role the SC has played so far. It has contributed to



transparency and effectiveness of civil society advocacy efforts.



Field summary for r

Any other suggestions for the SC?

Answer	Count	Percentage
Answer	23	26.74%
No answer	63	73.26%

ID	Response
2	No
5	being more transparent about its activities and strategy working on more regular consultation process to build common position doing a strategizing/prioritization work with input from members SC members spend more time on BB members engagement
12	Thanks for your volunteerism.
16	None
20	drink heavily and hang in there
27	Be more active
31	It doesn't need to be a ten person body - 2 or people could do it just as well
36	No.
44	Maybe use it as a way to take in suggestions about how the portal and listserv(s) can be of more service, but not to "represent" anyone as that seems fairly unwieldy.
47	No
52	adequate information affects participation, anytime participation goes down the SC should begin to review their communication strategy
58	N/A
64	See above and draw the implications for the activities of the SC from there.
65	--
84	Monthly activities and report?
85	no
87	No but I will try to focus more and think about what is going on with a view to helping contribute better input.
89	No
94	Become more visible! Also, shrink. The current (or proposed) SC seems too big to be workable.
97	Work out procedures for calling consensus and ending shit fests.
99	None.
103	There are ways to integrate social media and other tools within and out of lists that can be non-disruptive with tools such as IFTTT. This should be something to study as ppl. are everyday moving away from email. Also, it is rather obscure to find out who have been the most notable members of the community so far. A pictureboard w/ bios could be useful and inspirational for other members.
115	Let it be defined in an as objective and functional manner as possible.

(In future could the survey please have a back button to make it possible to review one's answers?)