

Feedback from the Participants on the first tzNIC Registrars' training held at Millennium Peacock Hotel on 24 – 25 September 2009

1. Training materials and time

1.1 Familiarity with the training materials

(a) Before the training

- 1/10 not familiar at all
- 5/10 very little familiarity
- 4/10 moderate familiarity

(b) After the training

- Those who were not familiar at all said that they had gained something (moderate familiarity)
- Those who had very little or moderate familiarity said that they were now very familiar.

1.2 Items be **omitted** from the training program to make it more useful (improved).

The majority said none should be omitted but instead more time should be set aside for technical issues especially the hands-on exercises.

1.3 Items to be **added** to the training program to make it more useful (improved).

Among the items suggested include:

- More practical sessions (hands on)
- DNS (BIND)
- Training materials to be given in advance
- Step by step tutorials on setting up Fred and usage
- Distributed CDs with presentations or slides
- Brief tutorial on Linux
- More hands on for the DNS tools
- Webadmin tools for participants who are not familiar with Linux/Unix

1.4 On time allotted for the training

- 3/10 said the time wasn't enough and suggested for an extra day
- 7/10 said it was okay/fine/enough

2.0 Resource persons

The participants rated the Resource persons on the manner of speaking, presentation style and use of training materials from Good to Excellent.

3.0 Administrative / logistical arrangements

3.1 The participants rated the Resource persons on the quality of teaching aids,

Refreshments and meals served during the workshop as Good, Very Good and/or excellent.

They pointed out on the Internet connectivity problem to the Server which was as a result of poor services from the hotel and that future trainings should be at places where internet connection is reliable.

3.2 Comments on the training agenda / program:

- Improved time management
- More materials for the training (technical session)
- Continued assistance after the training

4.0 Other

4.1 Recommending a colleague for the same training:

All said YES and one suggested for bi-annual trainings even after accrediting the Registrars. That is the training should not be for the purpose of recruiting Registrars only but for sharing best practices.

5.2 Recommending other companies to attend the training:

9/10 said Yes. 1/10 could not tell.

5.3 Issues expected from the training that were missing included DNS (BIND), more discussions on best practices.

5.3 Recommending for the employers to apply to being a .tz Registrar – All said YES

5.4 Views on the price list: 1/10 could not tell; 6/10 said it was neither HIGH nor LOW (that is average); 3/10 said it was high compared to generic name registration fees

5.5 Additional comments included:

- Request for future trainings in other regions other than Dar.
- More trainings expected from tzNIC
- Lower participation fees for ladies
- Lower price list for the first year to attract more people to register .tz domain names and then raise the fee afterwards
- Automation of the registration process so that even non-technical people can do it.