

ACA Annual Business Conference Survey Report May 18-19, 2024

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List of Annual Business Conferences/Quarterly Delegate Meetings Since 2022

Event	Date
ABC 2024	May 6, 2024, to May 7, 2024
Quarterly Delegate Meeting 5	February 3, 2024
Quarterly Delegate Meeting 4	November 4, 2023
Quarterly Delegate Meeting 3	August 5, 2023
ABC 2023	May 6, 2023, to May 7, 2023
Quarterly Delegate Meeting 2	February 18, 2023
Quarterly Delegate Meeting 1	November 12, 2022
ABC 2022, 3 rd Extra Day	July 23, 2022
ABC 2022	May 6, 2022, to May 7, 2022

Role and preparation

1. Total responding to survey.

2. What was your role for the conference?²

Item	Frequency	%
Registered Delegate	50	68%
Observer	13	18%
Trusted Servant	7	10%
Total responding	70	

² Can select more than one

3. How many Annual Business Conferences have you participated in as a delegate prior to 2023?

Years participating in ABC	Frequency	%
0	17	36%
1	9	19%
2	4	9%
3	7	15%
4	1	2%
5	1	2%
6	3	6%
7	2	4%
8	2	4%
9	0	0%
10	1	2%
Total	47	100%
Mean Average	2.2 years	

4. Which of the following Delegate Training Sessions did you attend or listen to? (can check more than one)

Item	Frequency	%
Delegate Training May 4, 9 PM EDT	6	26%
Delegate Training May 11, 9 AM EDT	4	17%
Delegated Training Audio posted at https://adultchildren.org/conference/	14	61%
Total responding	23	104%

5. Do you have any comments on the Delegate Connections Events?¹

Theme	Frequency
None	6
Complete waste of time	1
Happy with event	1
Keeps improving	1
Like the QDM breakout better	1
More time breakout rooms time	1
Mostly helpful	1
Not useful for tech-savvy	1
Problem with training need	1
Timing not good	1
Unnecessary for a returning delegate	1
Useful to first delegates after training	1

¹The original comments were paraphrased for anonymity and grouped into themes.

6. How much of the Quarterly Delegate Meeting did you attend?

Item	Frequency	%			
5 All	26	72%			
4 Most	9	14%			
3 Half	4	3%			
2 Some	5	8%			
1 Didn't attend	3	3%			
Total responding	47	100%			
Item	ABC2024	Q5	Q4	Q3	
Average	4.0	4.1	3.9	4.0	

7. I was well prepared to serve as a delegate at this meeting.

Item	Frequency	%		
5 Strongly agree	15	32%		
4 Agree	19	40%		
3 OK	8	17%		
2 Disagree	3	6%		
1 Strongly disagree	2	4%		
Total	47	100%		
Item	ABC2024	Q5	Q4	Q3
Average	3.9	4.1	3.7	3.8

8. How much time did you spend reviewing the Agenda, Delegate Binder, or links to support information before the conference?

Item	Frequency	%		
5 Reviewed it intensively	7	15%		
4 Read through most of it	16	34%		
3 Understood the basics	16	34%		
2 Briefly skimmed	5	11%		
1 Didn't look	3	6%		
Total	47	100%		
Item	ABC2024	Q5	Q4	Q3
Average	3.4	3.5	2.7	3.4

9. Which of the following meetings have you attended?

Item	Frequency	%
Quarterly Delegate Meeting, 2023 (February 3, 2024)	22	63%
Quarterly Delegate Meeting, 2023 (November 4, 2023)	22	63%
Quarterly Delegate Meeting, 2023 (August 5, 2023)	23	66%
Annual Business Conference, Day 1 & 2, 2023 (May 6-7, 2023)	29	83%
Total respondents	35	

10. I had enough opportunities to participate in delegate commentary.

Item	Frequency	%
5 Strongly agree	10	29%
4 Agree	13	37%
3 OK	5	14%
2 Disagree	4	11%
1 Strongly disagree	3	9%

Total		35	100%		
	Item	ABC2024	Q5	Q4	Q3
	Average	3.6	3.7	3.5	3.6

11. If you did not participate in delegate commentary during the event, why not?²

Item	Frequency	%
I participated in discussions as much as I wanted	9	26%
I participated, but not as much as I would have liked	4	11%
I tried to participate but was not called on	2	6%
Others had already made the same point, so I followed guidelines and didn't repeat the point	16	46%
English is not my first language	2	6%
I was sometimes confused by what was happening	8	23%
I felt uncomfortable of how others were treated by the trusted servants	2	6%
I felt intimidated by other delegates	3	9%
I deferred to others who I thought were authorities	4	11%
There were no meaningful opportunities to participate	2	6%
I am not comfortable speaking in public	1	3%
Some delegates dominated the conversation	10	29%
Total respondents	34	

² Can select more than one

12. If you were a new delegate, did you feel welcomed and encouraged to participate?

Item	Frequency	%
5 Strongly agree	6	22%
4 Agree	12	44%
3 OK	7	26%
2 Disagree	2	7%
1 Strongly disagree	0	0%
Total	27	100%

	Item	ABC2024	Q5	Q4	Q3
	Average	3.8	3.8	3.6	3.8

13. Were you also a Trusted Servant?

Item	Frequency	%
Yes	9	20%
No	37	80%
Total	46	100%

Experience

14. Trusted Servants (chairs, parliamentarian, point of information/order, IT, secretary, other staff) behaved in a manner consistent with the Steps, Traditions, Concepts, and Commitment to Service.

Item	Frequency	%		
5 Strongly agree	22	37%		
4 Agree	22	37%		
3 OK	11	18%		
2 Disagree	3	5%		
1 Strongly disagree	2	3%		
Total	60	100%		
Item	ABC2024	Q5	Q4	Q3
Average	4.0	4.2	4.0	4.2

15. Delegates acted in a manner consistent with the Steps, Traditions, Concepts, and Commitment to Service.

Item	Frequency	%		
5 Strongly agree	17	28%		
4 Agree	28	47%		
3 OK	11	18%		
2 Disagree	2	3%		
1 Strongly disagree	2	3%		
Total	60	100%		
Item	ABC2024	Q5	Q4	Q3
Average	3.9	4.1	4.0	3.9

16. IT Team provided good support during the sessions.

Item	Frequency	%		
5 Strongly agree	37	62%		
4 Agree	16	27%		
3 OK	4	7%		
2 Disagree	0	0%		
1 Strongly disagree	3	5%		
Total	60	100%		
Item	ABC2024	Q5	Q4	Q3
Average	4.4	4.4	4.4	4.2

17. Adequate explanations and instructions were given during the conference.

Item	Frequency	%		

5 Strongly agree	21	35%		
4 Agree	23	38%		
3 OK	10	17%		
2 Disagree	2	3%		
1 Strongly disagree	4	7%		
Total	60	100%		
Item	ABC2024	Q5	Q4	Q3
Average	3.9	4.0	3.9	4.0

18. Guidelines and time limits for delegate speaking opportunities were applied.

Item	Frequency	%		
5 Strongly agree	16	27%		
4 Agree	27	45%		
3 OK	10	17%		
2 Disagree	4	7%		
1 Strongly disagree	3	5%		
Total	60	100%		
Item	ABC2024	Q5	Q4	Q3
Average	3.8	4.1	4.0	3.9

19. Points of Order and objections were handled well throughout the conference.

Item	Frequency	%		
5 Strongly agree	18	30%		
4 Agree	10	17%		
3 OK	19	32%		
2 Disagree	5	8%		
1 Strongly disagree	4	7%		
Don't know	4	7%		
Total	60	100%		
Item	ABC2024	Q5	Q4	Q3
Average	3.4	4.0	3.6	3.8

20. Guidelines for conduct and safety were applied.

Item	Frequency	%		
5 Strongly agree	19	32%		
4 Agree	23	38%		
3 OK	14	23%		
2 Disagree	1	2%		
1 Strongly disagree	1	2%		

Don't know	2	3%		
Total	60	100%		
Item	ABC2024	Q5	Q4	Q3
Average	4.1	4.2	4.3	4.0

21. The Safety Protocols that were discussed near the start of the meeting helped me feel safe during the meeting.

Item	Frequency	%		
5 Strongly agree	18	33%		
4 Agree	27	50%		
3 OK	3	6%		
2 Disagree	4	7%		
1 Strongly disagree	2	4%		
Total	54	100%		
Item	ABC2024	Q5	Q4	Q3
Average	3.9	4.0	3.7	3.9

22. Which documents did I find useful?²

Item	Frequency	%
Links to presentation	39	93%
ABC Agenda	52	91%
Links to presentation	30	53%
ABC Binder	30	53%
Delegate Slack Channel	25	44%
WSO Operating Policy and Procedures Manual	16	28%
Total responding	57	

² Can select more than one

23. Comments on any of this conference meeting experience.¹

Theme	Frequency
Positive experience	2
Agenda too full	1
Binder hard to maneuver	1
Concerns over voting procedures	1
Conference too long	1
Exceptional budget speaker	1
Good sound and structure	1
Impressed on how ACA principles applied in real world experience	1
Improved from previous years	1

Theme	Frequency
Issues with Parliamentary ruling	1
Lack of healthy breaks	1

¹*The original comments were paraphrased for anonymity and grouped into themes.*

Quarterly Delegate Meeting Details

24. I found the following discussion on Day 1 helpful.

Item	1 Strongly disagree	2 Disagree	3 OK	4 Agree	5 Strongly agree	No comment	Total	Average
Literature Committee: Safety Tent Card	3	2	11	15	18	8	57	3.33
% of total	5%	4%	19%	26%	32%	14%	100%	
Proposal 7: Modify ABC and QDMs	3	4	6	15	20	9	57	3.32
% of total	5%	7%	11%	26%	35%	16%	100%	
Concepts 2 Study and Motions: Changing the Language	1	5	11	12	19	9	57	3.28
% of total	2%	9%	19%	21%	33%	16%	100%	
Name Change Study and Motion	2	3	10	14	17	9	55	3.25
% of total	4%	5%	18%	25%	31%	16%	100%	
Motion to Extend Concept Study Group Timeline	4	4	9	14	18	8	57	3.25
% of total	7%	7%	16%	25%	32%	14%	100%	
Proposal 3: Publish Guide Book and Motion	2	4	10	11	18	10	55	3.16
% of total	4%	7%	18%	20%	33%	18%	100%	
Board Ratification	2	6	14	11	14	8	55	3.09
% of total	4%	11%	25%	20%	25%	15%	100%	

25. I found the following discussion on Day 2 helpful.

Item	1 Strongly disagree	2 Disagree	3 OK	4 Agree	5 Strongly agree	No comment	Total	Average
Proposal 12: International Literature Fund and Motion	4	1	8	13	23	9	58	3.40
% of total	7%	2%	14%	23%	40%	16%	100%	
Social Media Presentation and Motion	1	1	8	11	22	13	56	3.23
% of total	2%	2%	15%	20%	40%	24%	100%	
Racial Trauma Service Group Report	2	5	12	11	16	11	57	3.02
% of total	4%	9%	21%	19%	28%	19%	100%	
Office Operations Report	0	0	7	15	17	16	55	3.02
% of total	0%	0%	12%	26%	30%	28%	100%	

Item	1 Strongly disagree	2 Disagree	3 OK	4 Agree	5 Strongly agree	No comment	Total	Average
Audit Report	0	1	5	11	21	17	55	3.02
% of total	0%	2%	9%	19%	37%	30%	100%	
Board Report: Priorities, Large Policies & Projects	2	1	11	9	19	14	56	3.00
% of total	4%	2%	19%	16%	33%	25%	100%	
ABC Study Subcommittee Report	0	1	11	12	14	17	55	2.78
% of total	0%	2%	19%	21%	25%	30%	100%	
Service Norms Presentation	1	1	11	14	12	16	55	2.76
% of total	2%	2%	19%	25%	21%	28%	100%	
Minority Opinion on Day 1 Motions	3	7	9	16	9	12	56	2.73
% of total	5%	12%	16%	28%	16%	21%	100%	
Committee General Questions and Answers	1	2	8	10	14	19	54	2.60
% of total	2%	4%	14%	18%	25%	33%	100%	

26. How would you like to receive information regarding the next Quarterly Delegate Meeting?²

Item	Frequency	%
E-mail	54	92%
ACA website	29	49%
Slack post	26	44%
Traveler	24	41%
Other	2	3%
Total respondents	59	

² Can select more than one

27. Do you have comments on any of the following presentations?¹

Theme	Frequency
None	3
Delegates should create the meeting agendas	2
ABC Committee and Board control too much	1
Agenda was fine except for needing presentations recorded and viewable before the conference	1
Appreciated Committee reports and Office Operations discussion	1
Ask for info sooner, so can bring it to my intergroup first	1
Concept presentation up too high in the agenda	1
Did not miss committee reports	1

Theme	Frequency
Discuss ACA Charter questions	1
For concepts, unsure if approving new language or pre-approving it	1
Form Delegate Committee for next quarterly	1
Great work	1
How could WSO have helped 70 meetings avoid delisting	1
I am in an unfavorable time zone	1
Include update of publishing books in other languages	1
Less is more	1
Like to see or listen to presentations before the conference	1
Minority opinion about board member not respected	1
Minority opinion criticism of trusted servant disturbing	1
Need more info on concepts and drafting a charter	1
Productive agenda	1
Provide documentation on Conference-approved policies for certifying/decertifying Regions and Intergroups	1
Sessions were about decision as already made	1
Suggest workshop about concepts for delegates	1
Use rank choice voting for ABC and QDM agendas.	1
Want more info about structure and content of social media	1

¹The original comments were paraphrased for anonymity and grouped into themes.

28. Do you have any comments on the duration of the ABC 2024, length or number of sessions? ¹

Theme	Frequency
Nine hours too long	6
Duration, length, sessions ok	3
Appreciated schedule adherence	1
Best organized, shortest attended	1
Complexity bogs discussion	1
Exhausting consecutive stretches	1
Fewer QDMs needed	1
Focus QDMs on updates	1
Information overload for delegates	1
International participation affected	1
Minority Opinion dominates time	1
More delegate discussion time	1
Needed to take short breaks	1
None	1
One day sufficient	1
Start earlier, shorter days	1
Time management issues	1
Too much information	1
Two days better	1
Two days too much	1

Theme	Frequency
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¹The original comments were paraphrased for anonymity and grouped into themes.

29. Do you have any comments on any of the presentations, discussions, motions, or proposals?¹

Theme	Frequency
None	2
Ranked choice voting suggested	2
ABC Study report helpful	1
Best efforts made	1
Compliance with CA law	1
Dissatisfied with Parliamentarian ruling	1
Fair conference	1
Good presentations except Concept 2	1
Good work	1
Inadequate delegate training coverage of ABC topics	1
Insufficient literature voting knowledge	1
Interruptions from delegates inappropriate	1
Name study was finalized or not?	1
Proposal 12 had too many floor versions put forward	1
Record presentations in advance	1
Service Norms Document unavailable, no link	1
Too much opinion commentary	1
Topic on zoom meeting for service and activities	1
Trustee nominee's refusal to answer question inappropriate	1

¹The original comments were paraphrased for anonymity and grouped into themes.

Specific comments on presentations, discussions, motions, or proposals.

31. Do you have comments on any of the following presentations?

Note: Because each of the 15 agenda items received only 4 or fewer comments per item, the coded responses have been left out of this survey. The comments will be forwarded to the co-chairs and asked to refer them to the committee or working group.

Board Report: Priorities, Policies and Projects

32. Which topic from the Board Report would you like to know more about?¹

Theme	Frequency
Social media discussion	2
Board decision-making process	1
Book revision	1
Committee accomplishments 23-24?	1
Fellowship engagement	1
Literature	1
Most time-consuming issues in 2023	1
None	1
Region certification	1
Too much time after ABC to remember	1

¹The original comments were paraphrased for anonymity and grouped into themes.

33. Do you want to be more involved in developing policies affecting WSO?

Item	Frequency	%
Yes	14	33%
No	11	26%
Need to think more about it	17	40%
Total	42	100%

34. Do you want to be more involved in developing policies affecting the fellowship?

Item	Frequency	%
Yes	18	43%
No	11	26%
Need to think more about it	13	31%
Total	42	100%

35. What additional information or feedback would you like to provide the Board to support the fellowship?¹

Theme	Frequency
Thank you for efforts	3
None	2
Wonderful job	2
Adult Children running ACA	1
Connect macro to micro	1
Define committee scopes	1
Embrace conference partnership in planning ACA future	1
Focus on operational policies	1
Grateful for work	1
Improve board-fellowship connection	1
Increase yearly transparency	1
Leadership needs grounded in ACA Concepts	1
Need diversity	1
Persistence and patience	1

¹The original comments were paraphrased for anonymity and grouped into themes.

Comments on Conference

36. What topics would you like to see discussed at the next Quarterly Delegate Meeting?

36.1. Top priority topics.¹

Theme	Frequency
Charter	2
Concepts study clarification	2
Literature	2
7th Tradition	1
Budget, literature, social media	1
Conference committee development	1
Conference education	1
Diversity, equity, inclusion	1
Every member valued	1
Fellowship engagement	1
Flexible meeting scheduling	1
GM's salary	1
Incorporate outside literature	1
In-person hybrid events	1
Meeting and Intergroup outreach	1
Meeting integration, responsibility	1
Meeting list	1
More QDMs clarity	1
NomCom service resumes	1
Ranked choice voting	1
Service concepts	1
Service safety	1
Succession planning	1
Zoom meetings	1

¹The original comments were paraphrased for anonymity and grouped into themes.

36.2. Second priority topics¹

Theme	Frequency
Attracting volunteers	1
Ballot process	1
Concepts	1
Conference charter	1
Conference organization, leadership	1
Courtesy priority	1
Engage more volunteers	1
Increase ComLine visibility	1
International outreach	1
Literature presentation approval	1
Service	1
Service rotation	1
Shorten ABC duration	1
Simplify ballot process	1
Tradition 2	1
Translations	1

¹The original comments were paraphrased for anonymity and grouped into themes.

37. What worked well in this conference meeting?¹

Theme	Frequency
Superb IT support	4
Everything	2
Appreciated reporting explanations	1
Chair followed agenda	1
Chairs did great	1
Clear communication of presentation times	1
Communication	1
Consistent co-chairs	1
Effective discussions on day 1	1
Eliminated committee reports	1
Excellent pace	1
Excellent safety	1
Focused delegates getting work done	1
Great support team	1
Handled floor control	1
Outstanding service team	1
Safety protocols	1
Self-care opportunities	1
Very orderly	1
Well structured	1
Well-organized event	1
Well-rounded conference	1

¹The original comments were paraphrased for anonymity and grouped into themes.

38. What suggested improvements for this conference meeting would you like to share?¹

Theme	Frequency
Shorter conference	3
Change voting procedures	1
Clarify meeting timing after a Point of Order	1
Clarify voting transitions	1
Clear schedule needed	1
Delegates run meeting	1
Delegates set agenda	1

Fairer speaking opportunities	1
Fewer ballot measures	1
Fewer days, prioritize topics	1
Fine-tuned proposals	1
Future in-person meetings	1
Group conscience to handle few delegates trying to control conference	1
Improving each time	1
In SurveyMonkey, make the submit button bigger	1
Increase fellowship sharing	1
In-person option	1
Less Minority Opinion	1
Limit proposal edits	1
No additional comments	1
Only QDM	1
Problematic timing	1
Separate chair from conference to those that plan event	1
Shorter segments, more breaks	1
Timely survey	1

¹The original comments were paraphrased for anonymity and grouped into themes.

Bias

39. During the Quarterly Delegate Meeting, did you observe any bias of the following?²

Item	Frequency	%
Did not observe any bias	39	83%
National origin	4	9%
Race/ethnicity	4	9%
Spiritual or religious identity	3	6%
Disability	2	4%
Gender identity	2	4%
Sexual orientation	0	0%
Total respondents	47	

² Can select more than one

40. On WSO Slack channels the week before, during, and after the Quarterly Delegate Meeting, did you observe any bias of the following.²

Item	Frequency	%
Did not observe bias	35	95%
National origin	1	3%
Spiritual or religious identity	1	3%
Disability	0	0%
Gender identity	0	0%
Race/ethnicity	0	0%
Sexual orientation	0	0%
Total responding	37	

² Can select more than one

41. Comments on experiencing bias at the conference or on Slack.¹

Theme	Frequency
None	4
Not see Slack before conference	4
Against racial trauma presentation	2
One in other presentation dismissive of racial trauma presenter	2
Bias against those that did not raise hands	1
Improved a great deal	1
No captions for hearing impaired or for other languages	1
None this year	1
Non-native English speakers were given more time to speak	1

Theme	Frequency
Would like to see more non-US delegates	1

¹The original comments were paraphrased for anonymity and grouped into themes.

Demographics

42. What is your gender?

Item	Frequency	%
Female	30	61%
Male	12	24%
Non-binary/gender non-conforming	3	6%
Other	4	8%
Total	49	100%

43. Which of the following best describes your sexual orientation?

Item	Frequency	%
Heterosexual	37	77%
Gay or lesbian	1	2%
Bisexual	4	8%
Other	6	13%
Total	48	100%

44. Which race or ethnicity category best fits?

Item	Frequency	%
White	35	73%
Native resident/aboriginal/indigenous	9	19%
Asian	2	4%
Hispanic/Latino	2	4%
Middle Eastern	1	2%
Black	0	0%
Total Respondents	48	

45. Which of the following best reflects your religious or spiritual belief?

Item	Frequency	%
Spiritual	19	39%
Christianity	15	31%
Unaffiliated/secular/not religious	8	16%
Other	7	14%
Agnostic	5	10%

Item	Frequency	%
Atheist	4	8%
Buddhism	3	6%
Jewish	2	4%
Hinduism	1	2%
Islamic/Muslim	0	0%
Mormon	0	0%
Total Respondents	49	

Location

46.1. Meetings – Location.

Item	Frequency	%
North America	37	45%
Canada	1	1%
Mexico	0	0%
USA	36	44%
Virtual with global attendance	5	6%
Europe	3	4%
Asia	1	1%
Oceania (Australia, New Zealand)	1	1%
Africa	0	0%
Antarctica	0	0%
Central and South America	0	0%
Middle East	0	0%
Total	82	100%

46.2. Meetings - Meeting mode.

Item	Frequency	%
Online	22	73%
In-person	5	17%
Hybrid	3	10%
Total	30	100%