

Quarterly Delegate Meeting Survey Report August 17, 2024

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List of Annual Business Conferences/Quarterly Delegate Meetings since 2022

Event	Date
Quarterly Delegate Meeting 6	August 17, 2024
ABC 2024	May 18, 2024, to May 19, 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.

Survey participants	68
Invited to attend	
Delegates	165
Observers	47
Trusted Servants	13
Gross Total	225
% of total	30%

2. What was your role for the conference?²

Item	Frequency	%
Registered Delegate	55	85%
Observer	6	9%
Trusted Servant	4	6%
Total responding	65	

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	14	29%
1	7	14%
2	8	16%
3	9	18%
4	1	2%
5	3	6%
6	0	0%
7	3	6%
8	2	4%
9	0	0%
10	1	2%
15	1	2%
Total	49	100%
Mean Average	2.7 years	

4. Which of the following Delegate Training Sessions did you attend or listen to?²

Item	Frequency	%
Quarterly Delegate Meeting Delegate Training Aug 10, 2024, 09:00 AM EDT	3	6%
Quarterly Delegate Meeting Delegate Training Aug 10, 2024, 09:00 PM EDT	6	12%
ABC 2024 Delegate Training May 4, 9 PM EDT	5	10%
ABC 2024 Delegate Training May 11, 9 AM EDT	5	10%
ABC 2024 Delegated Training Audio posted at https://adultchildren.org/conference/	8	16%
None in 2024	27	55%
Total responding	49	

² Can select more than one

5. Have you attended the last three consecutive ABC as a delegate?

Item	Frequency	%
Yes	22	44%
No	28	56%
Total	50	100%

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

Item	Frequency	%				
5 All	36	72%				
4 Most	8	14%				
3 Half	2	3%				
2 Some	2	8%				
1 Didn't attend	1	3%				
Total responding	49	100%				
Item	Q6	ABC2024	Q5	Q4	Q3	
Average	4.5	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	11	22%			
4 Agree	12	24%			
3 OK	16	32%			
2 Disagree	8	16%			
1 Strongly disagree	3	6%			
Total	50	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	3.4	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	2	4%			
4 Read through most of it	15	30%			
3 Understood the basics	19	38%			
2 Briefly skimmed	7	14%			
1 Didn't look	7	14%			
Total	50	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	3.0	3.4	3.5	2.7	3.4

9. Which of the following meetings have you attended?

Item	Frequency	%
Annual Business Conference, Day 1 & 2, 2024 (May 18-19, 2023)	40	82%
Quarterly Delegate Meeting, 2023 (February 3, 2024)	26	53%
Quarterly Delegate Meeting, 2023 (November 4, 2023)	26	53%
Quarterly Delegate Meeting, 2023 (August 5, 2023)	25	51%
Annual Business Conference, Day 1 & 2, 2023 (May 6-7, 2023)	8	16%
Total respondents	49	

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

Item	Frequency	%
5 Strongly agree	7	15%
4 Agree	14	30%
3 OK	17	37%
2 Disagree	6	13%

1 Strongly disagree	2	4%			
Total	46	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	3.4	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	15	79%
Others had already made the same point, so I followed guidelines and didn't repeat the point	14	74%
I was sometimes confused by what was happening	12	63%
Some delegates dominated the conversation	6	32%
I deferred to others who I thought were authorities	5	26%
I participated, but not as much as I would have liked	4	21%
I am not comfortable speaking in public	4	21%
I felt uncomfortable of how others were treated by the trusted servants	3	16%
I felt intimidated by other delegates	3	16%
There were no meaningful opportunities to participate	2	11%
Crosstalk during session	2	11%
I tried to participate but was not called on	1	5%
English is not my first language	1	5%
Technical difficulties	1	5%
Gave priority to newer members to speak	1	5%
Total respondents	35	

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	Q6	ABC2024	Q5	Q4	Q3
Average	3.4	3.8	3.8	3.6	3.8

13. Were you also a Trusted Servant?

Item	Frequency	%
Yes	3	6%

No	46	94%
Total	49	100%

Experience

14. Trusted Servants⁴ behaved in a manner consistent with the Steps, Traditions, Concepts, and Commitment to Service.

Item	Frequency	%			
5 Strongly agree	24	42%			
4 Agree	20	35%			
3 OK	7	12%			
2 Disagree	4	7%			
1 Strongly disagree	2	4%			
Total	57	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	4.1	4.0	4.2	4.0	4.2

⁴Includes chairs, parliamentarian, point of information/order, IT, secretary, other staff

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

Item	Frequency	%			
5 Strongly agree	19	33%			
4 Agree	27	47%			
3 OK	7	12%			
2 Disagree	2	4%			
1 Strongly disagree	2	4%			
Total	57	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	4.0	3.9	4.1	4.0	3.9

16. IT Team provided good support during the sessions.

Item	Frequency	%			
5 Strongly agree	32	56%			
4 Agree	17	30%			
3 OK	3	5%			
2 Disagree	4	7%			
1 Strongly disagree	1	2%			
Total	57	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	4.3	4.4	4.4	4.4	4.2

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

Item	Frequency	%			

5 Strongly agree	13	23%			
4 Agree	18	32%			
3 OK	13	23%			
2 Disagree	9	16%			
1 Strongly disagree	4	7%			
Total	57	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	3.5	3.9	4.0	3.9	4.0

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

Item	Frequency	%			
5 Strongly agree	10	18%			
4 Agree	30	54%			
3 OK	12	21%			
2 Disagree	3	5%			
1 Strongly disagree	1	2%			
Total	56	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	3.8	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	11	20%			
4 Agree	24	43%			
3 OK	7	13%			
2 Disagree	6	11%			
1 Strongly disagree	2	4%			
Don't know	6	11%			
Total	56	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	3.3	3.4	4.0	3.6	3.8

20. Guidelines for conduct and safety were applied.

Item	Frequency	%			
5 Strongly agree	18	32%			
4 Agree	24	42%			
3 OK	7	12%			
2 Disagree	3	5%			
1 Strongly disagree	1	2%			

Don't know	4	7%			
Total	57	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	4.2	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	13	25%			
4 Agree	26	50%			
3 OK	9	17%			
2 Disagree	2	4%			
1 Strongly disagree	2	4%			
Total	52	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	3.9	3.9	4.0	3.7	3.9

22. Which documents did I find useful?²

Item	Frequency	%
Links to presentation	30	86%
ABC Binder	19	54%
WSO Operating Policy and Procedures Manual	11	31%
Total responding	35	

² Can select more than one

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

Theme	Frequency
Breakout Room Discussion successful	4
Went well	3
After breakout session, some that tried to speak were not allowed to be heard	2
Early hour for Western US region	2
Technical computer issues	2
Although had a conscience to stay on time, still went over time	1
Better balance the time crunch	1
Breakout rooms reduce stress	1
Concern over controlling trusted servant behavior in breakout	1
Did not like the last committee breakout session	1
Didn't give enough time after asking if someone needs help	1
Documents scattered, hard to access	1

Theme	Frequency
First-time observer, well-organized meeting	1
Liked hearing survey answer during meeting	1
Limited voting	1
Minority opinion confused newcomers. Recommend brief explanation	1
New interaction methods appreciated	1
No minority opinion before vote	1
Opposition to weighted responses triggering	1
Point of Order during minority opinion could have been used	1
Recommend having one document that has contains everything	1
Request ABC binder link and slides in advance	1
Slack comments distracting	1
Too much focus on how things work, not ideas	1
Trustees and staff do not have a voice in conference meetings	1
Unaware of presentations in binder	1
Unprepared new delegates blaming others	1
Unprepared, appreciated recovery practiced	1
Voting confusion, conference over time	1
More prep materials, so can get feedback from group before event	1
More Breakout Room Discussion Session	1

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

Quarterly Delegate Meeting Details

24. I found the sessions helpful.

Item	1 Strongly disagree	2 Disagree	3 OK	4 Agree	5 Strongly agree	No comment	Total	Average
Breakout Room Discussion Sessions	1	0	5	12	28	7	53	3.85
% of total	2%	0%	9%	23%	53%	13%	100%	
Topics for future QDM/ABCs	1	4	10	16	18	4	53	3.64
% of total	2%	8%	19%	30%	34%	8%	100%	
Large group discussion about breakout room topics	0	3	8	17	18	6	52	3.62
% of total	0%	6%	15%	33%	35%	12%	100%	
Board discussion with delegates	2	4	9	19	15	3	52	3.62
% of total	4%	8%	17%	37%	29%	6%	100%	
Minority opinion-International literature fund	2	3	13	12	12	9	51	3.04
% of total	4%	6%	25%	23%	23%	17%	100%	
Minority opinion-Social media	5	5	11	12	11	7	51	2.96
% of total	9%	9%	21%	23%	21%	13%	100%	
Committee Breakout Room (scheduled 1 pm EDT on the agenda, self-selected)	1	3	14	5	8	14	45	2.42
% of total	2%	7%	31%	11%	18%	31%	100%	

25. Do you have comments on any of the following sessions?

25.01 Board discussion with delegates.

Theme	Frequency
Board painted overly positive picture	1
Disappointed in delegate professionalism	1
Financial discussion in breakout rooms	1
Good, clarifying	1
Information was one-way only	1
Need more transparency	1
Present reports in monthly teleconference, not QDM	1
Provide delegates context for reports' relevance	1
Reports not easily accessible	1
Reports should be centralized	1
Send reports in advance	1
Slow monitored structured process	1

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

25.02 Minority opinion-International Literature Fund.

Theme	Frequency
History/context not explained	3
Minority opinion far from vote	2
Confusing	1
Felt meaningless long after	1
Minimal input	1
No context for discussion	1
Wish closer to ABC	1

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

25.03 Minority opinion-Social Media.

Theme	Frequency
Confusing	5
History/context not explained	3
No minority opinion question	2
Clarified well	1
Delegates completely lost	1
Didn't feel heard	1
Minority opinion timing confusing	1
More information needed beforehand	1
Wish closer to ABC	1

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

25.04 Large group discussion about breakout room topics.

Theme	Frequency
Good	3
Common themes identified	2
Breakout reps needed more time	1
Breakout rooms great	1
Discussion after returning from breakout not as good as the breakout session	1
Discussion on website difficult to navigate	1
Group reports should be timed	1
Interesting	1
Left out as observer	1
Need trained trusted servant	1
OK	1
Recommend starting QDM with breakout	1
Small group sharing appreciated	1
Useful, unanimity on key issues	1
Voted not to go overtime but did anyway	1

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

25.05 Topics for future QDM/ABC.

Theme	Frequency
Delegate-led ABC/QDM	2
Great	2
Bad experience, unprepared and disorganized	1
Clarify ACA primary focus	1
Conference charter	1
Confusing	1
Delegates had chance to set priority through vote	1
First vote helpful	1
Glad to vote, uncertain if topic I liked will be included	1
Grateful for IT help	1
Include racial trauma discussion	1
IT should pretest survey	1
Many topics, prioritizing cumbersome	1
Needed more time for section	1
Process added valuable ideas	1
Second vote not thought out	1

Theme	Frequency
Should answer questions before QDM	1
Tradition 5, 12 violations by including professional background in service resume	1
Went well except for weighted/ranking conversation	1

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

26. Which Breakout Room Discussion Question Topic was the most discussed?

Item	Frequency	%
Are there ways to improve the ABC/QDM voting process (during delegate meetings)?	9	20%
What do delegates need in order to be informed and to be involved?	23	51%
How do delegates want us to develop topics for ABC/QDM?	5	11%
All equally	3	7%
First two questions	1	2%
None of the above	4	9%
Total	45	100%

27. Which Breakout Room Discussion Question Topic was the most important to you?

Item	Frequency	%
Are there ways to improve the ABC/QDM voting process (during delegate meetings)?	7	16%
What do delegates need in order to be informed and to be involved?	26	60%
How do delegates want us to develop topics for ABC/QDMs?	9	21%
First two topics	1	2%
None of the above	4	9%
Total	47	100%

28. Breakout Room Discussion Sessions.

Item	1 Strongly disagree	2 Disagree	3 OK	4 Agree	5 Strongly agree	No comment	Total	Average
I had opportunity to share	2	2	4	17	23	4	52	3.87
% of total	4%	4%	8%	33%	44%	8%	100%	
I thought the discussion was worthwhile	1	3	3	15	24	5	51	3.84
% of total	2%	6%	6%	29%	47%	10%	100%	
Everyone had a chance to be heard	1	3	7	15	22	4	52	3.81
% of total	2%	6%	13%	28%	42%	8%	100%	
I thought the topics were important	1	4	3	21	19	4	52	3.79
% of total	2%	8%	6%	40%	37%	8%	100%	
I felt safe sharing	2	1	8	13	21	5	50	3.70
% of total	4%	2%	15%	25%	40%	9%	100%	
Our discussion was included in the larger conference discussion	1	2	10	18	15	6	52	3.50
% of total	2%	4%	19%	35%	29%	12%	100%	

29. What were the benefits of the Breakout Room Discussion Sessions?¹

Theme	Frequency
Delegates spoke up on issues	4
Better connection with delegates	3
Less intimidating environment	3
Allowed more delegate participation	2
Better participation in smaller groups	2
Comfortable sharing	2

Theme	Frequency
Delegate input/feedback more effective	2
Showed that delegates unknowledgeable about roles	2
Able to ask questions	1
Best use of delegate time	1
Call for simplicity in planning conferences	1
Concerns represented in smaller groups	1
Delegates better understood responsibility to represent home groups	1
Hearing themes	1
Improved inclusivity	1
Limited time, short shares	1
More honesty	1
More intimate sharing opportunities	1
More opportunities for expression	1
More voices heard in smaller rooms	1
New delegate gained confidence	1
No input as observer	1
Personal connection	1
Safety and courage to share	1

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

30. What would be your recommendations on how to improve the Breakout Room Discussion Sessions?¹

Theme	Frequency
Give questions ahead	5
Brief intro by facilitators	3
More breakout time for discussion	3
Give longer break after breakout to write up summary, keep on time	2
More breakout rooms	2
Allow cross talk, open discussion	1
Allow room for delegates to raise their own discussion topics	1
Better training for facilitators	1
Board members should not dominate, same status as others	1
Change breakout rooms between questions	1
Do the same by giving the whole fellowship a questionnaire	1
Encourage all to share	1
Encourage questions from new people early	1
Establish boundaries for trusted servants	1
Frustrated with ranking survey conversation	1
Keep having breakout rooms	1
Let delegates ask the questions, do the talking	1
Liked group size	1
Longer, skip recap in main meeting	1

Theme	Frequency
Not allowed as observer	1
Rotate delegates per topic	1
Turn off Slack	1

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

31. 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

32. What are your comments about the Committee Breakout Room?^{1, 3}

Theme	Frequency
Explanation of breakout rooms needed	3
Good opportunity	2
Too busy to stay	2
50 minutes too long	1
Breakout process improved, loved conversations	1
Choosing one room disappointing	1
Confusing about how it works	1
Do it again	1
Excellent, members ask questions	1
Needed	1
Not advertised enough, started late	1
Not enough delegates participated	1
Waste of time, tired because at end of conference	1

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

³Scheduled 1 pm EDT on the agenda, self-selected

Comments on Conference

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

33.01. Top priority topics.¹

Theme	Frequency
Delegate training	4
Delegate-driven conference	3
Various aspects of WSO	2
Condense, simplify, share info with delegates	1
Conference Charter	1
Conference planning	1
Does adding professional experience go against tradition	1
Effective use of time at QDM/ABCs	1
Increase international participation	1
Intergroup role in service structure	1
Marginalized communities	1
More delegate opportunities to chair	1
Outreach-inter and group level	1
Pareto principle	1
Shorten survey questions	1
Strengthen WSO and meeting communities	1
Timely communication to delegates	1
WSO more accessibility for newcomers, minorities	1

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

33.02. Second priority topics.¹

Theme	Frequency
All QDM raised issues during conference	1
Board is not enemy	1
Board strategic plan	1
Charter update	1
Committee information, opportunities	1
Communications between Intergroup and WSO	1
Conference charter discussion	1
Delegate collaboration with ABC committee	1
Delegate role and education	1
Delegate-driven conference	1
Delegate-membership relationship	1
General manager salary concern	1
Improving international inclusion	1
Inclusive literature	1
Intergroup support	1
Service structure clarification	1
Set up study groups	1
Sponsorship training for fellow travelers	1
Strengthening sponsorship for newcomers	1
Trusted Servants behavior discussion	1

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

34. What worked well in this conference meeting?¹

Theme	Frequency
Breakout rooms	13
IT, trusted servants did well	4
Respect for time during activities	2
Safety protocol appreciated	2
All of it	1
Correct meeting procedures observed	1
Delegate interaction	1
Everyone did their best	1
Greater delegate interaction, informal discussions	1
Second meeting, recovery in action	1
Serenity	1
Trustees weren't defensive	1
Voting process	1
Well-run meeting	1

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

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

Theme	Frequency
Address technology challenges	1
Better ways to reach delegates	1
Budget more time in schedule	1
Clarify motions by using a more formal announcement	1
Create delegate contact list	1
Delegate-led meeting	1
Do less, reduce stress	1
End meetings on time	1
Explain abbreviations for newcomers	1
Explain vote implications clearly	1
Freeze agenda two weeks prior	1
If we are ahead of schedule, don't use it to give more time to other items	1
Increase international member opportunities	1
Introduce delegates briefly	1
More inclusive breakout rooms	1

More information before QDM	1
More opportunity to discussion, less repetition from same people	1
More presence, energy from crowd when listening	1
Need meeting recording	1
Need more conference experience before making comment	1
Negative budget comments before QDM set a negative tone	1
Repeat training for new delegates	1
Send delegates more emails	1
Shorter meetings, focused discussions	1
Support delegates on supporting their groups	1
Use Delegate orientation to brief on QDM topics	1
Use several communications to communicate agenda for QDM	1

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

Bias

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

Item	Frequency	%
Did not observe any bias	28	68%
National origin	8	20%
Race/ethnicity	3	7%
Disability	2	5%
Spiritual or religious identity	1	2%
Gender identity	0	0%
Sexual orientation	0	0%
Total respondents	41	

² Can select more than one

37. 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	27	90%
National origin	2	7%
Spiritual or religious identity	1	3%
Disability	0	0%
Gender identity	0	0%
Race/ethnicity	0	0%
Sexual orientation	0	0%
Total responding	30	

² Can select more than one

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

Theme	Frequency
Time zone issues	3
Closed captions and translations needed	2
I avoid Slack avoided due to drama/historic biases	2
Bias observed among members because of service roles	1
Having other minority topics other than the Rational Trama Service Group update on the agenda	1
India delegate concern unanswered	1
Judgmental comments about Board on Slack	1
Marginalizing issue skipped in breakout discussion	1
Negative leadership comments drove delegates	1
No reminder for closed caption	1

Theme	Frequency
Respect for non-native English speakers	1
Spiritual bias includes negativity	1
Unconscious bias toward authority figures	1

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

Demographics

39. What is your gender?

Item	Frequency	%
Female	31	66%
Male	13	28%
Non-binary/gender non-conforming	0	0%
Other	3	6%
Total	47	100%

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

Item	Frequency	%
Heterosexual	30	71%
Gay or lesbian	6	14%
Bisexual	2	5%
Other	4	10%
Total	42	100%

41. Which race or ethnicity category best fits?

Item	Frequency	%
White	35	80%
Hispanic/Latino	3	7%
Asian	2	5%
Black	1	2%
Middle Eastern	0	0%
Native resident/aboriginal/indigenous	0	0%
Total Respondents	44	

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

Item	Frequency	%
Spiritual	20	44%
Christianity	13	29%
Agnostic	7	16%
Other	5	11%
Unaffiliated/secular/not religious	3	7%
Atheist	2	4%
Buddhism	2	4%
Jewish	2	4%
Total Respondents	45	

Location

43.1. Meetings – Location.

Item	Frequency	%
North America	38	48%
Canada	0	0%
Mexico	0	0%
USA	38	48%
Virtual with global attendance	3	4%
Europe	0	0%
Asia	1	1%
Oceania (Australia, New Zealand)	0	0%
Africa	1	1%
Antarctica	0	0%
Central and South America	0	0%
Middle East	0	0%
Total	79	100%

43.2. Meetings - Meeting mode.

Item	Frequency	%
Online	16	53%
In-person	8	27%
Hybrid	6	20%
Total	30	100%