# Quarterly Delegate Meeting Survey Report February 1, 2025

## Contents

# List of Annual Business Conferences/Quarterly Delegate Meetings since 2022

| Event | Date |
|---|---|
| Quarterly Delegate Meeting 8 | February 1, 2024 |
| Quarterly Delegate Meeting 7 | December 7, 2024 |
| 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, 3rd Extra Day | July 23, 2022 |
| ABC 2022 | May 6, 2022, to May 7, 2022 |

# Role and preparation

## 1. Total responding to survey.

| | |
|---|---|
| Survey participants | 56 |
| **Invited to attend** | ■■■■ |
| Delegates | 217 |
| Observers | 33 |
| Trusted Servants | 12 |
| **Gross Total** | 262 |
| % of total | 21% |

## 2. What was your role for the Quarterly Delegate Meeting?[2]

| Item | Frequency | % |
|---|---|---|
| Registered Delegate | 46 | 85% |
| Observer | 5 | 9% |
| Trusted Servant | 3 | 6% |
| **Total responding** | 54 | ■■■■ |

[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 | 38% |
| 1 | 3 | 7% |
| 2 | 3 | 7% |
| 3 | 3 | 7% |
| 4 | 9 | 20% |
| 5 | 2 | 4% |
| 6 | 2 | 4% |
| 7 | 3 | 7% |
| 8 | 1 | 2% |
| 9 | 0 | 0% |
| 10 | 1 | 4% |
| 11 | 0 | 0% |
| 12 | 0 | 0% |
| 13 | 0 | 0% |
| 14 | 0 | 0% |
| 15 | 0 | 0% |
| 20 | 1 | 4% |
| **Total** | **45** | **100%** |
| Mean Average | 3.0 years | ■■■■ |

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

| Item | Frequency | % | | | |
|---|---|---|---|---|---|
| 5 All | 31 | 70% | | | |
| 4 Most | 7 | 16% | | | |
| 3 Half | 3 | 7% | | | |
| 2 Some | 1 | 2% | | | |
| 1 Didn't attend | 3 | 7% | | | |
| **Total responding** | **45** | **100%** | | | |
| **Item** | **Q8** | **Q7** | **Q6** | **ABC2024** | **Q5** |
| Average | 4.4 | 4.6 | 4.5 | 4.0 | 4.1 |

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

| Item | Frequency | % | | | |
|---|---|---|---|---|---|
| 5 Strongly agree | 9 | 20% | | | |
| 4 Agree | 18 | 40% | | | |
| 3 OK | 11 | 24% | | | |
| 2 Disagree | 4 | 9% | | | |
| 1 Strongly disagree | 3 | 7% | | | |
| **Total** | **45** | **100%** | | | |
| **Item** | **Q8** | **Q7** | **Q6** | **ABC2024** | **Q5** |
| Average | 3.6 | 4.1 | 3.4 | 3.9 | 4.1 |

**6. 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 | 4 | 9% | | | |
| 4 Read through most of it | 11 | 24% | | | |
| 3 Understood the basics | 17 | 38% | | | |
| 2 Briefly skimmed | 7 | 16% | | | |
| 1 Didn't look | 6 | 13% | | | |
| **Total** | **45** | **100%** | | | |
| **Item** | **Q8** | **Q7** | **Q6** | **ABC2024** | **Q5** |
| Average | 3.0 | 3.2 | 3.0 | 3.4 | 3.5 |

**7. I had enough opportunities to participate in delegate commentary.**
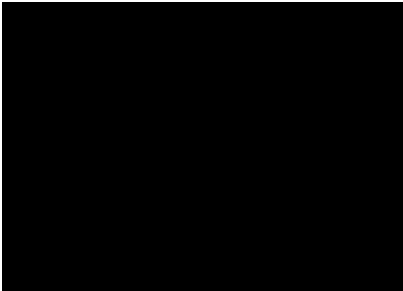
| Item | Frequency | % | | | |
|---|---|---|---|---|---|
| 5 Strongly agree | 7 | 16% | | | |
| 4 Agree | 19 | 43% | | | |
| 3 OK | 11 | 25% | | | |
| 2 Disagree | 1 | 2% | | | |
| 1 Strongly disagree | 6 | 14% | | | |
| **Total** | **44** | **100%** | | | |
| **Item** | **Q8** | **Q7** | **Q6** | **ABC2024** | **Q5** |
| Average | 3.5 | 3.3 | 3.4 | 3.6 | 3.7 |

**8. If you did not participate in delegate commentary during the event, why not?[2]**

| Item | Frequency | % |
|---|---|---|
| Others had already made the same point so I followed guidelines and didn't repeat the point | 11 | 38% |
| I participated in discussions as much as I wanted | 8 | 28% |
| I was sometimes confused by what was happening | 7 | 24% |
| Some delegates dominated the conversation | 7 | 24% |
| English is not my first language | 4 | 14% |
| There were no meaningful opportunities to participate | 4 | 14% |
| I tried to participate but was not called on | 3 | 10% |
| I deferred to others who I thought were authorities | 3 | 10% |
| I felt uncomfortable of how others were treated by the trusted servants | 2 | 7% |
| I am not comfortable speaking in public | 2 | 7% |
| Crosstalk during session | 1 | 5% |
| Gave priority to newer members to speak | 1 | 5% |
| I felt intimidated by trusted servants | 1 | 5% |
| I participated, but not as much as I would have liked | 1 | 3% |
| I felt intimidated by other delegates | 1 | 3% |
| **Total respondents** | **29** | |

[2] *Can select more than one*

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

| Item | Frequency | % |
|---|---|---|
| 5 Strongly agree | 5 | 24% |
| 4 Agree | 3 | 14% |
| 3 OK | 9 | 43% |
| 2 Disagree | 1 | 5% |
| 1 Strongly disagree | 3 | 14% |
| | **21** | **100%** |

| Item | Q8 | Q7 | Q6 | ABC2024 | Q5 |
|---|---|---|---|---|---|
| Average | 3.3 | 3.4 | 3.4 | 3.8 | 3.8 |

**10. Besides being a Delegate, did you have a Trusted Servant role during this QDM?**

| Item | Frequency | % |
|---|---|---|
| Yes | 4 | 9% |
| No | 41 | 91% |
| **Total** | **45** | **100%** |

# Experience

**11. Trusted Servants[4] behaved in a manner consistent with the Steps, Traditions, Concepts, and Commitment to Service.**

| Item | Frequency | % |
|---|---|---|
| 5 Strongly agree | 19 | 40% |
| 4 Agree | 18 | 38% |
| 3 OK | 6 | 13% |
| 2 Disagree | 4 | 9% |
| 1 Strongly disagree | 0 | 0% |
| **Total** | **47** | **100%** |

| Item | Q8 | Q7 | Q6 | ABC2024 | Q5 |
|---|---|---|---|---|---|
| Average | 4.1 | 4.2 | 4.1 | 4.0 | 4.2 |

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

| Item | Frequency | % |
|---|---|---|
| 5 Strongly agree | 6 | 12% |
| 4 Agree | 23 | 47% |
| 3 OK | 17 | 35% |
| 2 Disagree | 2 | 4% |
| 1 Strongly disagree | 1 | 2% |
| **Total** | **49** | **100%** |

| Item | Q8 | Q7 | Q6 | ABC2024 | Q5 |
|---|---|---|---|---|---|
| Average | 3.6 | 4.1 | 4.0 | 3.9 | 4.1 |

**13. IT Team provided good support during the sessions.**

| Item | Frequency | % | | | |
|------|-----------|-----|---|---|---|
| 5 Strongly agree | 25 | 51% | | | |
| 4 Agree | 16 | 33% | | | |
| 3 OK | 4 | 8% | | | |
| 2 Disagree | 3 | 6% | | | |
| 1 Strongly disagree | 1 | 2% | | | |
| **Total** | **49** | **100%** | | | |
| **Item** | **Q8** | **Q7** | **Q6** | **ABC2024** | **Q5** |
| Average | 4.2 | 4.4 | 4.3 | 4.4 | 4.4 |

**14. Adequate explanations and instructions were given during the conference.**

| Item | Frequency | % | | | |
|------|-----------|-----|---|---|---|
| 5 Strongly agree | 10 | 20% | | | |
| 4 Agree | 19 | 39% | | | |
| 3 OK | 10 | 20% | | | |
| 2 Disagree | 8 | 16% | | | |
| 1 Strongly disagree | 2 | 4% | | | |
| **Total** | **49** | **100%** | | | |
| **Item** | **Q8** | **Q7** | **Q6** | **ABC2024** | **Q5** |
| Average | 3.6 | 4.0 | 3.5 | 3.9 | 4.0 |

**15. Guidelines and time limits for delegate speaking opportunities were applied.**

| Item | Frequency | % |
|---|---|---|
| 5 Strongly agree | 16 | 33% |
| 4 Agree | 19 | 39% |
| 3 OK | 10 | 20% |
| 2 Disagree | 3 | 6% |
| 1 Strongly disagree | 1 | 2% |
| Total | 49 | 100% |

| Item | Q8 | Q7 | Q6 | ABC2024 | Q5 |
|---|---|---|---|---|---|
| Average | 3.6 | 4.1 | 3.8 | 3.8 | 4.1 |

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

| Item | Frequency | % |
|---|---|---|
| 5 Strongly agree | 13 | 27% |
| 4 Agree | 20 | 41% |
| 3 OK | 7 | 14% |
| 2 Disagree | 3 | 6% |
| 1 Strongly disagree | 3 | 6% |
| Don't know | 3 | 6% |
| Total | 49 | 100% |

| Item | Q8 | Q7 | Q6 | ABC2024 | Q5 |
|---|---|---|---|---|---|
| Average | 3.6 | 2.9 | 3.3 | 3.4 | 4.0 |

**17. Guidelines for conduct and safety were applied.**

| Item | Frequency | % |
|---|---|---|
| 5 Strongly agree | 11 | 22% |
| 4 Agree | 21 | 43% |
| 3 OK | 11 | 22% |
| 2 Disagree | 0 | 0% |
| 1 Strongly disagree | 0 | 0% |
| Don't know | 6 | 12% |
| **Total** | **49** | **100%** |

| Item | Q8 | Q7 | Q6 | ABC2024 | Q5 |
|---|---|---|---|---|---|
| Average | 4.2 | 4.2 | 4.2 | 4.1 | 4.2 |

# Quarterly Delegate Meeting Details

## 18. I found the sessions helpful.

| Item | 1 Strongly disagree | 2 Disagree | 3 OK | 4 Agree | 5 Strongly agree | No comment | Total | Average |
|---|---|---|---|---|---|---|---|---|
| Continuation of Conference Policy & Procedure Discussion: Greater Exercise of Delegate Authority | 2 | 5 | 8 | 12 | 16 | 4 | 47 | 3.33 |
| % of total | 4% | 11% | 17% | 26% | 34% | 9% | 100% | |
| Sustainability sub-sub committee | 1 | 2 | 11 | 11 | 13 | 6 | 44 | 3.26 |
| % of total | 2% | 4% | 23% | 23% | 28% | 13% | 100% | |
| Minority Opinion-Confirmation process for fellowship group voting process | 1 | 5 | 12 | 14 | 10 | 5 | 47 | 3.22 |
| % of total | 2% | 11% | 27% | 32% | 23% | 11% | 100% | |
| Board Q&A | 2 | 2 | 4 | 16 | 11 | 4 | 39 | 3.20 |
| % of total | 4% | 4% | 9% | 34% | 23% | 9% | 100% | |
| Concepts | 1 | 2 | 7 | 18 | 10 | 5 | 43 | 3.19 |
| % of total | 2% | 5% | 16% | 41% | 23% | 11% | 100% | |
| Charter | 1 | 4 | 9 | 14 | 10 | 6 | 44 | 3.08 |
| % of total | 2% | 9% | 20% | 32% | 23% | 14% | 100% | |
| Preparation for 2025 ABC | 1 | 5 | 9 | 16 | 5 | 4 | 40 | 2.79 |
| % of total | 3% | 13% | 23% | 40% | 13% | 10% | 100% | |
| Optional Open Forum with Board & Committee | 0 | 3 | 6 | 12 | 8 | 7 | 36 | 2.48 |
| % of total | 0% | 8% | 17% | 33% | 22% | 19% | 100% | |

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

| Answer Choices | Responses | Percentage |
|---|---|---|
| Board Q&A | 10 | 53% |
| Minority Opinion-Confirmation process for fellowship group voting process | 18 | 95% |
| Sustainability sub-sub committee | 9 | 47% |
| Continuation of Conference Policy & Procedure Discussion: Greater Exercise of Delegate Authority | 11 | 58% |
| Charter | 7 | 37% |
| Concepts | 6 | 32% |
| Preparation for 2025 ABC | 7 | 37% |
| Optional Open Forum with Board & Committee | 10 | 53% |
| **Total Respondents** | **19** | |

[2] *Can select more than one*

*19.01 Board Q&A.*

| Theme | Frequency |
|---|---|
| Positive session | 2 |
| Board's answers were vague | 1 |
| How are we evaluated as a charity? | 1 |
| Asked to reread Step 10 prayer | 1 |
| Clear communication | 1 |
| Insufficient discussion time | 1 |
| Member tried to disrupt the process | 1 |
| Price changes reasonable | 1 |
| Suggest gradual price increase | 1 |

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

*19.02 Minority Opinion-Confirmation process for fellowship group voting process[1]*

| Theme | Frequency |
|---|---|
| Confusing | 4 |
| Too much minority focus | 2 |
| Well presented | 2 |
| Confusion reduced delegate time | 1 |
| Disorganized session | 1 |
| Explanation too long | 1 |
| Explanation language clear | 1 |
| Helpful information | 1 |
| Improved clarity on process | 1 |
| Need more explanation of the prior majority decision | 1 |
| Off-topic comments | 1 |
| Provide information to newcomers before the session | 1 |
| Unclear explanation | 1 |

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

*19.03 Sustainability subcommittee[1]*

| Theme | Frequency |
|---|---|
| Appreciate the use of layperson language | 1 |
| Desire for in-person/hybrid events | 1 |
| Educating on fundraising importance | 1 |
| Helpful guidance provided | 1 |
| Insufficient time for delegate input | 1 |
| Session not engaging | 1 |
| Unclear | 1 |
| Well presented | 1 |

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

*19.04 Continuation of Conference Policy & Procedure Discussion: Greater Exercise of Delegate Authority[1]*

| Theme | Frequency |
|---|---|
| Appreciate the use of layperson language | 1 |
| Clarify QDM purpose | 1 |
| Confusing | 1 |
| Fewer longer meetings | 1 |
| Like more info on activities during break beforehand | 1 |
| Need for clearer conference goals | 1 |
| Not enough delegate comment time | 1 |
| Session not engaging | 1 |
| Session too long | 1 |
| Short meetings limit voting discussion | 1 |
| Too much board bashing | 1 |
| Well presented | 1 |

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

## 19.05 Charter[1]

| Theme | Frequency |
|---|---|
| Process taking too long | 2 |
| Neutral | 1 |
| Appreciate the use of layperson language | 1 |
| Some progress made | 1 |

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

## 19.06 Concepts[1]

| Theme | Frequency |
|---|---|
| Slow progress | 2 |
| Neutral | 1 |
| Overediting concerns | 1 |
| Appreciate the use of layperson language | 1 |
| Unclear explanation | 1 |

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

## 19.07 Preparation for 2025 ABC[1]

| Theme | Frequency |
|---|---|
| Confusing dates | 1 |
| Event overload | 1 |
| Informative session | 1 |
| Ok | 1 |
| Too many ballot proposals | 1 |
| Unclear and disorganized | 1 |

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

## 19.08 Optional Open Forum with Board & Committee[1]

| Theme | Frequency |
|---|---|
| Good board engagement opportunity | 3 |
| Did not participate | 1 |
| Informative | 1 |
| OK | 1 |
| Thought more delegates would ask more questions | 1 |
| Time limit on answer | 1 |
| Value being able to ask questions | 1 |

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

# Comments on Conference

## 20. What worked well in this conference meeting?[1]

| Theme | Frequency |
|---|---|
| Good chairing | 5 |
| Keeping on time | 5 |
| Well organized | 3 |
| Civil tone | 2 |
| Clear explanation of processes | 2 |
| Good trusted servant support | 2 |
| Information shared clearly | 2 |
| Appreciate everyone did their best | 1 |
| Delegates were given time for input | 1 |
| Enjoyed committee reports | 1 |
| Good safety | 1 |
| Helpful agenda | 1 |
| IT | 1 |
| New delegate so do not want to evaluate | 1 |
| No disruptions | 1 |
| Opportunity to hear all | 1 |
| Outside parliamentarian was helpful | 1 |
| Preferred email over Slack | 1 |
| Recognize desire to help | 1 |
| Safety | 1 |
| Well prepared | 1 |
| What is the role of QDMs? | 1 |

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

## 21. What suggested improvements for this conference meeting would you like to share?[1]

| Theme | Frequency |
|---|---|
| More discussion time | 4 |
| Allow delegates to make motions | 2 |
| Conference too controlled | 2 |
| Countdown timer | 2 |
| Keep the conference process simple | 2 |
| Longer conference but with same length of agenda | 2 |
| One presentation patronizing | 2 |
| Ask delegates to better prepare | 1 |
| Better explain parliamentarian procedures | 1 |

Updated 2025/03/22

| Theme | Frequency |
|---|---|
| Chair chewing gum was distracting | 1 |
| Clarify the purpose of QDM | 1 |
| Clearer voting process | 1 |
| Delay in unmuting | 1 |
| Delegate impact unclear | 1 |
| Encourage delegates to attend training | 1 |
| Enforce time limits | 1 |
| Entire conference has issues | 1 |
| Give trustees and all staff a voice | 1 |
| Keep comment to topic | 1 |
| Keep to schedule timing | 1 |
| Left early | 1 |
| More clarity before delegates give feedback | 1 |
| More IT assistance | 1 |
| Need finalized agenda | 1 |
| Poorly run | 1 |

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

# Bias

**22. During the Quarterly Delegate Meeting, did you observe any bias of the following?[2]**

| Item | Frequency | % |
|---|---|---|
| Did not observe any bias | 35 | 83% |
| National origin | 4 | 10% |
| Race/ethnicity | 2 | 5% |
| Disability | 1 | 2% |
| Spiritual or religious identity | 1 | 2% |
| Gender identity | 0 | 0% |
| Sexual orientation | 0 | 0% |
| **Total respondents** | 42 | |

[2] *Can select more than one*

# Demographics

**23. What is your gender?**

| Item | Frequency | % |
|---|---|---|
| Female | 27 | 60% |
| Male | 15 | 33% |
| Non-binary/gender non-conforming | 1 | 2% |
| Other | 2 | 4% |
| **Total** | **45** | **100%** |

**24. Which of the following best describes your sexual orientation?**

| Item | Frequency | % |
|---|---|---|
| Heterosexual | 32 | 73% |
| Gay or lesbian | 3 | 7% |
| Bisexual | 2 | 5% |
| Other | 7 | 15% |
| **Total** | **44** | **100%** |

## 25. Which race or ethnicity category best fits?

| Item | Frequency | % |
|---|---|---|
| White | 32 | 74% |
| Other | 4 | 9% |
| Hispanic/Latino | 2 | 5% |
| Asian | 1 | 2% |
| Black | 1 | 2% |
| Middle Eastern | 1 | 2% |
| Native resident/aboriginal/indigenous | 2 | 5% |
| **Total Respondents** | **43** | |

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

| Item | Frequency | % |
|---|---|---|
| Spiritual | 18 | 42% |
| Christianity | 13 | 30% |
| Other | 5 | 12% |
| Agnostic | 3 | 7% |
| Atheist | 2 | 5% |
| Islamic/Muslim | 1 | 2% |
| Jewish | 1 | 2% |
| **Total Respondents** | **43** | |

# Location

## 27.1. Meetings – Location.

| Item | Frequency | % |
|---|---|---|
| North America | 35 | 48% |
| Canada | 2 | 5% |
| Mexico | 0 | 0% |
| USA | 33 | 48% |
| Virtual with global attendance | 2 | 5% |
| Europe | 3 | 7% |
| Asia | 1 | 2% |
| Oceana (Australia, New Zealand) | 1 | 2% |
| Africa | 1 | 2% |
| Antarctica | 0 | 0% |
| Central and South America | 0 | 0% |
| Middle East | 1 | 2% |
| **Total** | **44** | **100%** |

## 27.2. Meetings - Meeting mode.

| Item | Frequency | % |
|---|---|---|
| Online | 12 | 50% |
| In-person | 9 | 38% |
| Hybrid | 3 | 13% |
| **Total** | **24** | **100%** |