

Annual Business Meeting Survey Report May 17-18, 2025

Contents

List of Annual Business Conferences/Quarterly Delegate Meetings since 2022	4
Role and preparation	5
1. Total responding to survey.	5
2. What was your primary role for the Annual Business Conference? ²	5
3. How many Annual Business Conferences have you participated in as a delegate prior to 2023?.....	5
4. Which of the following Delegate Training Sessions did you attend or listen to	6
5. Do you have any comments on any of the Delegate events?	6
6. How much time did you spend using the new ABC Delegate Portal?	7
7. Do you have any comments about the new ABC Delegate Portal?	7
9. I was well prepared to serve as a delegate at this meeting.....	8
10. How much time did you spend reviewing the Agenda, Floor Motions, or Ballot Proposals before the conference?	8
11. I had enough opportunities to participate in delegate commentary	9
12. If you did not participate in delegate commentary during the event, what was the reason? ²	9
13. If you were a new delegate, did you feel welcomed and encouraged to participate?	10
14. You are a delegate representing what type of group?	10
15. Besides being a Delegate, did you have a Trusted Servant role during this conference?	10
Experience.....	11
16. 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. .	11
17. Delegates acted in a manner consistent with the Steps, Traditions, Concepts, and Commitment to Service.....	11
18. IT Team provided good support during the sessions.....	11
19. Adequate explanations and instructions were given during the conference.....	12
20. Guidelines for conduct and safety were applied.	12
21. Points of Order and objections were handled well throughout the conference.	12
22. Guidelines for conduct and safety as read at the beginning of the meeting were applied.	13
23. May 17, Day 1 ABC 2025: I found the sessions constructive.	13

24. Do you have comments on any of the following sessions? ²	13
24.01 Motion to start the 4-month Fellowship-Wide voting on Name Change.....	14
24.02 Sustainability Presentation/Report.....	14
24.03 Board Ratifications.....	15
24.04 Concepts Study	15
25. May 18, Day 2 ABC 2025: I found the sessions constructive.	16
26. Do you have comments on any of the following sessions? ²	16
26.01. Minority Opinion for Day 1 Motions.....	17
26.02. Minority Opinion for Board Ratifications.....	17
26.03. Floor motion time sensitivity vote	17
26.04. Agenda prioritization vote	18
26.05. Finance Reporting (Treasurer)	18
26.06. Proposal 1- Group Contacts and Registration Vote	18
26.07. Proposal 9 - Future Changes to the Ballot Proposal Vote.....	19
26.08. Pricing Policy Motion	19
26.09. Board Report and Presentation (Literature & Conference).....	20
26.10. Closing.....	20
27. Do you have any concerns about the communications in the Delegate Slack Channel?	21
28. What changes in the Delegate Slack Channel would you like to recommend?.....	22
29. How important is it to have a two-way discussion between delegates and the WSO Board?.....	22
30. Do you want WSO to provide timely factual information to delegates — during the ABC/QDM or through other communication platforms — to support informed discussions and decision-making? .	22
Meeting Details	23
31. What do you think could help increase delegate attendance at future ABC/QDMs?.....	23
32. What is your preferred communication method regarding ABC/QDMs updates? ²	24
33. What are you currently using to communicate with other delegates if you are not using SLACK? ²	25
34. What worked well in this conference meeting?	25
35. What suggested improvements for this conference meeting would you like to share?.....	26
Bias.....	28
36. During the Quarterly Delegate Meeting, did you observe any bias of the following? ²	28
Demographics	28
37. What is your gender?.....	28
38. Which of the following best describes your sexual orientation?	28
39. Which race or ethnicity category best fits?	29
40. Which of the following best reflects your religious or spiritual belief? ²	29

Location.....	29
46.1. Meetings – Location.....	29
46.2. Meetings - Meeting mode.	30

List of Annual Business Conferences/Quarterly Delegate Meetings since 2022

#	Event	Date
12	ABC 2025	May 17, 2025, to May 18, 2025
11	Quarterly Delegate Meeting 8	February 1, 2025
10	Quarterly Delegate Meeting 7	December 7, 2024
9	Quarterly Delegate Meeting 6	August 17, 2024
8	ABC 2024	May 18, 2024, to May 19, 2024
7	Quarterly Delegate Meeting 5	February 3, 2024
6	Quarterly Delegate Meeting 4	November 4, 2023
5	Quarterly Delegate Meeting 3	August 5, 2023
4	ABC 2023	May 6, 2023, to May 7, 2023
3	Quarterly Delegate Meeting 2	February 18, 2023
2	Quarterly Delegate Meeting 1	November 12, 2022
1.2	ABC 2022, 3 rd Extra Day	July 23, 2022
1.1	ABC 2022	May 6, 2022, to May 7, 2022

Role and preparation

1. Total responding to survey.

Survey participants	74
Invited to attend	
Delegates	151
Observers	133
Trusted Servants	15
Gross Total	299
Quorum	75

2. What was your primary role for the Annual Business Conference?²

Item	Frequency	%
Registered Delegate	46	62%
Observer	16	22%
Trusted Servant	6	8%
Total Respondents	68	

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	12	26%
1	8	17%
2	8	17%
3	6	13%
4	3	7%
5	3	7%
8	2	4%
9	2	4%
10	1	2%
20	1	2%
Total	46	100%
Mean Average	2.9 years	

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

Item	Frequency	%
Parliamentary Procedures May 10, 9 PM EDT	9	47%
Parliamentary Procedures May 10, 9 AM EDT	10	53%
Delegate Social May 4, 5 PM ET	3	16%
Delegate Training May 3, 9 PM EDT	3	16%
Delegate Training May 3, 9 AM EDT	4	21%
Delegated Training Audio posted at https://adultchildren.org/conference/	5	26%

Total responding

19

5. Do you have any comments on any of the Delegate events?

Theme	Frequency
Informative	5
No comment	4
Well planned	4
Parliamentarian excellent	3
Did not attend	2
Not enough attended	2
unable to attend	2
Attended prior training	1
Better every year	1
Didn't know about delegate social	1
Didn't know about the training	1
Enjoyed event	1
Get new parliamentarian next time	1
Only able to vote on 4 issues	1
Unhelpful session	1

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

6. How much time did you spend using the new ABC Delegate Portal?

Item	Frequency	%
5 Reviewed it intensively	6	13%
4 Read through most of it	9	20%
3 Understood the basics	14	30%
2 Briefly skimmed	8	17%
1 Didn't look	9	20%
Total responding	46	100%
Item	ABC2025	
Average	2.9	

7. Do you have any comments about the new ABC Delegate Portal?

Theme	Frequency
No comment	5
Well done	4
Like links in one place	3
Major advancement	3
very helpful	3
Has room for improvement	2
Make is available a couple weeks before event	2
Did not know about it	1
Difficult to find agenda	1
Difficult to use on mobile	1
Easier to find info	1
Information overload with two web sites and more	1
It was easier to find things than in the past.	1
Larger text	1
Lot of info to process	1
Some links broke	1
Still prefer binder	1

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

8. How much of this conference did you attend?

Item	Frequency	%			
5 The whole event	24	52%			
4 Most of the event	11	24%			
3 Half of the event	10	22%			
2 Some of the event	0	0%			
1 Didn't attend	1	2%			
Total	46	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	4.25	4.5	4.6	4.5	4.0

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

Item	Frequency	%			
5 Strongly agree	15	33%			
4 Agree	17	38%			
3 OK	9	20%			
2 Disagree	0	0%			
1 Strongly disagree	4	9%			
Total	45	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.9	3.9	4.1	3.4	3.9

10. How much time did you spend reviewing the Agenda, Floor Motions, or Ballot Proposals before the conference?

Item	Frequency	%			
5 Reviewed it intensively	11	24%			
4 Read through most of it	18	39%			
3 Understood the basics	11	24%			
2 Briefly skimmed	6	13%			
1 Didn't look	0	0%			
Total	45	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.7	3.1	3.2	3.0	3.4

11. I had enough opportunities to participate in delegate commentary

Item	Frequency	%			
5 Strongly agree	10	22%			
4 Agree	18	40%			
3 OK	9	20%			
2 Disagree	4	9%			
1 Strongly disagree	4	9%			
Total	45	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.6	3.5	3.3	3.4	3.6

12. If you did not participate in delegate commentary during the event, what was the reason?²

Item	Frequency	%
Others had already made the same point, so I followed guidelines and didn't repeat the point	15	45%
Some delegates dominated the conversation	11	33%
I participated in discussions as much as I wanted	10	30%
I participated, but not as much as I would have liked	8	24%
I felt uncomfortable of how others were treated by the trusted servants	4	12%
I felt intimidated by other delegates	4	12%
I deferred to others who I thought were authorities	4	12%
I was sometimes confused by what was happening	3	9%
English is not my first language	2	6%
Crosstalk during session	2	6%
I felt intimidated by trusted servants	2	6%
I tried to participate but was not called on	1	3%
There were no meaningful opportunities to participate	1	3%
I am not comfortable speaking in public	1	3%
Gave priority to new members to speak	1	3%
Technical difficulties	0	0%

Total Respondents

33

² Can select more than one

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

Item	Frequency	%			
5 Strongly agree	4	20%			
4 Agree	10	50%			
3 OK	3	15%			
2 Disagree	3	15%			
1 Strongly disagree	0	0%			
Total	20	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.8	3.3	3.4	3.4	3.8

14. You are a delegate representing what type of group?

Item	Frequency	%
Meeting	36	80%
Intergroup	8	18%
Regional	1	2%
Total	45	100%

15. Besides being a Delegate, did you have a Trusted Servant role during this conference?

	ABC2025	ABC2025	ABC2024	ABC2024
Item	Frequency	%	Frequency	%
Yes	10	22%	9	20%
No	36	78%	37	80%
Total	46	100%	46	100%

Experience

16. 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	34%			
4 Agree	28	43%			
3 OK	7	11%			
2 Disagree	4	6%			
1 Strongly disagree	4	6%			
Total	65	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.9	4.1	4.2	4.1	4.0

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

Item	Frequency	%			
5 Strongly agree	14	22%			
4 Agree	25	38%			
3 OK	15	23%			
2 Disagree	8	12%			
1 Strongly disagree	3	5%			
Total	65	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.6	3.6	4.1	4.0	3.9

18. IT Team provided good support during the sessions.

Item	Frequency	%			
5 Strongly agree	41	62%			
4 Agree	16	24%			
3 OK	5	8%			
2 Disagree	1	2%			
1 Strongly disagree	3	5%			
Total	66	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	4.4	4.2	4.4	4.3	4.4

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

Item	Frequency	%			
5 Strongly agree	22	34%			
4 Agree	29	45%			
3 OK	8	12%			
2 Disagree	3	5%			
1 Strongly disagree	3	5%			
Total	65	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	4.0	3.6	4.0	3.5	3.9

20. Guidelines for conduct and safety were applied.

Item	Frequency	%			
5 Strongly agree	13	20%			
4 Agree	30	47%			
3 OK	15	23%			
2 Disagree	2	3%			
1 Strongly disagree	4	6%			
Total	64	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.7	3.6	4.1	3.8	3.8

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

Item	Frequency	%			
5 Strongly agree	11	17%			
4 Agree	27	41%			
3 OK	9	14%			
2 Disagree	13	20%			
1 Strongly disagree	3	5%			
Don't know	3	5%			
Total	66	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.5	3.8	3.8	3.3	3.4

22. Guidelines for conduct and safety as read at the beginning of the meeting were applied.

Item	Frequency	%			
5 Strongly agree	15	23%			
4 Agree	25	38%			
3 OK	15	23%			
2 Disagree	1	2%			
1 Strongly disagree	6	9%			
Don't know	4	6%			
Total	66	100%			
Item	ABC2025	Q8	Q7	Q6	ABC2024
Average	3.7	4.0	4.0	4.2	4.1

Quarterly Delegate Meeting Details

23. May 17, Day 1 ABC 2025: I found the sessions constructive.

Item	1 Strongly disagree	2 Disagree	3 OK	4 Agree	5 Strongly agree	Did not attend	No comment	Total	Average ³
Concepts Study	2	2	7	21	16	5	3	48	3.98
Sustainability Presentation/Report	2	3	6	22	15	6	2	48	3.94
Motion to start the 4 month Fellowship- Wide voting on Name Change	3	3	9	15	18	7	2	48	3.88
Board Ratifications	3	3	10	19	16	4	2	51	3.82

³Calculation does not include those that did not attend or No comment.

24. Do you have comments on any of the following sessions?²

Answer Choices	Responses	Percentage
Motion to start the 4-month Fellowship-Wide voting on Name Change	15	75%
Sustainability Presentation/Report	11	55%
Board Ratifications	13	65%
Concepts Study	12	60%
Total Respondents	20	

² Can select more than one

24.01 Motion to start the 4-month Fellowship-Wide voting on Name Change

Theme	Frequency
Could not attend	1
Delegates misunderstand that the name change was being debated, not the process	1
Discussion dominated by a few	1
Glad process has started	1
Like that the Board consulted with delegates on the world-wide vote	1
Like the 4-month voting timeline	1
Missed information	1
No comment	1
No need to debate this because WSO can make the decision	1
Prefer Adult Children Anonymous as the name	1
Should read info before to minimize confusion	1
I still need more reflection	1
Time misused on detail repetition	1
Want clearer distinction between prior vote and this motion	1
Would have liked to vote on agenda priority Day1	1

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

24.02 Sustainability Presentation/Report

Theme	Frequency
Delegate questions were relevant	1
Glad many issues are being addressed	1
Group straying beyond original mandate	1
Informative	1
Missed this presentation	1
More reports and video should be sent before meeting	1
No comment	1
Only saw part of the presentation	1
Reasonable presentation	1
Well done	1

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

24.03 Board Ratifications

Theme	Frequency
Appreciate Trustees	1
Board has too much control	1
Good chance to know Board as individuals	1
Good to see more Board members	1
I trust the vetting	1
Impressed with the Board's work	1
Keep the minority opinion	1
No comment	1
Questions were softballs	1
Think some unqualified but support confirmation	1
Time well spent	1
Transparency lacking	1
Want education, work experience listed	1
I would like to know BIPOC opinion on ratification	1

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

24.04 Concepts Study

Theme	Frequency
Committee taking too many years to make a minor change	1
Compared this to concepts in another 12-step program	1
Good discussion, helped me vote	1
Like presentations and motion	1
No comment	1
Presenter's use of filler words distracting	1
Questions were probing	1
Should go to world-wide vote	1
The 2 versions were almost identical	1
Think we have more pressing priorities than this issue	1

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

25. May 18, Day 2 ABC 2025: I found the sessions constructive.

Item	1 Strongly disagree	2 Disagree	3 OK	4 Agree	5 Strongly agree	Did not attend	No comment	Total	Average ³
Proposal 1- Group Contacts and Registration Vote	3	3	11	14	16	4	4	47	3.79
Closing	2	2	9	15	10	12	6	38	3.76
Agenda prioritization vote	3	5	8	15	15	5	4	46	3.74
Proposal 9 - Future Changes to the Ballot Proposal Vote	3	0	15	14	12	7	4	44	3.73
Minority Opinion for Day 1 Motions	4	0	13	15	11	4	7	43	3.67
Finance Reporting (Treasurer)	4	4	7	23	11	2	4	49	3.67
Minority Opinion for Board Ratifications	5	0	10	14	10	4	11	39	3.62
Board Report and Presentation (Literature & Conference)	3	2	16	14	10	4	6	45	3.58
Pricing Policy Motion	4	3	20	11	8	5	4	46	3.35

³Calculation does not include those that did not attend or No comment.

26. Do you have comments on any of the following sessions?²

Answer Choices	Responses	Percentage
Minority Opinion for Day 1 Motions	5	13%
Minority Opinion for Board Ratifications	7	18%
Floor motion time sensitivity vote	7	18%
Agenda prioritization vote	10	25%
Finance Reporting (Treasurer)	7	18%
Proposal 1- Group Contacts and Registration Vote	8	20%
Proposal 9 - Future Changes to the Ballot Proposal Vote	4	10%
Pricing Policy Motion	12	30%
Board Report and Presentation (Literature & Conference)	10	25%
Closing	7	18%

Total Respondents

40

²Can select more than one

26.01. Minority Opinion for Day 1 Motions

Theme	Frequency
Less intense than previous years	1
Procedures not explained	1
Same speakers dominate discussion	1
Session fine	1
Unhelpful session	1

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

260.02. Minority Opinion for Board Ratifications

Theme	Frequency
Relief that discourse was civil	3
Minority opinion process criticized	2
Procedures not explained	1
Should keep minority opinion	1
Unhelpful session	1

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

26.03. Floor motion time sensitivity vote

Theme	Frequency
None seem time sensitive	2
Clarify future handling of motions	1
Good way to allow conference to decide	1
Lengthy procedure	1
Need a minority opinion	1
Parliamentarian was a big help	1
Streamline process	1
None seem time sensitive	2

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

26.04. Agenda prioritization vote

Theme	Frequency
Theme	Frequency
Should do this every time	3
Good to vote without debate	2
First time is always chaotic	1
Like that we decided	1
Process used but not followed	1
Though proposals should have had priority	1

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

26.05. Finance Reporting (Treasurer)

Theme	Frequency
Didn't see business consultants' recommendation	1
Finance assures all is good, but literature message is that we are in trouble	1
Incomplete report	1
Numbers reassuring	1
Presentation a little vague	1
Recommend making this report standard practice	1
Speaker unfamiliar with content	1
Unhelpful session	1
Would have like more time for comments	1

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

26.06. Proposal 1- Group Contacts and Registration Vote

Theme	Frequency
Agree that creating a committee would only delay	1
Better definition of groups and meetings	1
Co-chairs, Parliamentarian keep good control on acting out	1
Good agreement on this topic	1
Great example of conference being the voice of the fellowship	1
More room during session to present floor motion	1
Presenter struggled to address motion	1
Unhelpful session	1
Valuable delegate discussion	1

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

26.07. Proposal 9 - Future Changes to the Ballot Proposal Vote

Theme	Frequency
Disappointment over process	1
Proposal necessary	1
Redundant due to prior board agreement	1
Unhelpful session	1

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

26.08. Pricing Policy Motion

Theme	Frequency
Recommend supporting with more financial information	2
Concerns over aggressive debate behavior	1
Depends on books for meetings	1
Distrust among members hindered process	1
Don't like Board's approach to book pricing	1
Glad it passed	1
Issue will be ongoing	1
Need a clear formula for pricing	1
Need to include all delegate input	1
Not typical matter for conference in other 12 step programs	1
Policy not clear, confusing	1
Price increases should always need membership approval	1
Support for future percentage cap	1
Unhelpful session	1

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

26.09. Board Report and Presentation (Literature & Conference)

Theme	Frequency
Request for more substantive content	2
Appreciate presentation on important topic	1
Could have had more openness	1
Did not attend	1
Discussion dominated by certain speakers	1
Excited about 50th Anniversary	1
Good information	1
Less focus on literature in different languages	1
More online literature alternatives	1
Overambitious scope	1
Recommend including last year's accomplishments as well	1
Well done to literature	1

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

26.10. Closing

Theme	Frequency
Abrupt ending	1
Appreciated community space	1
Did not attend	1
Efficient ending	1
Liked receiving survey right at the end	1
Positive response to board member share	1
Recommend including an invite to music, celebration	1
Too long	1

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

27. Do you have any concerns about the communications in the Delegate Slack Channel?

Theme	Frequency
No concerns	9
Bullying and abuse in channel	3
Do not use Slack	3
Rarely read due to hostility	2
Anger and hostility too high	1
Channel lacks meaningful engagement	1
Communications were acceptable	1
Concerns about member's suspension	1
Concerns about post removals	1
Contentious tone deters engagement	1
Delegates need uncensored communication	1
Dislike Slack functionality and tone	1
Do not follow Delegate Chat in Slack	1
Do not participate in Slack conversations	1
Issues with delegates being critical of others	1
Not a delegate	1
Practicing using ACA tools, it gives WSO delegates room to grow	1
Run by WSO, not delegates	1
Sniping and mistrust toward board	1
Some adult children are bullies	1
Too toxic, so dropped out of Delegate Channel	1
Unaware of delegate Slack channel	1
Willing to share opinion if needed	1

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

28. What changes in the Delegate Slack Channel would you like to recommend?

Theme	Frequency
No comment	9
Enforce communication agreement	3
Do away with delegate channel	2
Allow all discussions to stay posted	1
Beginner Delegate channel with gentle tone	1
Develop safety protocol for Slack	1
Gentle policy reminders	1
Group topics I am interested in	1
Many already gave up using delegate channel	1
More discussion before, during ABC/QDM	1
New information channel useful	1
Post policy reminder often	1
Separate message platforms for delegates	1
Use channel for working the program	1
Why do delegates need to be on Slack?	1

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

29. How important is it to have a two-way discussion between delegates and the WSO Board?

Item	Frequency	%
Extremely important	27	48%
Very important	22	39%
Moderately important	5	9%
Slightly important	0	0%
Not important	2	4%
Total	56	100%
Item	ABC2025	
Average	4.3	

30. Do you want WSO to provide timely factual information to delegates — during the ABC/QDM or through other communication platforms — to support informed discussions and decision-making?

Item	Frequency	%
Yes	46	81%
No	3	5%
Not sure	8	14%
Total	57	100%

Meeting Details

31. What do you think could help increase delegate attendance at future ABC/QDMs?

Theme

Delegate Engagement & Inclusion

- Encourage more meetings, regions, intergroups to send delegates
- Include other countries through taking into account timing
- More intergroup delegates
- Mini-newsletter for more groups
- Townhall training events for delegates
- More marketing to interregional groups
- Email list of contacts, delegates in ABC/QDM
- Involve more members at committee level
- Offer literature incentive to attend
- More information on why conference participation is important
- More incentive for delegates to attend again

2. Meeting Structure

- ABC meeting too long
- Break segments into smaller time segments
- Include more breaks so delegates do not miss information
- Two days is too much
- Shorter meeting times
- Shorter agenda
- Time rotation of time zones
- More prerecorded presentations
- Focus more on business
- Prepare sales report before ABC/QDM
- More interesting sessions

3. Delegate Voice

- Let delegates set agenda
- Delegate led conference
- Delegate open mic during AMC/QDM
- More room to speak
- More time for delegate discussion
- Uphold authentic group conscience process
- Enhance delegate role in planning

4. Organization

Theme
<ul style="list-style-type: none"> • Less board control of conference • Less top-down view • Better defined service structure • Reduce excessive safetyism • Emphasize financial accountability • Improve communication with meeting/Interregional groups • More WSO engagement at the meeting level
5. Community Climate
<ul style="list-style-type: none"> • Address generational tension and negativity • Promote unity • Minimize negativity • Foster stewardship and tradition adherence at all levels • No arguments between co-chairs and delegates • Make it a more useful experience • Good that attendance is up • Slowly increasing participation
6. Participation Challenges
<ul style="list-style-type: none"> • Most members are not interested in WSO participation, voting • Only small percent of members participate in business in any step program • No consequences of online meetings not donating • Process takes too much time
¹ <i>The original comments were paraphrased for anonymity and grouped into themes.</i>

32. What is your preferred communication method regarding ABC/QDMs updates?²

Item	Frequency	%
Email	51	93%
ACA Website	24	44%
WSO Slack post	16	29%
Other (please specify)	7	13%
WhatsApp	4	7%
Traveler	3	5%
Social Media	1	2%

Total Respondents

55

²Can select more than one

33. What are you currently using to communicate with other delegates if you are not using SLACK?²

Item	Frequency	%
Email	20	65%
Text Message	15	48%
WhatsApp	8	26%
Social Media	1	3%
Other	11	35%

Total Respondents

31

² Can select more than one

34. What worked well in this conference meeting?

Theme	Frequency
Tech went well	6
Well-organized	5
Co-chairs addressed issues quickly	3
Trusted servants modeled program principles	3
Excellent chairing	2
Parliamentarian helped minimize debates	2
Parliamentarian kept conference on point	2
Board well prepared	1
Break to cool emotions	1
Civil tone and positive atmosphere	1
Clear audio and visual communication	1
Co-chairs did well	1
Co-chairs stuck to guidelines	1
Didn't see all conference	1
Effective new delegate Slack channel	1
Empowerment of delegates	1
Explained process well	1
First ABC	1
Followed time limits	1
IT easy to use	1
Keeping to ABC protocols	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?

Theme
Process
<ul style="list-style-type: none"> • More discussion time • Allow delegates to make motions • Conference too controlled • Keep conference process simple • Longer conference but with same length of agenda • Clarify the purpose of QDM • QDM used because too many proposals at ABC • Shorter QDM • Use more town halls • Would have liked to hear more minority opinions • Entire conference has issues
Timing
<ul style="list-style-type: none"> • Countdown timer • Enforce time limits • Keep to schedule timing • Reduce time waste: Invite to read/time it takes to screenshare • Delay in unmuting
Clarity
<ul style="list-style-type: none"> • Clearer voting process • More clarity before delegates give feedback • Delegate impact unclear • Need finalized agenda • Updates first, actionable items second • Better explain parliamentary procedures
Preparation
<ul style="list-style-type: none"> • Ask delegates to better prepare • Encourage delegates to attend training

Theme
Technology
<ul style="list-style-type: none"> • More IT assistance
<ul style="list-style-type: none"> • Put technical issues last, not first
<ul style="list-style-type: none"> • Turn off Slack during conference
Communication
<ul style="list-style-type: none"> • Prefer delegates use I instead of we
<ul style="list-style-type: none"> • Keep comment to topic
<ul style="list-style-type: none"> • Same negative voices
<ul style="list-style-type: none"> • Unengaging content
<ul style="list-style-type: none"> • One presentation patronizing
Experience
<ul style="list-style-type: none"> • Left early
<ul style="list-style-type: none"> • Chair chewing gum was distracting
<ul style="list-style-type: none"> • Poorly run
<ul style="list-style-type: none"> • Too much about increasing book price
<ul style="list-style-type: none"> • Give trustees and all staff a voice

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	44	94%
National origin	2	4%
Race/ethnicity	1	2%
Disability	0	0%
Gender identity	0	0%
Sexual orientation	0	0%
Spiritual or religious identity	0	0%
Total Respondents	47	

² Can select more than one

Demographics

37. What is your gender?

Item	Frequency	%
Female	33	59%
Male	22	39%
Non-binary/gender non-conforming	0	0%
Other	1	2%
Total	56	100%

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

Item	Frequency	%
Heterosexual	44	80%
Gay or lesbian	4	7%
Bisexual	3	5%
Other	4	7%
Total	55	100%

39. Which race or ethnicity category best fits?

Item	Frequency	%
White	43	81%
Other	5	9%
Hispanic/Latino	3	6%
Native resident/aboriginal/indigenous	2	4%
Asian	0	0%
Black	0	0%
Middle Eastern	0	0%
Total	53	

40. Which of the following best reflects your religious or spiritual belief?²

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	52	

² Can select more than one**Location****46.1. Meetings – Location.**

Item	Frequency	%
North America	41	80%
Canada	2	4%
Mexico	0	0%
USA	39	76%
Europe	4	8%
Virtual with global attendance	4	8%
Africa	1	2%
Asia	1	2%
Total	51	100%

46.2. Meetings - Meeting mode.

Item	Frequency	%
Online	14	56%
In-person	8	32%
Hybrid	3	12%
Total	25	100%