# Quarterly Delegate Meeting Survey Report December 7, 2024

### **Contents**

_i	st of Annual Business Conferences/Quarterly Delegate Meetings since 2022	4
20	ole and preparation	5
	1. Total responding to survey	5
	2. What was your role for the conference? <sup>2</sup>	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? <sup>2</sup>	6
	5. Any comments about the November Delegate Training Session?	6
	6. Have you attended the last three consecutive ABC as a delegate?	6
	7. How much of the Quarterly Delegate Meeting did you attend?	6
	8. I was well prepared to serve as a delegate at this meeting	7
	9. How much time did you spend reviewing the Agenda, Delegate Binder, or links to support information before the conference?	7
	10. Which of the following meetings have you attended?	7
	11. I attended the optional December 7, 8:45-9:00, for delegates to ask questions	8
	12. Comments about the December 7, 8:45-9:00, delegate question session	8
	13. I had enough opportunities to participate in delegate commentary	8
	14. If you did not participate in delegate commentary during the event, why not? <sup>2</sup>	8
	15. If you were a new delegate, did you feel welcomed and encouraged to participate?	9
	16. Besides being a Delegate, did you have a Trusted Servant role during this QDM?	9
Ξ>	kperience	10
	17. Trusted Servants <sup>4</sup> behaved in a manner consistent with the Steps, Traditions, Concepts, and Commitment to Service	10
	18. Delegates acted in a manner consistent with the Steps, Traditions, Concepts, and Commitment Service	
	19. IT Team provided good support during the sessions	. 10
	20. Adequate explanations and instructions were given during the conference	. 11
	21. Guidelines and time limits for delegate speaking opportunities were applied	. 11
	22. Points of Order and objections were handled well throughout the conference	. 11

23. Guidelines for conduct and safety were applied	12
24. The Safety Protocols that were discussed near the start of the meeting helped me feel safe duthe meeting	_
25. Which documents did I find useful? <sup>2</sup>	12
26. Comments on any of this conference meeting experience. 1	13
Quarterly Delegate Meeting Details	14
27. I found the sessions helpful	14
28. Do you have comments on any of the following sessions?	15
28.01 ABC Sustainability Study Group	15
28.02 Confirmation Process for Fellowship Group Voting (Name Change Motion)	16
28.03 Minority opinion-Social media	16
28.04 Breakout Room Discussion Sessions	17
28.05 OPTIONAL Board Q&A	18
29. How important it is to have a two-way discussion between delegates and the WSO Board?	18
30. What would be topics of interest for discussion with the WSO Board?	19
31. Which Breakout Room Discussion Question Topic was the most discussed?	19
32. Which Breakout Room Discussion Question Topic was the most important to you?	
33. Breakout Room Discussion Sessions	20
34. What were the benefits of the Breakout Room Discussion Sessions? <sup>1</sup>	21
35. What would be your recommendations on how to improve the Breakout Room Discussion Sessions? <sup>1</sup>	22
36. How would you like to receive information regarding the next Quarterly Delegate Meeting? <sup>2</sup>	22
Comments on Conference	23
37. What worked well in this conference meeting? <sup>1</sup>	<b>2</b> 3
38. What suggested improvements for this conference meeting would you like to share? <sup>1</sup>	
Bias	25
39. During the Quarterly Delegate Meeting, did you observe any bias of the following? <sup>2</sup>	25
40. On WSO Slack channels the week before, during, and after the Quarterly Delegate Meeting, d	
41. Comments on experiencing bias at the conference or on Slack. <sup>1</sup>	25
Demographics	26
42. What is your gender?	26
43. Which of the following best describes your sexual orientation?	26
44. Which race or ethnicity category best fits?	26
45. Which of the following best reflects your religious or spiritual belief?	
Location	27

46.1. Meetings – Location	27
46.2. Meetings - Meeting mode	27

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

Event	Date
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, 3 <sup>rd</sup> Extra Day	July 23, 2022
ABC 2022	May 6, 2022, to May 7, 2022

### **Role and preparation**

### 1. Total responding to survey.

Survey participants

Invited to attendDelegates188Observers31Trusted Servants14

48

Gross Total 233 % of total 21%

2. What was your role for the conference?<sup>2</sup>

Item	Frequency	%
Registered Delegate	31	70%
Observer	7	16%
Trusted Servant	6	14%
Total responding	44	

<sup>&</sup>lt;sup>2</sup> 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	6	21%
1	3	11%
2	8	29%
3	2	7%
4	3	11%
5	2	7%
6	1	4%
7	1	4%
8	0	0%
9	0	0%
10	1	4%
11	0	0%
12	1	4%
Total	28	100%
Mean Average	5.1 years	

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

Item	Frequency	%
Quarterly Delegate Meeting Delegate Training Nov. 23, 2024 09:00 AM EDT	5	14%
Quarterly Delegate Meeting Delegate Training Nov. 23, 2024 09:00 PM EDT	1	3%
Quarterly Delegate Meeting Delegate Training Aug 10, 2024 09:00 AM EDT	3	8%
Quarterly Delegate Meeting Delegate Training Aug 10, 2024 09:00 PM EDT	1	3%
ABC 2024 Delegate Training May 4, 9 PM EDT	3	8%
ABC 2024 Delegate Training May 11, 9 AM EDT	2	6%
ABC 2024 Delegated Training Audio posted at https://adultchildren.org/conference/	3	8%
None in 2024	18	50%

Total responding

5. Any comments about the November Delegate Training Session?

Theme	Frequency
-------	-----------

36

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

	Item	Frequency	%
Yes		17	59%
No		12	41%
Total		29	100%

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

Item	Frequency	%	

<sup>&</sup>lt;sup>2</sup> Can select more than one

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

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	Q7	Q6	ABC2024	Q5	Q4
Average	4.6	4.5	4.0	4.1	3.9

8. 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

9. 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

10. 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

### 11. I attended the optional December 7, 8:45-9:00, for delegates to ask questions.

Item	Frequency	%
Yes	6	21%
No	22	79%
Total	28	100%

#### 12. Comments about the December 7, 8:45-9:00, delegate question session.

Theme	Frequency
Conflict with another event	2
Concerns about question accuracy	1
Confusion about time zone	1
Grateful for question session	1
More question time	1
Session too early	1
Will attend next time	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

13. 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	Q7	Q6	ABC2024	Q5	Q4
Average	3.3	3.4	3.6	3.7	3.5

### 14. If you did not participate in delegate commentary during the event, why not?<sup>2</sup>

Item	Frequency	%
I participated in discussions as much as I wanted	8	40%
Some delegates dominated the conversation	6	30%
Others had already made the same point so I followed guidelines and didn't repeat the point	5	25%
I participated, but not as much as I would have liked	2	10%
I tried to participate but was not called on	1	5%
English is not my first language	1	5%
I was sometimes confused by what was happening	1	5%

I felt intimidated by other delegates	1	5%
I am not comfortable speaking in public	1	5%
I felt uncomfortable of how others were treated by the trusted servants	0	0%
I deferred to others who I thought were authorities	0	0%
There were no meaningful opportunities to participate	0	0%
Total respondents	20	

<sup>&</sup>lt;sup>2</sup> Can select more than one

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

Item	Frequency	%		Ü	
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	Q7	Q6	ABC2024	Q5	Q4
Average	3.4	3.4	3.8	3.8	3.6

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

Item	Frequency	%
Yes	5	17%
No	24	83%
Total	29	100%

### **Experience**

# 17. Trusted Servants<sup>4</sup> behaved in a manner consistent with the Steps, Traditions, Concepts, and Commitment to Service.

Item	Frequency	%			
5 Strongly agree	18	47%			
4 Agree	12	32%			
3 OK	6	16%			
2 Disagree	1	3%			
1 Strongly disagree	1	3%			
Total	38	100%			
Item	Q6	ABC2024	Q5	Q4	Q3
Average	4.1	4.0	4.2	4.0	4.2

<sup>&</sup>lt;sup>4</sup>Includes chairs, parliamentarian, point of information/order, IT, secretary, other staff

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

Item	Frequency	%			
5 Strongly agree	13	33%			
4 Agree	18	46%			
3 OK	6	15%			
2 Disagree	1	3%			
1 Strongly disagree	1	3%			
Total	39	100%			
Item	Q7	Q6	ABC2024	Q5	Q4
Average	4.1	4.0	3.9	4.1	4.0

#### 19. IT Team provided good support during the sessions.

Item	Frequency	%			
5 Strongly agree	24	62%			
4 Agree	10	26%			
3 OK	2	5%			
2 Disagree	1	3%			
1 Strongly disagree	2	5%			
Total	39	100%			
Item	Q7	Q6	ABC2024	Q5	Q4
Average	4.4	4.3	4.4	4.4	4.4

#### 20. Adequate explanations and instructions were given during the conference.

Item	Frequency	%	
100111	I I Cquciicy	/0	

5 Strongly agree	13	23%			
4 Agree	18	32%			
3 OK	13	23%			
2 Disagree	9	16%			
1 Strongly disagree	4				
Total	57	100%			
Item	Q7	Q6	ABC2024	Q5	Q4
Average	4.0	3.5	3.9	4.0	3.9

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

Item	Frequency	%			
5 Strongly agree	10	26%			
4 Agree	23	59%			
3 OK	4	10%			
2 Disagree	2	5%			
1 Strongly disagree	0	0%			
Total	39	100%			
Item	Q7	Q6	ABC2024	Q5	Q4
Average	3.8	3.8	3.8	4.1	4.0

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

Item	Frequency	%	<u> </u>		
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	Q7	Q6	ABC2024	Q5	Q4
Average	2.9	3.3	3.4	4.0	3.6

23. Guidelines for conduct and safety were applied.

	· and varety i	tore apprica	
Item	Frequency	%	
5 Strongly agree	11	28%	
4 Agree	16	41%	
3 OK	6	15%	
2 Disagree	0	0%	
1 Strongly disagree	2	5%	

Don't know	4	10%			
Total	39	100%			
Item	Q7	Q6	ABC2024	Q5	Q4
Average	4.2	4.2	4.1	4.2	4.3

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

Item	Frequency	%			
5 Strongly agree	29	74%			
4 Agree	4	10%			
3 OK	3	8%			
2 Disagree	0	0%			
1 Strongly disagree	3	8%			
Total	39	100%			
Item	Q7	Q6	ABC2024	Q5	Q4
Average	4.4	3.9	3.9	4.0	3.7

#### 25. Which documents did I find useful?<sup>2</sup>

Item	Frequency	%
New conference website page (https://adultchildren.org/conference/)	30	86%
Links to presentation	26	74%
WSO Operating Policy and Procedures Manual	10	29%
ABC Binder	9	26%
Total responding	35	

<sup>&</sup>lt;sup>2</sup> Can select more than one

26. Comments on any of this conference meeting experience.<sup>1</sup>

Theme	Frequency
Well-organized	5
Helpful resources	3
Supports delegates becoming more informed	2
Well done	2
Clearer information delivery	1
Did not access the listed resources	1
Frustrated that observers are not allowed in breakout	1
Good at providing info for both old and new delegates	1
Good overview	1
Helpful document navigation	1
Improved website design and functionality	1

Theme	Frequency
Incomplete website information	1
Look forward to more improvements	1
Make info easy to find	1
Satisfied	1
Thanks for providing service	1

 $<sup>^{1}</sup>$ The original comments were paraphrased for anonymity and grouped into themes.

### **Quarterly Delegate Meeting Details**

27. I found the sessions helpful.

	1	2			5	No		
Item	Strongly disagree	Disagre e	3 ОК	4 Agree	Strongly agree	comme nt	Total	Average
Breakout Room Discussion Sessions	1	0	5	12	28	7	53	3.85
% of total	2%	0%	9%	23%	53%	13%	100%	
OPTIONAL Board Q&A	0	3	8	17	18	6	52	3.62
% of total	0%	6%	16%	33%	35%	12%	100%	
ABC Sustainability Study Group	2	4	9	19	15	3	52	3.62
% of total	4%	8%	17%	37%	29%	6%	100%	
Confirmation Process for Fellowship Group Voting (Name Change Motion)	2	3	13	12	12	9	51	3.04
% of total	4%	6%	25%	23%	23%	17%	100%	
Conference Policy & Procedure: Greater Exercise of Delegate Authority	5	5	11	12	11	7	51	2.96
% of total	9%	9%	21%	23%	21%	13%	100%	

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

Item	Frequency	%
New conference website page (https://adultchildren.org/conference/)	12	60%
Links to presentation	17	85%
	13	65%
WSO Operating Policy and Procedures Manual	16	80%
ABC Binder	14	70%
Total responding	20	

<sup>&</sup>lt;sup>2</sup> Can select more than one

28.01 ABC Sustainability Study Group.

Theme	Frequency
Too much detail with not enough time for questions	3
Good session	1
Identification of Parliamentarian comments was helpful	1
minority opinions downplayed	1
More delegate debate and less Q/A	1
Observer, unable to access the session	1
Participated but no additional feedback	1
Prefer delegates making decisions instead of receiving reports	1
Reminder needed to keep comments & questions brief	1
Session not necessary	1
Simplify procedures to encourage service participation	1
Too much worry over precedent	1
Top-down structure limits service participation	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

28.02 Confirmation Process for Fellowship Group Voting (Name Change Motion).

Theme	Frequency
Too much information	3
Insufficient time for discussing concerns	2
Information confused some delegates	2
Prefer building consensus over voting too soon	2
Concerns about fairness	1
Concerns about non-participatory groups biased toward status quo	1
Delegates need more information before vote	1
Desire for more discussion for motions with over 50 percent but not quite making 60 percent.	1

Theme	Frequency
Informative session	1
Lack of clarity in the presentation	1
Minority opinion not heard	1
More effort needed to get more delegate representatives	1
Motions need clearer wording to avoid confusion	1
Observer, unable to access the session	1
Process potentially misleading	1
Repetitive complaints from same members	1
Separated process from the Name Change Motion to avoid bias	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

28.03 Conference Policy & Procedure: Greater Exercise of Delegate Authority.

Theme	Frequency
Good experience	2
Disagreement with the goal presented	1
Good setup for breakout rooms	1
High delegate turnover	1
Limited experienced delegates available for leadership roles	1
Limited service participation	1
Misleading impression about OPPM being handed to the conference	1
More discussion was appreciated	1
Non-votable questions made breakout room discussions challenging	1
Observer, unable to access the session	1
Parliamentarian cut off important discussion	1
Presentation interesting	1
Steep learning curve	1
Too much information	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

### 28.04 Breakout Room Discussion Sessions.

Theme	Frequency
More time needed	5
Issues accessing reporting forms	3
Good in-depth discussion	2
Informative	2
Personally useful	2
Problems with way questions worded	2
Too much time used to organize	2
Unclear why breakout groups voting was necessary	2

Theme	Frequency
A few individuals dominated the discussion	1
Allowed all to share opinions	1
Confusion between WSO Committee and Delegate Conference Committee	1
Did not get to all questions	1
Not all questions allowed for a yes/no vote	1
Observer, unable to access the session	1
Quality of report depends on note taking	1
Recommend allow all access to form question to avoid tech issues	1
Recommend chair encourage all to participate	1
Recommend having a permanent Secretary of the Conference	1
Should require a timer	1
Tech issues	1
Vote called before I shared	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

### 28.05 OPTIONAL Board Q&A.

Theme	Frequency
Appreciative the Board took time to host the session in main room	2
Did not attend	2
Informative session	2
Felt intimidated by the rushed agenda	1
Good to have delegates questions answered	1
Many delegate questions were left unanswered	1
OK session	1
Request to include names of Trustees present in the Minutes	1
Session enjoyable	1
Statement about the Board's workload was inappropriate	1
Suggest hosting Board meetings with the Fellowship every other month	1
Would have liked more time	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

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

Item	Frequency	%
Extremely important	22	88%
Very important	8	32%
Moderately important	3	12%
Slightly important	0	0%

Not important	1	4%
Total	34	100%
Item	Q7	
Average	4.5	

### 30. What would be topics of interest for discussion with the WSO Board?

Theme	Frequency
Board needs feedback and input from Delegates and members	1
Board should listen more	1
Concerns about the Board's role in helping the Conference organize properly	1
Encourage facilitators to ensure balanced conversation and participation	1
Financial considerations and priorities	1
Frustration with WSO's past lack of support for delegate-led Conference Committees	1
How do Concepts relate to Board work and delegate interaction	1
How to include observers more effectively in processes	1
Influence of delegates and Board on ABC and QDM agendas	1
More delegate participation	1
Need for creation of a conference body and giving it authority	1
Need for more communication between WSO and membership	1
Questioning if the Board feels unity and respect from the fellowship	1
Simplifying Policies and Procedures manuals for new delegates	1
Suggest discussion on new business introduction at QDMs versus ABCs	1
Tradition 7 for virtual meeting attendees	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

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

Item	Frequency	%
Do you agree that the Conference should be consulted, and have the final say, before any changes are made to Conference policies and procedures?	11	38%
One possibility is removing Conference procedures from WSO's policy manual and creating a separate Conference Policy & Procedures Manual. Do you agree with this idea? And if so, what role should delegates play in maintaining and updating such a manual?	9	31%
Should any changes be implemented right away, or should the ABC/QDM Committee and/or board be given until the May 2025 ABC to work out details and report back to the Conference?	0	0%
We discussed all equally	9	31%
Total	29	100%

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

Item	Frequency	%
One possibility is removing Conference procedures from WSO's policy manual and creating a separate Conference Policy & Procedures Manual. Do you agree with this idea? And if so, what role should delegates play in maintaining and updating such a manual?	8	36%
Do you agree that the Conference should be consulted, and have the final say, before any changes are made to Conference policies and procedures?	7	32%
Should any changes be implemented right away, or should the ABC/QDM Committee and/or board be given until the May 2025 ABC to work out details and report back to the Conference?	7	32%
Total	22	100%

#### 33. Breakout Room Discussion Sessions.

	1	2		Ī	5	No		
Item	Strongly	Disagre	з ок	4 Agree	Strongly	comme	Total	Average
1	disagree	e		17.8.00	agree	nt		71101480
I had opportunity to	2	1	0	11	15	2	31	3.97
share	40/	20/	00/	240/	200/	40/	4000/	
% of total	4%	2%	0%	21%	29%	4%	100%	
I thought the topics were important	0	0	4	10	14	3	31	3.94
% of total	0%	0%	8%	20%	27%	6%	100%	
I thought the discussion was worthwhile	0	2	4	8	14	3	31	3.81
% of total	0%	6%	13%	26%	45%	10%	100%	
Everyone had a chance to be heard	2	2	0	14	11	2	31	3.77
% of total	4%	4%	0%	27%	21%	4%	100%	
Our discussion was included in the larger conference discussion	0	1	4	10	10	5	30	3.47
% of total	0%	3%	13%	33%	33%	17%	100%	
I felt safe sharing	1	2	3	8	12	5	31	3.42
% of total	2%	4%	6%	15%	23%	9%	100%	

### 34. What were the benefits of the Breakout Room Discussion Sessions?<sup>1</sup>

Theme	Frequency
Have more time to discuss	5
More delegates spoke up	5
Smaller group encourages more interaction	3

Theme	Frequency
An experience delegate helps with breakout session	1
Assisted with my personal growth	1
Conversation respectful	1
Could see delegates want to be involved	1
Fewer issues with some dominating conversation	1
Group's opinion mattered more	1
Heard from those who had not spoken in main meeting	1
Important for delegates to speak	1
Less intimidating environment	1
Minority opinion better heard	1
Observer, could not attend	1
Useful to have older members shared history	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

# 35. What would be your recommendations on how to improve the Breakout Room Discussion Sessions?<sup>1</sup>

Theme	Frequency
More time for sessions	5
Ensure everyone speaks	3
Breakout rooms worked well	2
Do not decide anything until after the discussion	2
Allow delegates to decide on discussion topics	1
Call for delegates to lead discussions before QDMs/ABCs	1
Clearer questions and topics	1
Display questions on the screen	1
Encourage quieter participants to share	1
Encourage self-awareness before entering breakout rooms	1
Facilitators keep participants on-topic	1
Issues with accessing forms	1
Need clearer steps in the breakout process	1
Observers were not given access to breakout rooms	1
Prevent unrelated motions during discussions	1
Promote stepping up for service if dissatisfied	1
Provide pros and cons for each question	1
Provide instructions in advance	1
Recognize everyone is doing their best	1
Recommend requiring a timer	1
Tech issues with notetaking	1
Use more open-ended topics	1

Theme	Frequency
Whole group discussion after reports	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

### 36. How would you like to receive information regarding the next Quarterly Delegate Meeting?<sup>2</sup>

Item	Frequency	%
E-mail	34	97%
ACA website	21	60%
Slack post	13	37%
Traveler	10	29%
Other	3	9%
Total respondents	35	

<sup>&</sup>lt;sup>2</sup> Can select more than one

### **Comments on Conference**

37. What worked well in this conference meeting?1

Theme	Frequency
Presenters were well prepared	5
Conference worked well	4
Breakout rooms then larger group discussion worked well	3
Conference worked well	3
Agenda was followed	2
Respectful comments and answers	2
Agenda was delegate-led	1
Clear presentations	1
Discussion stayed on topic	1
Good, detailed agenda and links provided in advance	1
Good leadership	1
Information was available to delegates before the meeting	1
No judgment or criticisms	1
Patience of delegates with mismanagement of topics and time	1
Points of Information worked well	1
Recognition of delegates	1
Respect for WSO service members	1
Respectful comments and answers	1
Time was well spent	1
Timing worked for a 4-hour meeting; delegate identification improved; meticulous presenter preparation was evident	1

Theme	
Traditions were followed	1
Trusted servants tried to maintain time and follow traditions	1
What I saw as observer worked well	1

<sup>&</sup>lt;sup>1</sup>The 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
More time for discussion, understanding of issues	7
Agenda with fewer items	4
Less time in breakout rooms	2
Needs significant time investment	2
Observers faced repeated technical issues	2
Allow conference delegates to decide agenda, meeting rules	1
Felt left out because some greeted in Russian but not in my native language	1
Give everyone a chance to speak	1
Keep parliamentarian in one role	1
Lack of delegate volunteers	1
Nonnative English speakers need more time before and during conference	1
Only a vocal minority keep calling for delegates to control the meeting	1
Provide clear instructions for observers about breakout sessions	1
Reassess voting process to avoid rushing decisions	1
Save compliments for after meetings	1
Send a pre-meeting email on all the topics	1
Simplify processes and meeting structures	1
Some delegates have an issue with WSO	1
Start meetings later for Western time zone	1
Stay on time	1
Stressful having everything timed to the minute	1
Too much focus on race makes me feel like a second-class citizen	1
We only learn by doing	1

<sup>&</sup>lt;sup>1</sup>The 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?<sup>2</sup>

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

<sup>&</sup>lt;sup>2</sup> 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.<sup>2</sup>

Item	Frequenc y	%
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	

<sup>&</sup>lt;sup>2</sup> Can select more than one

41. Comments on experiencing bias at the conference or on Slack.<sup>1</sup>

Theme	Frequency
None	3
Not on Slack	2
Bias toward wanting to speak publicly even if nothing to say	1
Did not attend	1
Long judgmental comments felt like lectures	1
Power imbalance between WSO and delegates highlighted	1
Some members hold bias against WSO	1
Too much focus on race	1
Use all membership languages for greetings or just English to avoid exclusion	1

<sup>&</sup>lt;sup>1</sup>The original comments were paraphrased for anonymity and grouped into themes.

### **Demographics**

### 42. 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%

### 43. 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%

44. 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	

### 45. 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%

Item	Frequency	%
Total Respondents	45	

### Location

#### 46.1. 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%
Oceana (Australia, New Zealand)	0	0%
Africa	1	1%
Antarctica	0	0%
Central and South America	0	0%
Middle East	0	0%
Total	79	100%

46.2. Meetings - Meeting mode.

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