Conference Business Meeting
Survey Report
January 31, 2026

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List of Annual Business Conferences/Quarterly Delegate Meetings/Conference Business Meetings

#	Event	Date
14	Conference Business Meeting 2	January 31, 2026
13	Conference Business Meeting 1	September 27, 2025
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, 3rd 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	55
Invited to attend	
Delegates	172
Observers	48
Trusted Servants	24
Gross Total	
Quorum	48

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

Item	Frequency	%
Registered Delegate	44	83%
Observer	5	9%
Trusted Servant	4	8%
Total Respondents	53	

[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	5	11%
1	7	16%
2	7	16%
3	6	14%
4	4	9%
5	1	2%
6	2	5%
7	0	0%
8	8	18%
9	1	2%
10	2	5%
15	1	2%
Total	**44**	**100%**
Mean Average	3.6 years	

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

Item	Frequency	%
Delegate Training CBM Sept. 24, 9 PM EDT*	2	
Delegate Training CBM Sept. 24, 9 AM EDT*	2	
Delegate Training CBM Sept. 20, 9 PM EDT	5	25%
Delegate Training CBM Sept. 20, 9 AM EDT	2	13%
ABC Delegate Training May 3, 9 PM EDT	2	13%
ABC Delegate Training May 3, 9 AM EDT	4	25%
Delegated Training Audio posted at https://adultchildren.org/conference/	9	56%
Total responding	**46**	

** Put Sept. 21 on the original survey*

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

Item	Frequency	%			
5 Strongly agree	12	29%			
4 Agree	18	43%			
3 OK	6	14%			
2 Disagree	5	12%			
1 Strongly disagree	1	2%			
Total	**42**	**100%**			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	3.8	3.6	3.9	3.9	4.1

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

Item	Frequency	%			
5 Reviewed it intensively	4	10%			
4 Read through most of it	10	24%			
3 Understood the basics	14	33%			
2 Briefly skimmed	7	17%			
1 Didn't look	7	17%			
Total	**42**	**100%**			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	2.9	3.1	3.7	3.1	3.2

7. I had enough opportunities to participate in delegate commentary

Item	Frequency	%			
5 Strongly agree	13	32%			
4 Agree	17	41%			
3 OK	5	12%			
2 Disagree	2	5%			
1 Strongly disagree	4	10%			
Total	**41**	**100%**			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	3.8	3.4	3.9	3.9	4.1

8. 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	16	31%
I participated in discussions as much as I wanted	10	19%
I was sometimes confused by what was happening	7	13%
Some delegates dominated the conversation	6	12%
I participated, but not as much as I would have liked	4	8%
I deferred to others who I thought were authorities	2	4%
I am not comfortable speaking in public	2	4%
English is not my first language	1	2%
I felt uncomfortable of how others were treated by the trusted servants	1	2%
I felt intimidated by other delegates	1	2%
There were no meaningful opportunities to participate	1	2%
Gave priority to newer members to speak	1	2%
I tried to participate but was not called on	0	0%
Crosstalk during session	0	0%
I felt intimidated by trusted servants	0	0%
Other	9	17%
Total Respondents	52	

[2] *Can select more than one*

8.01 Other[1]

Theme	Frequency
Access barriers	Experiencing access barriers
	Feeling structurally limited
Learning about CBM	Deferring as newcomer
	Developing procedural understanding
	Lacking topic confidence
Outside the participant's control	Experiencing health limitations
	Not attending event

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

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

Item	Frequency	%			
5 Strongly agree	4	18%			
4 Agree	9	41%			
3 OK	6	27%			
2 Disagree	2	9%			
1 Strongly disagree	1	5%			
	22	100%			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	3.6	3.3	3.8	3.3	3.4

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

Item	Frequency	%
Meeting	31	74%
Intergroup	10	24%
Regional	1	2%
Total	**42**	**100%**

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

Item	Frequency	%
Yes	8	19%
No	34	81%
Total	**42**	**100%**

Experience

12. 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	20	41%			
4 Agree	23	47%			
3 OK	5	10%			
2 Disagree	0	0%			
1 Strongly disagree	1	2%			
Total	**49**	**100%**			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	4.2	3.6	3.9	4.1	4.2

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

Item	Frequency	%			
5 Strongly agree	14	29%			
4 Agree	23	47%			
3 OK	8	16%			
2 Disagree	3	6%			
1 Strongly disagree	1	2%			
Total	49	100%			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	3.9	3.5	3.6	3.6	4.1

14. IT Team provided good support during the sessions.

Item	Frequency	%			
5 Strongly agree	29	60%			
4 Agree	15	31%			
3 OK	4	8%			
2 Disagree	0	0%			
1 Strongly disagree	0	0%			
Total	49	100%			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	4.5	4.4	4.4	4.2	4.4

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

Item	Frequency	%			
5 Strongly agree	5	10%			
4 Agree	22	45%			
3 OK	15	31%			
2 Disagree	3	6%			
1 Strongly disagree	4	8%			
Total	49	100%			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	4.2	3.4	4.0	3.6	4.0

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

Item	Frequency	%			
5 Strongly agree	17	35%			
4 Agree	21	43%			
3 OK	9	18%			
2 Disagree	1	2%			
1 Strongly disagree	1	2%			
Total	49	100%			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	4.1	3.3	3.7	3.6	4.1

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

Item	Frequency	%			
5 Strongly agree	21	45%			
4 Agree	15	32%			
3 OK	4	9%			
2 Disagree	1	2%			
1 Strongly disagree	1	2%			
Don't know	5	11%			
Total	47	100%			
Item	**CBM1**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	4.3	3.2	3.5	3.8	3.8

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

Item	Frequency	%			
5 Strongly agree	21	42%			
4 Agree	19	38%			
3 OK	4	8%			
2 Disagree	1	2%			
1 Strongly disagree	1	2%			
Don't know	4	8%			
Total	50	100%			
Item	**CBM2**	**CBM1**	**ABC2025**	**QDM8**	**QDM7**
Average	4.3	3.5	3.7	4.0	4.0

Quarterly Delegate Meeting Details

19. 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]
Closing	0	0	3	15	15	6	1	33	4.36
Update on Ballot Process & Request for Feedback	1	2	2	14	17	5	1	36	4.22
Board Report: Updates	1	0	4	19	13	6	0	37	4.16
ABC Study: Voting Rights-Section 3	1	1	4	20	10	6	0	36	4.03
Sustainability Subcommittee: Working Group to Study Conference Structures of Other 12 Step Programs	1	1	7	18	12	1	1	39	4.00
Board Report: Conference Approval Process and Loving Parent Guidebook Status	1	2	4	22	10	2	1	39	3.97
Appeal the Chair Ruling	1	0	8	14	10	3	5	33	3.97
Minority Opinion Voting Process	1	2	7	19	9	2	2	38	3.87
Floor Motion Task Force Report	1	1	11	15	8	4	2	36	3.78

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

20. Do you have comments on any of the following sessions?[2]

Answer Choices	Responses	Percentage
Minority Opinion Voting Process	11	58%
Appeal the Chair Ruling	6	32%
Board Report: Conference Approval Process and Loving Parent Guidebook Status	7	37%
Floor Motion Task Force Report	4	21%
Sustainability Subcommittee: Working Group to Study Conference Structures of Other 12 Step Programs	9	47%
ABC Study: Voting Rights-Section 3	8	42%
Update on Ballot Process & Request for Feedback	12	63%
Board Report: Updates	7	37%
Closing	6	32%
Total Respondents	**19**	

[2] Can select more than one

20.01 Minority Opinion Voting Process

Theme	Descriptors
Clarity of Process	Finding process confusing or hard to follow
	Learning new voting process
Legitimacy of the Minority Process	Minority vote occurring too long after original vote
	Questioning whether minority vote is informed
	Viewing minority vote as unnecessary or retaliatory
Support for Structured Governance	Viewing process as informative and structured

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

20.02 Appeal the Chair Ruling

Theme	Descriptors
Interpersonal & Safety Concerns	Raising concern about adversarial tone
Positive Evaluation of Process	Finding process helpful
	Finding process straightforward
	Finding session informative
Process Structure Concerns	Finding process confusing
	Questioning limiting chair authority
	Viewing explanation as overly detailed

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

20.03 Board Report: Conference Approval Process and Loving Parent Guidebook Status

Theme	Descriptors
Affirming the Report	Appreciating team-based presentation
	Describing report as outstanding
	Expressing approval to proceed
	Finding report informative
	Finding update interesting
Attendance Constraints	Expressing disappointment about timing
	Missing session due to schedule change

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

20.04 Floor Motion Task Force Report

Theme	Descriptors
Clarity Concerns	Describing confusion in process
	Identifying need for clearer terminology
Proposal Development Concerns	Finding proposal less logical than expected
	Indicating additional work is needed
Positive Evaluation	Finding report informative

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

20.05 Sustainability Subcommittee: Working Group to Study Conference Structures of Other 12 Step Programs

Theme	Descriptors
Meeting Conduct Concerns	Describing delegate comments as discouraging or off-topic
	Describing delegates as insulting, disruptive, or argumentative
Organizational Identity	Resisting copying other 12 Step structures and emphasizing ACA's uniqueness
Support for the Subcommittee's Work	Describing report as excellent and important for delegates
	Expressing anticipation and expecting greater clarity
	Finding report informative
Support for CBM Organization	Expressing interest in joining committee
	Appreciating chair maintaining focus
	Appreciating structured speaker rotation

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

20.06 ABC Study: Voting Rights-Section 3

Theme	Descriptors
Positive Evaluation of the Work	Expressing strong positive evaluation of the work and presentation
Process Preparation Concerns	Finding topic interesting but lacking sufficient prior context
Support for Participatory Decision-Making	Appreciating opportunity to give input on participation rules
Voting Structure Concerns	Opposing limits on trusted servant voting and advocating full voting rights for members

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

20.07 Update on Ballot Process & Request for Feedback

Theme	Descriptors
Positive Session Evaluation	Expressing positive evaluation of session and delegate feedback
Preparation Concerns	Preferring advance review time before inclusion
Process Improvement Needs	Indicating need for improved process guidelines or structure
	Proposing use of Survey Monkey to streamline group voting
Transparent Feedback Process	Appreciating real-time documentation of comments
	Finding year confusing but process explanation clear with sufficient feedback time
Workload Strain	Feeling overwhelmed by number of proposals and limited time for group review

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

20.08 Board Report: Updates

Theme	Descriptors
Support 7th Tradition Suggestion	Supporting proposal to increase group contributions
Positive Evaluation of Report	Describing report as informative and helpful
Report Concerns	Describing report as misinformation and distortion
	Finding report boring

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

20.9 Closing

Theme	Descriptors
Appreciative Tone	Expressing gratitude for inclusive closing
Informational Value	Finding closing informative
Positive Closing Experience	Describing closing as well done and lovely
	Finding closing satisfactory and appreciating early finish

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

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

Theme	Descriptor
Alternative Preference	Not using Slack, preferring email communication
Improving Climate	Observing improvement and generally respectful communication
Interpersonal Tone	Sarcastic response, unhelpful links
Limited Engagement	Reporting limited communication activity
Platform Organization Concerns	Suggesting need for clearer Slack organization
	Too many channels, difficulty locating essential information
Platform Overwhelm	Expressing wariness about Slack
	Feeling overwhelmed by Slack platform

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

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

Theme	Descriptor
Accessibility Improvements	Recommending improved user-friendliness for older participants
Channel Organization	Recommending fewer non-essential chat channels
Comment Quality Concerns	Critiquing lengthy or venting-style comments
General Satisfaction	Expressing satisfaction with current boundaries and channel functioning
Guidelines & Enforcement	Calling for clearer guidelines and stronger enforcement
	Noting tension when Slack agreements are enforced
Impact Assessment	Requesting member inventory and assessing impact on new delegates

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

23. What do you think could help increase delegate attendance at future ABC/CBMs?

Theme	Descriptor
Communication & Access	Encouraging broader outreach and observer engagement
	Recommending earlier and broader conference communication and reminders
	Suggesting delegate perspective resources on website
Cultural Climate	Emphasizing constructive, low-tension meeting climate
	Identifying fear, intimidation, or lack of interest in governance
Delegate Support	Emphasizing need for better-informed and supported delegates
	Recommending clearer summaries and improved language accessibility
Realistic Participation	Recommending limits on lengthy posts
	Recommending scheduling adjustments (day/time)
	Recommending shorter meetings and streamlined procedures
Relational Engagement	Encouraging relationship-building opportunities
	Expressing positive learning experience
	Promoting homegroup sponsorship and personal engagement
	Recommending in-person format to increase connection and excitement

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

24. What is your preferred communication method regarding CBM updates?[2]

Item	Frequency	%
Email	36	86%
WSO Slack post	12	29%
ACA Website	10	24%
Traveler	8	19%
WhatsApp	3	7%
Social Media	1	2%
Other	0	0%
Total respondents	**42**	

[2] *Can select more than one*

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

Item	Frequency	%
Email	14	64%
WhatsApp	8	36%
Social Media	0	0%
Text Message	9	41%
Other	9	41%
Total Respondents	**31**	

[2] Can select more than one

26. What worked well in this conference meeting?

Theme	Descriptor
Balanced Agenda	Appreciating lighter and more flexible agenda
Clarity of Roles	Appreciating clear role explanations and respectful communication
Delegate Maturity	Reporting increased understanding and preparation motivation
Engaging, Informative Content	Highlighting engaging and informative sessions with supportive resources
Facilitation Excellence	Praising calm, focused, and effective leadership facilitation
Organizational Structure	Describing strong organization and structured facilitation
Overall Satisfaction	Expressing overall satisfaction with conference
Professional Preparation	Highlighting preparation and professionalism of staff
Respectful & Safe	Noting respectful, peaceful, and safe meeting climate
Time & Process Management	Appreciating adherence to agenda, timekeeping, and procedural guidelines

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

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

Theme	Descriptor
Delegate Support	Recommending structured support and preparation for newer delegates
Engagement & Energy	Suggesting alternative break activity
	Suggesting moving social event closer to meeting end
Meeting Boundaries	Questioning balance between service members and delegates
	Recommending greater conference control over planning
	Requesting clearer service position information and stronger conduct enforcement
	Warning about allowing late agenda additions
Meeting Pacing	Noting delays caused by muting and unmuting participants
	Recommending shorter meeting length
	Requesting adherence to planned agenda timing
	Requesting longer lunch break
	Suggesting clearer time limits during voting
Participation	Critiquing issues as irrelevant and overly rigid
	Critiquing limited open dialogue and recommending small-group discussion
	Recommending limiting repetitive speakers and enforcing time limits
	Requesting more equitable and sufficient speaking time

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

Bias

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

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

[2] *Can select more than one*

Demographics

29. What is your gender?

Item	Frequency	%
Female	26	59%
Male	13	39%
Non-binary/gender non-conforming	1	2%
Total	**40**	**100%**

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

Item	Frequency	%
Heterosexual	34	87%
Gay or lesbian	3	8%
Bisexual	2	5%
Total	**39**	**100%**

31. Which race or ethnicity category best fits?

Item	Frequency	%
White	36	92%
Black	2	5%
Hispanic/Latino	1	3%
Asian	0	0%
Middle Eastern	0	0%
Native resident/aboriginal/indigenous	0	0%
Total	**39**	

32. Which of the following best reflects your religious or spiritual belief?[2]

Item	Frequency	%
Spiritual	16	44%
Christianity	8	31%
Atheist	4	0%
Agnostic	3	2%
Unaffiliated/secular/not religious	3	6%
Other	3	13%
Buddhism	1	2%
Jewish	1	2%
Hinduism	0	0%
Islamic/Muslim	0	0%
Mormon	0	0%
Sikhism	0	0%
Total Respondents	**39**	

[2] *Can select more than one*

Location

33.1. Meetings – Location.

Item	Frequency	%
North America	30	81%
Canada	2	5%
Mexico	1	3%
USA	27	73%
Virtual with global attendance	5	14%
Asia	1	3%
Europe	1	3%
Total	**37**	**100%**

33.2. Meetings - Meeting mode.

Item	Frequency	%
Online	14	58%
In-person	7	29%
Hybrid	3	13%
Total	**24**	**100%**