Conference Business Meeting
Survey Report
September 26, 2026

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

#	Event	Date
16	Conference Business Meeting 3	September 26, 2026
15	ABC 2026	May 16, 2026, to May 17, 2026
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	52
Invited to attend	
Delegates	135
Observers	35
Trusted Servants	21
Gross Total	**191**
Quorum	46

2. What was your primary role for this conference?[2]

Item	Frequency	%
Registered Delegate	41	80%
Observer	3	6%
Trusted Servant	7	14%
Total Respondents	**51**	**100%**

[2] *Can select more than one*

3. How many Annual Business Conferences have you participated in as a delegate prior to 2026?

Years participating in ABC	Frequency	%
0	11	24%
1	4	9%
2	6	13%
3	2	4%
4	4	9%
5	5	11%
6	6	13%
7	2	4%
8	0	0%
9	0	0%
10	1	2%
15	3	7%
16	1	2%
Total	**45**	**100%**
Average	4.3 years	

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

Item	Frequency	%
Did not attend any training for either the Annual Business Conference (ABC) or Conference Business Meeting (CBM) in 2026	26	65%
Delegate Training CBM September 19, 2026, 9 PM ET	1	3%
Delegate Training CBM September 19, 2026, 9 AM ET	5	13%
Attended the ABC 2026 Training Session	6	15%
Watched the recorded training session at https://adultchildren.org/business-meetings/	4	10%
Total responding	**40**	

5. How much of the conference did you attend?

Item	Frequency	%
5 More than 75%	32	80%
4 51% to 75%	2	5%
3 25% to 50%	2	5%
2 Less than 25%	4	10%
1 Did not attend	0	0%
Total	**40**	**100%**

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

Item	Frequency	%
5 Strongly agree	14	35%
4 Agree	15	38%
3 OK	6	15%
2 Disagree	4	10%
1 Strongly disagree	1	3%
Total	**40**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	3.9	4.2	3.8	3.6	3.9

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

Item	Frequency	%
I participated in discussions as much as I wanted	20	59%
Others had already made the same point, so I followed guidelines and didn't repeat the point	13	38%
I was sometimes confused by what was happening	6	18%
I participated, but not as much as I would have liked	4	12%
I deferred to others who I thought were authorities	3	9%
Some delegates dominated the conversation	3	9%
I felt uncomfortable of how others were treated by the trusted servants	2	6%
There were no meaningful opportunities to participate	2	6%
Gave priority to newer members to speak	2	6%
I am not comfortable speaking in public	1	3%
I tried to participate but was not called on	0	0%
English is not my first language	0	0%
I felt intimidated by other delegates	0	0%
Crosstalk during session	0	0%
I felt intimidated by trusted servants	0	0%
Other	3	9%
Total Respondents	**34**	

[2] *Can select more than one*

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

Item	Frequency	%
5 Reviewed it intensively	6	14%
4 Read through most of it	14	33%
3 Understood the basics	16	38%
2 Briefly skimmed	4	10%
1 Didn't look	2	5%
Total	**42**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	3.1	3.4	2.9	3.1	3.7

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

Item	Frequency	%
5 Strongly agree	9	23%
4 Agree	16	40%
3 OK	11	28%
2 Disagree	3	8%
1 Strongly disagree	1	3%
Total	**40**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	3.7	4.2	3.8	3.4	3.9

10. Do you have comments on your experience finding information you needed to prepare for this conference?

Theme	Descriptors	Frequency
Conference Participation	Dominating delegate behavior	1
	Excessive meeting discussion	1
	Excessive Slack use	1
Delegate Preparation	Need advance voting information	2
	Conference experience helpful	1
	Limited preparation and OPPM familiarity	1
	Need glossary for new delegates	1
	Need group conscience preparation	1
	Request advance email distribution	1
Information Access	Helpful conference portal	3
	Difficulty finding information	2
	Easy information access	2
	Informative conference materials	2
	Helpful document links	1
	Information overload	1
	Lack of information clarity	1
	Website navigation challenges	1

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

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

Item	Frequency	%			
5 Strongly agree	3	21%			
4 Agree	4	29%			
3 OK	5	36%			
2 Disagree	1	7%			
1 Strongly disagree	1	7%			
Total	**14**				
0 Not a new delegate	21	60%			
Item	**CBM3**	**ABC2026**	**CBM2**	**CBM1**	**ABC2025**
Average	3.5	4.1	3.6	3.3	3.8

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

Item	Frequency	%
Meeting	32	80%
Intergroup	6	15%
Regional	2	5%
Total	**40**	**100%**

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

Item	Frequency	%
Yes	7	18%
No	33	83%
Total	**40**	**100%**

Experience

14. 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	45%
4 Agree	15	31%
3 OK	6	12%
2 Disagree	3	6%
1 Strongly disagree	3	6%
Total	**49**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	4.0	4.4	4.2	3.6	3.9

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

Item	Frequency	%
5 Strongly agree	10	20%
4 Agree	27	55%
3 OK	8	16%
2 Disagree	2	4%
1 Strongly disagree	2	4%
Total	**49**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	3.8	3.7	3.9	3.5	3.6

16. IT Team provided good support during the sessions.

Item	Frequency	%
5 Strongly agree	32	67%
4 Agree	10	21%
3 OK	3	6%
2 Disagree	1	2%
1 Strongly disagree	2	4%
Total	**48**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	4.4	4.7	4.5	4.4	4.4

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

Item	Frequency	%
5 Strongly agree	16	33%
4 Agree	18	37%
3 OK	6	12%
2 Disagree	7	14%
1 Strongly disagree	2	4%
Total	**49**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	3.8	4.1	4.2	3.4	4.0

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

Item	Frequency	%
5 Strongly agree	23	56%
4 Agree	11	27%
3 OK	3	7%
2 Disagree	3	7%
1 Strongly disagree	1	2%
Total	**41**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	4.1	4.1	4.1	3.3	3.7

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

Item	Frequency	%
5 Strongly agree	17	35%
4 Agree	13	27%
3 OK	13	27%
2 Disagree	3	6%
1 Strongly disagree	2	4%
Don't know	1	2%
Total	**49**	**100%**

Item	CBM3	ABC2026	CBM2	CBM1	ABC2025
Average	3.8	4.3	4.3	3.2	3.5

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

Item	Frequency	%			
5 Strongly agree	24	49%			
4 Agree	13	27%			
3 OK	7	14%			
2 Disagree	0	0%			
1 Strongly disagree	2	4%			
Don't know	3	6%			
Total	**49**	**100%**			
Item	**CBM3**	**ABC2026**	**CBM2**	**CBM1**	**ABC2025**
Average	4.2	4.1	4.3	3.5	3.7

21. Do you have any other feedback on the conference meeting?

Theme	Descriptors	Frequency
Conference Experience	Positive meeting experience	9
	Helpful learning experience	4
	Respectful conference atmosphere	3
	Meeting fatigue	2
	Conference improvement	1
	Observer attendance information requested	1
	Prefer regional meetings	1
	Request activity breaks	1
	Survey response recording concerns	1
Delegate Participation	Disruptive participant conduct	2
	Limited opportunities for delegate input	2
	Service discussions valued	2
	Cooperation valued	1
	Discouraged delegate participation	1
	Discourteous remarks	1
	Helpful breakout discussions	1
	Need questions before voting	1
	Policy decision concerns	1
	Request participant accountability	1
	Responsiveness to conference decisions	1
	Speakers interrupting co-host	1
Meeting Facilitation	Questions restricted before voting	5
	Effective organization	4
	Need clearer meeting procedures	3
	Appreciated humor	2
	Chair training needs	2
	Point of Order handling concerns	2
	Procedural interruptions consume time	2
	Excessive time controls	1
	Hope for procedural improvements	1
	Presentations imply settled conclusions	1

Conference Business Meeting Details

22. 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]
Sustainability presentation and Delegate breakout sessions	2	0	4	6	30	1	1	42	4.48
Motion to create a separate Conference Policy & Procedures	3	3	7	10	20	0	2	43	3.95
Minority report: Accept Fellowship Group Vote on name change	3	0	11	12	15	2	2	41	3.88
New process for time-sensitive and emergency proposals (Annual Business Conference [ABC] and Conference Business Meeting [CBM])	4	5	6	11	19	0	0	45	3.80
Minority report: Clarification of Fellowship Group Vote process	3	1	14	11	13	1	2	42	3.71
Minority report: Limits on ballot proposal submissions	3	4	11	13	12	1	1	43	3.63

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

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

Answer Choices	Responses	Percentage
Minority report: Limits on ballot proposal submissions	19	59%
Minority report: Accept Fellowship Group Vote on name change	9	28%
Minority report: Clarification of Fellowship Group Vote process	8	25%
New process for time-sensitive and emergency proposals (Annual Business Conference [ABC] and Conference Business Meeting [CBM])	13	41%
Motion to create a separate Conference Policy & Procedures	12	38%
Sustainability presentation and Delegate breakout sessions	23	72%
Total Respondents	**32**	

[2] *Can select more than one*

23.01 Minority report: Limits on ballot proposal submissions

Theme	Descriptors	Frequency
Delegate Conduct	Disruptive participation concerns	2
	Objective participation appreciated	1
	Unequal speaking time	1
Process Clarity	Need clearer process explanation	2
	Poorly managed questions	1
	Prefer proposal prioritization	1
	Prior voting confusion	1
	Report classification questioned	1
	Need clearer process explanation	2
Report Reception	Positive session assessment	4
	Minority perspective valued	2
	Valuable discussion	2
	Support unchanged vote	1
	Unclear need for report	1

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

23.02 Minority report: Accept Fellowship Group Vote on name change

Theme	Frequency
Positive Reception	5
Voting Confusion	1
Report Terminology	1

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

23.03 Minority report: Clarification of Fellowship Group Vote process

Theme	Frequency
Positive Reception	4
Process Approval Concerns	1
Report Terminology	1
Voting Confusion	1

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

23.04 New process for time-sensitive and emergency proposals (Annual Business Conference [ABC] and Conference Business Meeting [CBM])

Theme	Descriptors	Frequency
Meeting Facilitation	Limited opportunities for questions	2
	Appreciated resolution by leaders	1
	Disorganized voting process	1
	Need fuller opposing perspectives	1
	Rushed consideration	1
Process Design	Need clearer proposal wording	2
	Incomplete process concerns	1
	Needed more than board approval	1
	Prefer separate proposal consideration	1
Proposal Reception	Support proposed process	4
	Positive session assessment	2
	Emergency justification questioned	1

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

23.05 Motion to create a separate Conference Policy & Procedures

Theme	Descriptors	Frequency
Implementation Concerns	Suspected further delay	1
	Unfulfilled prior commitments	1
Presentation Quality	Effective explanation	3
Proposal Reception	Positive proposal assessment	5
	Clearer procedures welcomed	2
	Overdue initiative	2

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

23.06 Sustainability presentation and Delegate breakout sessions

Theme	Descriptors	Frequency
Delegate Participation	Delegate feels undervalued	1
	Encourage inclusive service participation	1
	Feedback inadequately represented	1
	Reduced willingness to volunteer	1
	Technical barriers to speaking	1
Session Design	Insufficient reporting time	3
	Request more breakout sessions	2
	Early discussions build connection	1
	Excessive internal focus	1
	Prefer consolidated discussion summaries	1
	Request final session report	1
Session Value	Constructive breakout discussions	10
	Positive session assessment	5
	Informative presentation	4
	Concerning service conditions	1
	Hope for resulting change	1
	Outward focus appreciated	1

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

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

Theme	Descriptors	Frequency
Channel Oversight	Misleading or unsupported claims	3
	Inadequate moderation	2
	Criticism perceived as suppressed	1
	Request conduct intervention	1
	Request participant removal	1
	Request posting limits	1
Communication Support	Channel overload reduces engagement	1
	Channel purpose questioned	1
	Email preferred	1
	Request committee responses	1
Delegate Engagement	Withdrawal from channel participation	7
	Discouraged service participation	2
	Limited channel use	2
	Low delegate participation	1
Discussion Climate	Hostile or disrespectful exchanges	10
	Persistent negativity	7
	Comments taken personally	2
	Fellowship cooperation valued	2
Posting Patterns	Lengthy or repetitive posts	4
	Discussion dominated by few	3

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

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

Theme	Descriptors	Frequency
Channel Oversight	Active channel moderation	5
	Address disruptive conduct	4
	Reinforce communication guidelines	3
	Anonymous reporting option	1
	Delegate control of channel	1
	Participant vote on removal	1
	Remove participants for misconduct	1
Channel Structure	Close nonessential discussion channels	3
	Move information to website	2
	Consolidate channels	1
	Include wider service perspectives	1
	Reserve Slack for committee communication	1
	Separate observer discussion space	1
Participation Climate	Conduct discourages participation	2
	Respectful communication expected	2
	Helpful conference communications	1
	Lost trust in discussion space	1
Platform Usability	Clearer message priorities	1
	Easier message retrieval	1
	More visible mute control	1
	Slack navigation guidance	1
Posting Limits	Limit message length	4
	Limit posting frequency	4
	Prefer minimal restrictions	2
	Discourage negative commentary	1

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

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

Theme	Descriptors	Frequency
Conference Climate	Reduce negativity	3
	Promote positive service culture	2
	Address disruptive participation	1
	Continue positive meeting practices	1
Delegate Outreach	Direct outreach through service networks	5
	Recruit unrepresented groups	4

Theme	Descriptors	Frequency
	Broader conference promotion	3
	Peer recruitment of delegates	2
	Seek nonattendee perspectives	1
	Stronger regional representation	1
Delegate Support	New delegate support	3
	Clarify delegate role and registration	1
	Explain terminology	1
	Ongoing personal delegate contact	1
	Service participation feels daunting	1
Meaningful Participation	Adequate opportunities for delegate input	2
	Community-building breakout sessions	2
	Continue Fellowship Group Voting	1
	Informal connection opportunities	1
	More dialogue with delegates	1
	Participation incentives	1
Meeting Accessibility	Globally accessible meeting times	4
	More efficient meeting management	3
	In-person participation opportunities	2
	Hybrid conference format	1

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

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

Item	Frequency	%
Email	41	89%
WSO Slack post	17	37%
ACA Website	13	28%
Traveler	8	17%
WhatsApp	3	7%
Social Media	1	2%
Other	2	4%
Total Respondents	**46**	

[2] *Can select more than one*

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

Item	Frequency	%
Email	15	39%
Text Message	15	39%
None of the above	11	29%
WhatsApp	11	29%
Social Media	0	0%
Other	9	24%
Total Respondents	**38**	

[2] *Can select more than one*

29. What worked well in this conference meeting?

Theme	Descriptors	Frequency
Conference Climate	Humor appreciated	4
	Respectful atmosphere	3
	Positive overall assessment	2
	Safety practices appreciated	2
	Recovery principles demonstrated	1
Conference Content	Informative presentations	2
	Relevant topics addressed	1
	Thorough responses to questions	1
Delegate Participation	Valuable breakout discussions	10
	Inclusive speaking opportunities	4
	Effective delegate communication	2
	Minority perspectives heard	1

Theme	Descriptors	Frequency
Meeting Management	Responsive facilitation	5
	Breaks appreciated	4
	Effective chairing	3
	Reliable technology	3
	Consistent procedural enforcement	2
	Effective organization	2
	Manageable agenda	2
	Orderly proceedings	2
	Agenda followed	1
	Appropriate quorum timing	1
	Effective meeting procedures	1
	Effective timekeeping	1
	Improvement over previous conference	1

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

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

Theme	Descriptors	Frequency
Conference Climate	Include more playful activities	2
	Encourage more interaction	1
	Encourage patience with fellow participants	1
	Improve speakers' presentation habits	1
	Remind participants to communicate respectfully	1
	Use a warmer meeting style	1
Conference Preparation	Agree on procedures before meeting	1
	Better-informed meeting hosts	1
	Clarify who may participate	1
	Improve meeting planning	1
Delegate Participation	Allow questions before voting	3
	Allow comments when questions end	1
	Give delegates more speaking opportunity	1
	Invite international members to contribute	1
	Let delegates challenge procedural rulings	1
	Let presenters manage questions	1

Theme	Descriptors	Frequency
Delegate Support	More breakouts for delegate connection	2
	Provide delegate mentors or buddies	2
	Create informal social opportunities	1
	Help delegates with voting technology	1
	Offer guidance during meetings	1
Meeting Procedures	Handle procedural requests promptly	2
	Allow more presentation time	1
	Allow more voting time	1
	Combine breakout suggestions into summary	1
	Fewer floor motions	1
	Keep meeting to one day	1
	Schedule time for procedural delays	1
	Simplify meeting procedures	1
	Use less rigid time limits	1

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

Bias

31. During the conference, did you observe any bias of the following?[2]

Item	Frequency	%
Did not observe any bias	42	93%
National origin	2	4%
Race/ethnicity	1	2%
Spiritual or religious identity	1	2%
Disability	0	0%
Gender identity	0	0%
Sexual orientation	0	0%
Total Respondents	**45**	

[2] Can select more than one

Demographics

32. What is your gender?

Item	Frequency	%
Female	26	65%
Male	11	28%
Non-binary/gender non-conforming	2	5%
Other	1	2%
Total	**40**	**100%**

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

Item	Frequency	%
Heterosexual	32	80%
Gay or lesbian	1	3%
Bisexual	2	5%
Other	5	13%
Total	**40**	**100%**

34. Which race or ethnicity category best fits?

Item	Frequency	%
White	34	85%
Black	1	3%
Asian	0	0%
Hispanic/Latino	0	0%
Middle Eastern	0	0%
Native resident/aboriginal/indigenous	0	0%
Other	5	13%
Total	**40**	**100%**

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

Item	Frequency	%
Spiritual	17	40%
Christianity	9	21%
Unaffiliated/secular/not religious	7	17%
Buddhism	2	5%
Agnostic	1	2%
Atheist	1	2%
Jewish	1	2%
Hinduism	0	0%
Islamic/Muslim	0	0%
Mormon	0	0%
Sikhism	0	0%
Other	4	10%
Total	**42**	

Location

36.1. Meetings – Location

Item	Frequency	%
North America	34	85%
Canada	1	3%
Mexico	0	0%
USA	33	83%
Virtual with global attendance	4	10%
Asia	1	3%
Central and South America	1	3%
Total	**40**	**100%**

36.2. Meetings - Meeting mode

Item	Frequency	%
Online	18	64%
In-person	8	29%
Hybrid	2	7%
Total	**28**	**100%**