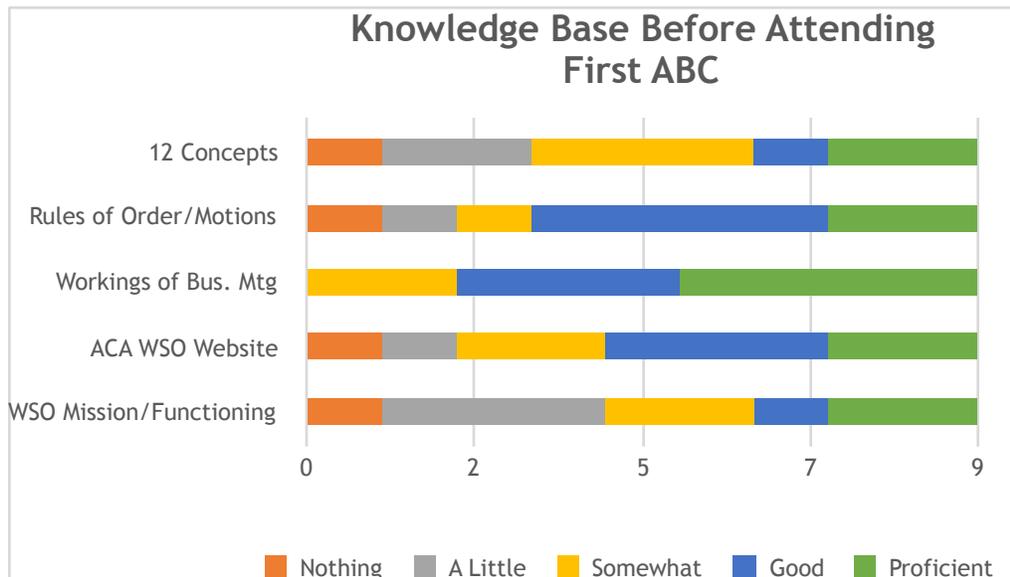


Delegate Survey Response Report: 2016-17

In order to prepare delegate training and orientation materials, it was decided to send out a survey to past delegates to get their feedback on the ABC experience. The survey was sent more than once to participating delegates from 2014, 2015 and 2016. There were 33 delegates from 2016, 27 from 2015 and 27 from 2014. Some were at more than one business conference. We received 9 responses from the surveys sent. The report below reflects the experience of about 27% of the participants.

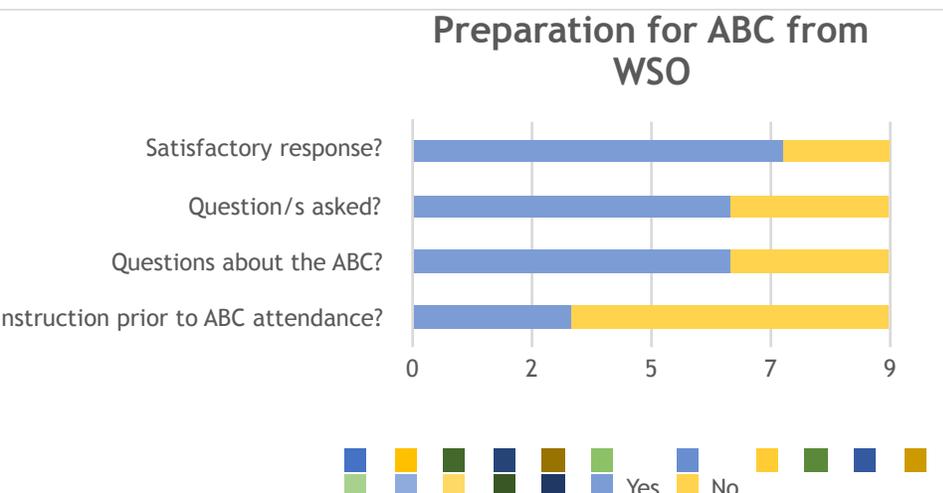
PRECONFERENCE

Information about baseline knowledge of delegates to the ABC.



As can be seen in the chart above, the area of highest proficiency seems to be a knowledge of the workings of a business meeting. This is not surprising, as business meetings are a regular occurrence in all twelve-step groups. There seems to be a better knowledge of Roberts Rules of Order than we may have believed. Knowledge of the WSO website is about 50/50. The areas of

least knowledge appear to be the 12 Concepts and the mission and function of the WSO.



This chart makes the most sense if read from the bottom to the top. It indicates that the participants did not receive preparation ahead of the ABC from the organization. It does seem that in general, if there were questions they were answered.

Delegate Survey Response Report: 2016-17

Delegates commented that it would have been helpful to have received the ABC information before the meeting. They would have felt more confident with a contact before and during the meeting. One participant mentioned that delegates who were more shy or awkward might have had more trouble than those who felt comfortable reaching out to strangers. Some of the respondents were also part of planning committees and received information that way. There was a sense that registration information was available. Three conferences (2014, 2015 and 2016) were referenced. Differences in accommodations and what was handled at each one was mentioned.

THE BUSINESS MEETING

All respondents felt that they were a working part of the conference. One had this feeling more at one meeting than at the others. They participated by listening, voting, and asking questions. They participated in table discussions. Some helped set up one of the conferences. There was a comment that a better understanding of Roberts Rules would have enhanced their participation.

Delegates enjoyed meeting others in the organization from different parts of the country and world; getting a better understanding of the organization and seeing the WSO in action: getting the financial and global picture. They enjoyed hanging out with friends who also attended and the feedback on ACA issues they received. One person found the layout of the binders helpful.

Negatives mentioned included taking vacation days from work to attend; the use of ACA organizational “lingo” and acronyms was confusing to newcomers. The biggest complaint was the lack of respect and inability to enforce Roberts Rules of Order, especially the instance when a delegate refused to stop talking when asked. This disruption was mentioned in about four out of the nine responses.

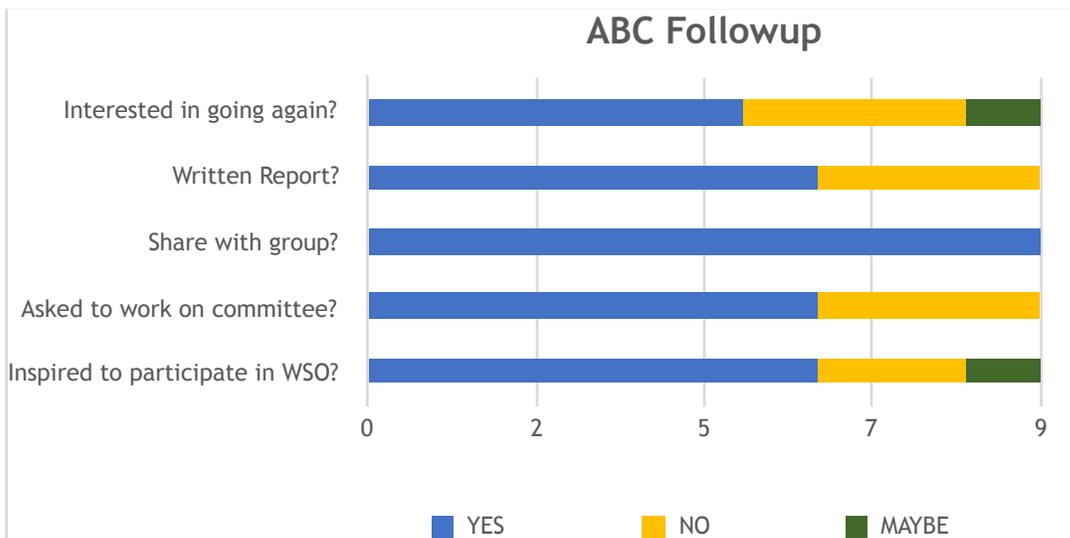
Respondents learned about the working of the Trustees and WSO Committees, and that members committed to the organization are making it function. They got a sense that they are not the only dysfunctional people in the world! Responding delegates also found out that not everyone was happy with the board, and how many delegates were uninformed about ACA as a whole and generally out of the loop of ACA organizational news. One delegate mentioned learning that he/she needed to make an effort to take turns when talking and not talk so much. Another learned that attending the ABC may not be the way he/she wanted to spend vacation time and money.

General comments included comments indicating that the ABC was well-organized in 2016, and not well-organized in 2015. They thought a few people were doing a lot of the work, and that the meeting was mostly informational, although they did get good information. The working committees and delegate class which came out of the last ABC were appreciated. Those who hosted got to know new people and participate in the organization in a different way.

Delegate Survey Response Report: 2016-17

FOLLOW-UP

As can be seen in the chart on the next page, respondents all made some form of report on the ABC to their group at home. Over half made a written report. Six out of nine were asked to participate in a committee and agreed. Those who did not agree to work on a committee tended to be doing service at a local level that was time-consuming and important to them and did not want to take more on. One person mentioned health considerations. Another was put off by the dissension among members in Florida. It was mentioned that ACA growth is visible and exciting. About half of the respondents would agree to be a delegate at another ABC.



Further comments mentioned that there was no follow-up in 2015, and that the ABC chairperson in 2016 did a good job of follow-up. The personal contact encourages involvement. One delegate mentioned that after going to the trouble of a written

report, no feedback was given through the local IG. It was also mentioned that it was difficult to use vacation days to attend a business meeting and that the personal expense was prohibitive to certain people's budgets.

ADDITIONAL COMMENTS ABOUT THE ABC: CHALLENGES AND IMPROVEMENTS

1. Delegates should serve a two-year term.
2. Binders should be sent to the delegates before the ABC.
3. Delegates could be appointed to committees at the ABC.
4. The work of the ABC should be done year-round, involving more people and reducing workload for the Board of Trustees.
5. ABC Reports should be sent ahead of the meeting to delegates so they do not have to be read at the meeting leaving more time for questions and discussion.
6. Time limits should be set so people make an effort to condense what they have to say.

Delegate Survey Response Report: 2016-17

7. Delegates should arrive at the ABC with an idea of what they will experience and how they will participate.
8. ABC Host Committee could benefit from the use of a professional meeting planner.
9. A buddy or orientation table to help newcomers make connections.
10. Delegate training
11. Trustees should be selected from the ABC Delegates and then vetted.
12. The proposals are time-consuming and confusing; group members do not care about them. They should be sent to the IG and those wanting to vote on them should attend the IG meeting.

ACA WSO

Eight out of nine respondents attend groups that contribute to WSO. Some do not contribute at regular intervals because of income fluctuations and use of group money to sponsor events at the local level.

Suggestions for things WSO can do to support groups:

1. I think members of a meeting need to let their meeting know more about WSO. I think that as we build up good, strong, healthy meetings, so will our WSO and IGs grow.
2. Public service announcements
3. Awareness. Maybe when registering the group meeting and changes of the personal contacts there could be a note to increase knowledge of the WSO and its ability to aid the group, etc.
4. Outlines to help our new group host a local workshop on topics like sponsorship, ACA group capacity or group building

Three people would consider volunteering for service in a WSO committee.

Emails of those willing to serve as Buddies for the ABC:

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