

XIII.

INTERNATIONAL CONVENTIONS/ REGIONAL FORUMS

AGENDA

**Joint Meeting of Conference Committee on International Conventions/
Regional Forums
and**

Trustees' Committee on International Conventions/Regional Forums

Wednesday, April 25, 2018 – 5:30–7:30 p.m.

Room: TBA

Trustees' Committee Members

Cathy B.
Beau B.
Christine C.**
Yoli F.*
David M.
David N.
Paz P.
Ginger R.

Conference Committee Members¹

Panel 67
Wade J.
Joe S.*
Barb W.**

Panel 68
Earl C.
Anthony F.
Alicia H.
Rick M.
Becky P.

*chairperson

**alternate and/or vice chairperson

- ◆ Introductions – Yoli F., trustees' committee chairperson.
- ◆ Review Conference committee Composition, Scope and Procedure – Joe S., Conference committee chairperson.
- ◆ Review History of Conference committee – Julio E. and Steve S., co-secretaries.
- ◆ Report of trustees' committee – Yoli F., trustees' committee chairperson.
- ◆ Discussion and acceptance of trustees' committee report.

¹ Members of this committee serve on this as a secondary committee assignment.

(Over)

Each Conference committee carefully consider their Agenda items and strive to make their recommendations for Advisory Actions to the Conference at the policy level. To be more financially responsible, when a Conference committee recommendation involves a substantial expenditure of money, an estimate of cost and its impact on the budget be part of that recommendation.

- A. Discuss selection of cities to be considered as a site for the International Convention in 2030.
 - B. Discuss inviting up to twenty-one non-A.A. speakers to participate in the 2020 International Convention at A.A.'s expense.
 - C. Discuss ways to encourage interest in Regional Forums and attract first-time attendees.
 - D. Election of chairperson. *
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*Election of chairperson

1. All Panel 68 members are eligible except for the 2019 delegate chairperson and 2019 Conference committee chairpersons.
2. All committee members vote by written ballot (no verbal nominations).
3. Election by plurality. Second place becomes alternate chairperson.
4. New chairperson serves one year beginning at the close of the Conference.

Each Conference committee carefully consider their Agenda items and strive to make their recommendations for Advisory Actions to the Conference at the policy level. To be more financially responsible, when a Conference committee recommendation involves a substantial expenditure of money, an estimate of cost and its impact on the budget be part of that recommendation.

2018 Conference Committee on International Conventions/Regional Forums

AGENDA ITEM A: Discuss selection of cities to be considered as a site for the International Convention in 2030

Background notes:

At their first quarterly meeting in 2018, the General Service Board recommended that the undernoted two cities, which meet the minimum city site selection criteria for consideration as possible sites for the International Convention in 2030, be forwarded to the Conference Committee on International Conventions/Regional Forums:

Houston, Texas
St. Louis, Missouri

Additionally, at their first quarterly meeting in 2018 the General Service Board recommended that the bidding process for the 2030 International Convention Site Selection remain open to allow any other Areas fulfilling the minimum site selection requirements the opportunity to bid for the 2030 International Convention site at the 2018 General Service Conference.

Background will be provided to committee members at the Site Selection meeting on Saturday, April 21st, where they will hear presentations by area delegates and convention and visitors' bureau personnel from the bidding cities in a randomly selected order.

2018 Conference Committee on International Conventions/Regional Forums

AGENDA ITEM B: Discuss inviting up to twenty-one non-A.A. speakers to participate in the 2020 International Convention at A.A.'s expense

Background Notes:

From trustees' IC/RF Committee January 27, 2018 minutes:

"The committee discussed the participation of non-A.A. speakers at International Conventions and agreed to forward a request to the 2018 Conference Committee on International Conventions/Regional Forums that up to twenty-one non-A.A. speakers be invited to participate in the 2020 International Convention at A.A.'s expense."

It is estimated that transportation, housing, etc. will be \$2,500 to \$3,500 for each speaker.

Historically, A. A. has invited non-A.A. friends to be Panel speakers at our International Conventions. These Panel meetings at the International Convention maintain communication with the professional community, demonstrate Cooperation with the Professional Community work for A.A.s attending, and ensure accurate information about A. A.—the papers presented are often later reprinted in our bulletin for professional entitled "About A.A."

Customarily, these Panels comprise two non-A.A. speakers, and one A.A. speaker—someone experienced in Cooperation with the Professional Community service work in Alcoholics Anonymous, or who has been a beneficiary of cooperation between A.A. and the professional community. Moderators are most often Class A or B Trustees and A.A.W.S. and G.V. Directors.

The twenty-one non-alcoholic speakers come from suggestions made by the Fellowship, especially the Trustees' Cooperation with the Professional Community Committee and Staff members who have heard such speakers at Professional Conferences and Conventions attended in connection with the C.P.C. Staff Assignment. From these suggestions, a selection is made by the General Service Board of Trustees, after consideration by the trustees' and Conference International Convention Committees.

Non-A.A. panelists do not receive an honorarium. However, in keeping with our Seventh Tradition, their travel to the International Convention and their hotel expenses are covered.

Background:

1. List of 2015 Non-A.A. Speakers

2015 Non-AA Professional Panel Meetings

FRIDAY		
9:00-10:30 am <i>Panel Title:</i>	Treatment A.A. and Treatment Facilities	Speakers: 1 Debbie Bang, RN/BScN/MHSc, ON 2 Arlene Gonzalez-Sanchez, NY
9:00-10:30 am <i>Panel Title:</i>	Clergy A.A. and the Clergy	Speakers: 3 Rev. Greg Rickel, WA 4 Rev. John A.V. Strickland, GA 5 Bishop Venedykt Aleksiychuk, Ukraine
3:00-4:30 pm <i>Panel Title:</i>	Healthcare A.A. and the Healthcare Professional	Speakers: 6 Irene Gladue, AB 7 Brian Johnson, M.D., NY 8 Warren Pendergast, M.D., NC
3:30-5:00 pm <i>Panel Title:</i>	Courts A.A. and Court Programs	Speakers: 9 Judge Thomas F. Scully, NJ 10 Kito J. Bess, LA 11 Judge Kerry Meyer, MO
SATURDAY		
9:00-10:30 am <i>Panel Title:</i>	Community Resource A.A. as a Resource for the Military	Speakers: 12 Anthony Dekker, D.O., VA 13 Joyce M. Johnson, D.O., MA USPHS 14 Donald E. Reichert, KY
1:30-3:00 pm <i>Panel Title:</i>	Alcoholism Field A.A. and the Alcoholism Field	Speakers: 15 John Francis Kelly, Ph.D., MA 16 Maria Pagano, Ph.D., OH
3:30-5:00 pm <i>Panel Title:</i>	Corrections A.A. and Correctional Facilities	Speakers: 17 Nancy McCarthy, MO 18 James Watson, NC 19 Sharon Hickey, RN/BSN/MSHA, NS
3:30-5:00 pm <i>Panel Title:</i>	Workplace A.A. and the Workplace	Speakers: 20 Dawn Klug, LPC/CEAP/LEAP, NC 21 David Nesbitt, MSW, Exec. Pastor, AB

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2018 Conference Committee on International Conventions/Regional Forums

AGENDA ITEM C: Discuss ways to encourage interest in Regional Forums and attract first-time attendees.

Background Notes:

From the January 2017 meeting of the Trustees' Committee on International Conventions/Regional Forums:

The committee reviewed and accepted summaries of the evaluation questionnaires for the 2017 Southwest and East Central Regional Forums. The committee requested that the staff secretary include the 2017 Regional Forums questionnaire summaries as background for the 2018 Conference committee on International Conventions/Regional Forums for a one-year trial basis.

Background:

1. Summary Suggestions 2014 to 2017
2. 2017 Regional Forum Questionnaire Summaries (Northeast, West Central, Southwest and East Central)

**Summary of Suggestions on Ways to Encourage Interest in Forums from
Conference Committees on International Conventions/Regional Forums
(2014—2017)**

2017

The committee discussed ways to encourage interest in Regional Forums and attract first time attendees, and suggested:

- Communicating information to groups that are a car ride or day trip away from the Forum site;
- Looking for attractive sites for Forums;
- Forwarding any and all announcements from G.S.O., including when pre-registration opens;
- Considering forwarding announcements to states which are in other regions when Forum sites are nearby;
- Utilizing FNV for email blasts to communicate with trusted servants about upcoming Forums.
- Additionally, one area through its Assembly Development Committee organizes ride sharing and room sharing for Forums; and one delegate shared that they bring a laptop to A.A. gatherings and use it for pre-registration

2016

- Providing more information about what happens at a Regional Forum such as meeting trusted servants and special workers, workshops, opportunities for questions and answers, and fellowship;
- Including event details of Regional Forums on local Area websites with links back to G.S.O.'s website, aa.org;
- Encouraging members to attract other members through “bring a buddy” and “get on the bus” approaches;
- Informing members from outside of your Region about upcoming Forums.

2015

- That delegates and area trusted servants communicate the value of Forum participation early and often;
- Share with the Fellowship the easy availability of one on one conversations with trustees, directors and staff members that can be found at the Forums;
- Consider utilizing A.A. Conventions and other A.A. events as opportunities to share the new Regional Forum Flyers with the Fellowship.

2014

- Having the Forum Flyer professionally designed so that it would be attractive, perhaps could be used as a table topper;
- Sharing ideas among areas in a region or region-to-region;
- Encouraging those who have attended Regional Forums to share their enthusiasm about their experience – word-of-mouth sharing is really powerful;
- Bring information about the Regional Forum to every district and Area event.

**2017 NORTHEAST REGIONAL FORUM
Questionnaire Summary**

One-hundred and twenty-three members of the 2017 Northeast Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

1. How did you hear about this Forum?

Area = 63

District = 29

G.S.O. Flyer = 13

Local Intergroup/Central Office = 2

Home Group = 23

www.aa.org = 7

Friend = 8

Other = 14

*Note that some members heard about the Forum from multiple sources.

2. Please list any suggestions for future Workshop or Presentation topics:

The member suggested the following topics for future Workshop or Presentation topics: Carrying the message (4). The Twelve Concepts (2). Leadership and Concept IX (1). Encouraging minorities to take leadership positions (1). Encouraging more women to take leadership positions (1). The importance of the Traditions (1). Tradition Two: the group conscience process and Our General Service Conference (1). Parallel the topics from the General Service Conference (1). Meditation and spirituality (1). Spirituality of service (1). Service structure at all levels—how are we connected (1)? How to generate enthusiasm for service, corrections, PI/CPC (1). Making service work appealing (1) and interesting (1). How to share about the “A.A. Service Manual” (1). What keeps members coming back—or, how to feed the soul of a group (1)? Anonymity and responsibility to others (1). Balancing the triangle and helping each other to balance (1). Service sponsorship (1). How can we better/effectively engage young people in A.A. (1)? Helping Young People in AA transition into general service positions (1).

Other topics suggested by the members included: Archives and history at the local level (1). How can we reach out locally to attract multi-cultural persons into A.A. (1)? Having a mix of members from A.A., C.A., O.A., etc. at one A.A. meeting (1). Letting go of old ideas: making A.A. more inclusive (1). Working with professionals in recovery groups (1). Guidelines on how to converse with nurses and MDs who come to meetings (1). Interacting with treatment centers (1). Bridging the gap to inmates and treatment facility clients (1). For the home group: what matters affect other A.A. groups (1). How to run an effective business meeting (1). Finances (1). Safety in A.A. (2). Safety in A.A. as a workshop rather than presentation (1). Principles over personalities (1). Relationships and sobriety (2). Working beyond our part (advising on medical and legal issues

and such) (1). Keeping a positive attitude when the negative sharks are biting (1). Handling the unruly alcoholic (1). Communication is our greatest challenge (1). Workshop on growing old in sobriety, gracefully and gratefully (1).

Members also suggested: Carrying the Message online (1). Technology related topics (1). Social media (1). Website tools and guidance (1). Internet searches and anonymity (1). How do the Trustee Committees operate (1)? District Committee Member (D.C.M.) workshop (1). Grapevine Rep (1). GSR service role (1). Registrar workshop (1). Process of getting a question answered by G.S.O. (1). How are Agenda items chosen (1)? Suggestions for conducting and planning meaningful workshops (1).

3. At future Forums would you like to see:

	More	Less	Just Right	No Answer
Presentations	20 (16%)	5 (4%)	79 (64%)	19 (16%)
Workshops	44 (36%)	5 (4%)	60 (49%)	14 (11%)
Sharing Sessions	18 (15%)	12 (10%)	77 (62%)	16 (13%)

4. Other suggestions for improving or changing the format of the Forums:

The members suggested and commented: Thank you for a wonderful weekend Conference. As a first-time attendant, it was informational and beneficial for the community (1). For a first-timer, I felt very welcome and comfortable (1). There was a lot of information in one weekend, but delivered very well (1). The pace was good (1). I thought the changes were needed (1). Have the program available before the Conference so we can plan attendance (1). Have access to the presentations sooner—either online or in print (2).

Some members suggested having fewer workshops to choose from (even though they were great) (1). Perhaps add another session and break down the workshop choices to four (1). Have another set of workshops at 9:10am (1). The workshops were okay (1). Have more time for workshops (1). Choose workshop facilitators for their ability to facilitate (1). Random does not often work, as not everyone has the ability to actually successfully lead a workshop (1). Moderators seemed unprepared—no microphone for my first workshop, couldn't hear (1). The workshops needed to be more organized (1). Coming up with two topics to talk about and general sharing was rather boring, as there were no time, and folks talked too long (1). Fewer "boring" presentations (1). There was too much on Grapevine/La Viña, Friday night, Saturday 11am-12n, two workshops was a bit much (1). Include a recovery presentation (speaker) at some point (1). Also have Trustees and Past Delegates direct/facilitate workshops. It's a shame to have so much service experience and not access it for so many new folks who attend the Forums (1). Collect workshop topics during pre-registration or from the Ask-It-Basket (1). Please more "Ask-it-Basket" answers (1). The handouts are valuable tools and would like to see more information available about the effects of sugar on alcoholics (1). More "Trustee at Large" his off script comments were the best (1)! For those who cannot attend evenings bring "Young People" and "Bridging Differences" to the day

sessions and keep the G.S.O. information for special sessions after addressing the more popular issues during the day (1). This year's program was informative and interesting (1).

The members also suggested having the presenters seated in a place where attendees can approach them to ask questions or follow-up on a presentation. Or perhaps have some type of identifying badge (1). Please ask members to stand and address the room when sharing as people facing the front of the room can't be heard by those behind them (1). Is it truly necessary to have complete introductions during the General Sharing Session (2)? When people go to the microphone, can they not go into long introductions about their background or where they are from and what service that they do? Let's get right to their questions (1). Nice to introduce folks, yet please tell us some highlights from the previous year, or on your agenda for this coming year (1). People were asking multiple questions at the microphone (1). Have more open-microphone time (1). The delegates and past trustees should have had a time-limit for each person's share as some got too long. Why would a person answering a question get dinged for too much time? Sometimes answers take longer than two minutes (1). Loved the bell (1). I would like more breakout sessions in order to "meet and greet" members of CPC/PI. I am an area coordinator and just learning (1). Perhaps you could get more crowd participation (1). Would like to see a sign language person (1). One or two more short breaks as A.A.s are used to sitting one hour at a time (1).

Members also asked if we could all get together for everything (1)? Please list the A.A. meetings on the program (1). Why wasn't there anything for functions as we do all the planning for our district each year (1)? Please have cheaper ice cream (1) and offer free coffee (1). Suggestion: Have an area designated for single parents to leave children with someone who is willing to "Baby sit" while parents can attend meeting or workshop. A young lady was here and had to leave because she did not have a sitter. The suggestion came up to have a 'babysitting area' designated so she could attend at least one of the evening workshops. There are A.A. members who would consider taking on this volunteer position (1).

Members thought the Forum was excellent (1), outstanding (1), worked well (1) and was great (1)! Great venue, great hospitality both food and members (1). I just wanted to add that the hospitality suite was wonderful—great refreshments and everyone was so welcoming (1)! The hospitality suite was the best (1)! Great weekend (2). Not rushed, just right (1). Thanks for a great event (1)!

I loved the NERF (1)! I loved the Forum (1)! I thoroughly enjoyed the Forum (1). The G.S.O. staff were knowledgeable, helpful and thought-provoking (1). Outstanding job by the volunteers—knowledgeable, friendly, happy—a real asset (1). The Welcome Contact did a great job (2)! The trustee-at-large did a great job (1)! Awesome team here! Hope to be back (1)! Keep up the good work (1). Great job (1)! Good job (1)! Thank you for a great Conference and your service (1)! Thank you District 60 (1)! Thank you (4)!

5. No signature is required, but please indicate whether this was your first Forum:

Yes = 75 (61%)

No = 43 (35%)

No Answer = 5 (4%)

6. Please select your current service position:

G.S.R. (20), D.C.M. (19), Area Officer (14), Area Committee Chairperson (10), A.A. Group Member (45), Delegate (5), Past Delegate (5), Past Trustee (1), Friend of A.A. (3) and Other (1).

7. Did you pre-register by postal mail?

Yes = 28 (22%)

No = 82 (67%)

No Answer = 13 (11%)

8. Did you have any suggestions to make the print flyer and registration form better?

Members reported that the print flyer and registration form are good the way it was (1). The folded one-pager is great (1). Perhaps have the schedule printed in black for easier copying (1). Perhaps use color (1). Larger print (1). Distribute electronically in addition to print (1). Include a more detailed agenda (1). I am not an expert, but it was difficult to read the weekend schedule (1). Possible language, but it was a little confusing at times (1). It is okay but not very eye catching (1). Have available sooner (1). Save-the-date flier with a well distributes agenda—did not get one (1). Please email to all emails in the G.S.O. database (1). Please email the G.S.R.s directly (1).

9. Did you pre-register on-line at: www.aa.org?

Yes = 90 (73%)

No = 25 (20%)

No Answer = 8 (7%)

But there was not pre-printed badge for me when I arrived (1).

10. Did you reference the online version of the Forum Flyer?

Yes = 56 (46%)

No = 48 (39%)

No Answer = 19 (15%)

If so, how was it helpful?

Members reported the the online version of the Forum Flyer was convenient (1). Having the link on the Area site is very helpful (1). I printed several copies to give to unrepresented groups in my district (1). I printed it for our district meeting and home groups (1). I used the online version of the Forum Flyer for general information (1). It was helpful to use for directions, information about the city and A.A. meetings (1). The flyer helped to confirm the dates and location (1). I couldn't get a schedule, only the hotel address and dates (1). It gave a good overview, but could've been more detailed (1). I got a physical flyer in my area (1). I think the flyers need some more marketing work—Keep it simple (1). Another G.S.R. registered for me (1). Didn't know about it (1). I was not aware of it until today (1). I didn't see the version with the times of start and end, specific to this Forum online, only from the one I was mailed. Maybe it went up late? It would have been helpful (1). I do not understand what "reference" means (1). I'm not sure what this questions means or is asking (1). Thank you (1).

11. Please list any suggestions to improve online pre-registration at www.aa.org.

The members reported that the online pre-registration was very user-friendly (1), quick (3) and easy to use (4), great (1), good (1) and just right (2). It worked really well (1). Registration was easy and confirmation was expedient (1). No changes are needed (3).

Members also commented that the online pre-registration was fine if you know what you are looking for (1). I couldn't find it on the website (1). It was hard to find (1). It took a bit to find (2). Please make it easier to find (1). I had a difficult time finding the registration section for the Forum (1). It is still difficult to find on the website. I needed to see the printed flyer with instructions (1). Have a more obvious way to find and see the Preliminary Program once its available (1). Perhaps provide a temporary link on the home page (1).

Also, please provide an email confirmation after registration (4). Apparently this year there were a large number of members who thought they were pre-registered, but were not (1). I was not pre-registered, along with many others (1). I came to the Forum expecting to be pre-registered but was not (2). I found out at registration that my email was late but I received a confirmation stating it was entered--no big deal (2) because there weren't long lines, but could reduce this misconception (1). Maybe add a cut-off message as I registered online that morning and it was actually too late (1). Let us call to registered—not use the computer (1).

12. Please list any suggestions for the online Regional Forums' section in general at www.aa.org.

Finally, members reported that it would be helpful to have the weekend's agenda online sooner (1). Please publish the schedule and add information about the hotel and restaurants nearby (1). Maybe a general idea of the format for the new attendee (1). Perhaps have literature for sale (1). Have an easier way to find on the website (1). Hiding it at the top was tricky to find (1). I find it difficult to quickly get to the Forum Flyers and/or registration; however it has gotten better with recent updates (1). Perhaps larger print (1). Everything appears great (1)! Thank you (3)!

2017 WEST CENTRAL REGIONAL FORUM Questionnaire Summary

Eighty-three members of the 2017 West Central Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

1. How did you hear about this Forum?

Area = 48

District = 15

G.S.O. Flyer = 14

Local Intergroup/Central Office = 0

Home Group = 16

www.aa.org = 6

Friend = 8

Other = Email (1). The Forum in Capser (2). Delegate at my district (1). Service activities (1). Sponsor (1).

*Note that some members heard about the Forum from multiple sources.

2. Please list any suggestions for future Workshop or Presentation topics:

Comments:

The members suggested the following Workshop and Presentation topics for future Forums: The Twelve Traditions (4). Twelve Concepts (3). Tradition Five (1). 12th Step (1). Unity in A.A. (1). Safety in A.A. (1). Sponsorship (2). Service manual (1). Young People in A.A. (1). Young adults and younger people in A.A. (1). All inclusive (1). First timer's workshop on A.A. service basics (1). Primary Purpose (1). More public sharing sessions (1). G.S.O. and A.A. history (1). Archives and A.A.'s foundation (1). A.A.'s past, present, and future (1)?

General Service Board's Finances (1). Budgeting (1). G.S.R. workshop (1). How G.S.R.s bring information back to home groups (1). District inventory (1). Reviving a District (1). How do districts and Intergroups cooperate (1)? Sponsorship expectations (1). The Warrantees (1). A.A. Unity and Diversity (1). What A.A. is and what A.A. is not (1). Us and them, or just us (1)? Mental illness and alcoholism (1). Working with Others and Relapse (1). Meeting the alcoholic where they are (1). What exactly are listening sessions (1)? Board updates on last year's advisory actions (1). Social media and anonymity (1). Accessibilities (2). Relationships between A.A. group and club (1). Corporation, organization or a social club—what are we at what level (1)? No individual agendas (1). Past trustees sharing (1). G.S.O. staff sharing on day-to-day duties (1). Trusting our trusted servants (1). Keeping A.A. unchanged and how Bill set it up (1).

3. At future Forums would you like to see:

	More	Less	Just Right	No Answer
Presentations	5 (6%)	12 (14%)	59 (72%)	7 (8%)
Workshops	30 (36%)	2 (3%)	46 (55%)	5 (6%)
Sharing Sessions	18 (22%)	8 (10%)	50 (60%)	7 (8%)

4. Other suggestions for improving or changing the format of the Forums:

Comments:

Members suggested having more workshops, because they were wonderful (1). I loved the workshops, so maybe a few more (1). There was so many topics to choose from (1). Perhaps have fewer workshop topics (3). It would be great to spread out the workshops so everyone could attend three instead of two (1). The evening workshops were excellent (1). Loved the sign language workshop (1). The flow and honest sharing and intimacy at all levels was enjoyable (1). A gathering like this as written in both the Big Book and Twelve-by-Twelve generate genuine 'goodwill' toward all men and women (1). There were many strong woman at the mics (1). The workshop chairs were good (1). The chair person needs to have the ability to move the conversation along instead of getting stuck on one subject (1). There was some cross-talk during workshops that was distracting (1). Workshop folks need to follow the two-minute share rule (1). Have bigger workshop rooms so more members can participate (1). Increase the space for workshops (1). Workshops should be partitioned better or have one workshop facing one way and the other facing the other way (1). The setup in rooms was adequate (1). Please use microphones during workshops as I couldn't hear (1). Better Power Point technology as the video failed to play (1). The Power Points were effective tools during the talks (1). Please increase the font size on the slides and use bullet points instead of paragraphs (1).

The G.S.O. presentations were great (1)! Having mini-sharing sessions during presentations worked very very well (1). Sharing should follow each workshops topic for all presentations (1). Felt the sharing sessions were interactive and allowed for feedback (1). Great sharing from the heart (1). Have more group interaction (1). It got so much more out of the workshops and sharing sessions (1). The most effective presentations were those in which the presenter shared his/her personal experience (1). Good to hear about the office and what they do (1). Don't have the Finance presentation so late on Saturday afternoon (1). All the presentations but Finance were good (1). I struggle with finances, but I have to say that he knows his stuff and is well prepared (1). The presentations appeared rapid fire, especially Finance (1). The presentations by trustees and staff should be practiced and more coherent and concise (1). Simplify the presentations even further (1). Some delegates only read a prepared speech (1). The presentations were too scripted (1). Make the presentations more lively as the speakers made me sleepy at times (1). Have more input from past delegates and trustees (1). I would like to hear more Class As' (1). We need to hear more from the Fellowship (1). There was not enough time (1). We lost time on general sharing because the presentations went over (1). Please let the presenters know their time allotted (3). Breakout sessions need to be in a 'quieter' setting (1). All sharing sessions and comments should be recorded and a part of the report (1). Perhaps have less dense information on Friday night as we were tired from traveling (1). Have a Spanish interpreter via transmitter (1). Keep the Spanish translations (1). We appreciated the user-friendly handouts (1). Please provide contact information for the presenters (1).

There were long periods of sitting without a break and no audience participation can lose people's attention, especially after 30 minutes (1). It is difficult to sit for so long between breaks so maybe try not to schedule so much information at once (1). Please provide more frequent breaks (1). Also, have larger breakfast rooms (1). Buffets for meals are nice (1). Good food but waited too long (1).

We need some place with free coffee (2) or at least a location offering it cheaper (1). Please provide a list of places to eat nearby (2). Loved the opportunity to have meals with members of the G.S.O. Great idea (1). Very good (1).

The Forum was very effective overall. Thanks for showing me what G.S.O. is really all about so I can take it back to my group and district (1). Heads up regarding Marathon Sunday morning (Soiux falls) (1). Keep the format of the Forum just the way it is (1). Everything was great (1)! Thank you (4).

5. No signature is required, but please indicate whether this was your first Forum:

Yes = 35 (42%) No = 43 (52%) No Answer = 5 (6%)

6. Please select your current service position:

General Service Representative (G.S.R.) (11), District Committee Member (D.C.M.) (16), Area Officer (6), Area Committee Chair (10), A.A. member (30), 8), Delegate (2), Past Delegate (8), and Other: District corrections (1). Alternate D.C.M. (4). Cooperation with Professional Community (C.P.C.) chair of my district (2). District secretary (1). District 3 Area 24 Grapevine Rep (1). District Literature chair (1) Area 36 (1). Trusted Servant (1). Central officer (1). Group treasurer (1).

7. Did you pre-register by postal mail?

Yes = 10 (12%) No = 71 (86%) No Answer = 2 (2%)

Comments:

No, email (1).

8. Do you have any suggestions to make the print flyer and registration form better?

Comments:

The members thought the print flyer and registration form was streamlined and clean (1). Continue to keep it simple (1). Please add contact information (1). More emphasis on sign language and interpreter (7) or checkbox for other accessibility needs (1). The early A.A. meeting was not on the schedule (1). We don't need to use fancy glossy paper for non-essential reports (1). Please use non-glossy paper for all handouts as the glossy paper is more expensive and we can't write on it without smearing (1). We also don't need color copies for most handouts, rather keep the color for the financial handouts (1). Please don't use money for color and glossy paper when we have financial concerns in A.A. (1). Reduce the flyer to one page or some format that is easier to photocopy in our home areas (1).

9. Did you pre-register online at: www.aa.org?

Yes = 51 (61%) No = 31 (37%) No Answer = 1 (2%)

Comments:

I had to go online several times to register (1). It did not work (1).

10. Did you reference the online version of the Forum Flyer?

Yes = 40 (48%)

No = 34 (41%)

No Answer = 9 (11%)

Comments:

The members reported that the online version of the Forum Flyer was helpful (5). It was good to see the dates (1) and times (2) when sessions started (1), the location (2), hotel information (1), directions (1) and overview (1). Good to see an overview of the weekend along with other information (1). Was curious about the start times, and lunch breaks to make plans with others (1). It was helpful to know what to expect (1). The online version gave good location information and the tools to register were there, if I would have used them) (1). I didn't check it until I was on my way to the Forum and wished I would have done it earlier (1). I forgot the flyer on the way up so looked it up online to check the schedule (1). I was challenged when I tried to print it out. I couldn't get it to print on one page. Could you add a 'print' button (1)? Thank you (1).

11. Please list any suggestions to improve online pre-registration at www.aa.org.Comments:

Members reported that the online pre-registration was so easy (6). It was simple (1) and quick to navigate (1). Worked smoothly (1). Good job (2). Very good (2). No changes necessary (2). Please list a cut-off date for pre-registration (1). Please circulate the agenda earlier (1). More or better information on hotels, rates, etc. (1). Please provide confirmation that each step in the pre-registration is complete (1). I couldn't get to the online registration, so I went the mail route (1).

12. Please list any suggestions for the online Regional Forums' section in general at www.aa.org.Comments:

Please don't make the Forums an online event (1). Focus on the Forum content (1). Communication at the Area level can be better (1). Let people know the Forum is for A.A. members and not just people involved (1). List locations and dates up-front so people who live outside the region can attend the Forums if they live closer to the location geographically (1). To request the need for an ASL wasn't on the paper form. I don't recall if it was online (1).

13. Additional Comments

An A.A. app-meeting locator would be great (1). Communication at the Area level can be better (1). Was it finally prudent to bring in an interpreter from the Twin Cities (1)? Did G.S.O. or local area provide the woman interpreter with an AAI? so she knew what she was participating in (1)? Can the hospitality room remain open all weekend (2)? Would like to have literature for sale (1). G.S.O. needs to listen when told a browser or out of date software is causing problems.

This was a great forum (1)! Good job everyone (1)! Thank you for your service (1). Again, we thank all of the representatives from G.S.O., our trustees at all levels and recognizing the

continued need for these functions and planning of same for the future A.A. (1). Thank you (3)!

Respond more politely to questions (1).

2017 SOUTHWEST REGIONAL FORUM

Questionnaire Summary

Eighty-six members of the 2017 Southwest Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

13. How did you hear about this Forum?

Area = 26

District = 13

G.S.O. Flyer = 3

Local Intergroup/Central Office = 4

Home Group = 32

www.aa.org = 2

Friend = 2

Other = 6

*Note that some members heard about the Forum from multiple sources.

14. Please list any suggestions for future Workshop or Presentation topics:

Comments:

The members suggested the following topics for future Workshops or Presentations: Twelve Steps (2). Twelve Traditions (4). Twelve Concepts (5). Workshops on Concept IX leadership (4). Singleness of purpose (1). A.A. history (2). Archives (1). Relationship between A.A. and Alanon (1). Sponsorship—what works and what doesn't work (1). Third Legacy sponsorship (1). Service structure (1). Area structure—what works and what doesn't work (1). Accessibilities (4). D.C.M.'s, Area Chairs, and getting service committees active (1). Carrying the message beyond North America (1). Anonymity (1). Anonymity and the Internet (1). A.A. and technology (1). A.A. groups—the heartbeat of the A.A.'s structure (1). Why Open vs. closed meetings (1). Creating interest in General Service (1). A.A. for those with outside issues (1). Safety and security (1). Working with newcomers (1). Stories and experiences from G.S.O. regarding 12th Step work (1). G.S.O.'s use of technology (1). Robert Rules of Order (1).

15. At future Forums would you like to see:

	More	Less	Just Right	No Answer
Presentations	8 (9%)	16 (19%)	48 (56%)	14 (16%)
Workshops	42 (49%)	4 (5%)	33 (38%)	7 (8%)
Sharing Sessions	15 (17%)	15 (17%)	45 (52%)	11 (13%)

16. Other suggestions for improving or changing the format of the Forums:Comments:

It was interesting to hear G.S.O. and their slides of employees at G.S.O. and who does what? It was nice to put faces to names (1). The 10th Tradition was awesome (1). Offer anonymity protected slides of presentations and handouts during the weekend or by email later (1). Some presentations seemed scripted (1). The presentations were good but a little dry (1). Be familiar with the presentation subject and don't read (1). The presentation slides were hard to read—perhaps less content per slide and larger font (1). A first-timer to the Forum and new to learning about the structure of G.S.O. it would be nice to have more graphics/other than existing flow charts of where the presenting speaker fits into the structure (1). Correct updates for G.S.O. (1).

The presentations were excellent (1). Best delegates presentations ever (1). Loved the delegate's presentations (1). Enjoyed delegate presentations (3) All delegates from regions should be required to present (1). The presentations were effective (1). Everyone did a great job (1). The different topics chosen were great. I learned about different things (1). More connection with what the "services" actually are in human efforts—make it real to the fellowship, what the actual result of the Tradition is (1). More planning on presentations (1). More personal anecdotes by speakers or anyone who comes to the microphone (1).

Break up the presentations a bit more with inserting workshops in between (1). All presentations sounded good; however, they were too much and not enough time for workshops (1). The presentations were very thorough, but more involvement in the workshops and sharing sessions (1). Perhaps one less sharing session and one more hour of workshop or presentation (1). The time between breaks was too long (2). Please add some activities focused for the young after 7pm (1). Good placement of sharing sessions—always a chance to speak (1).

Keep sharing sessions on point (1). During the sharing sessions have all potential responders -e.g., Trustees, G.S.O. staff at the table (1). When Board or staff is responding to questions they need to turn around and face the membership instead of the stage (1). Lessons learned from the past discussion of real content and less office speak (1). Rather than answer one question honestly, a trustee bullied, out-shouted and distracted the topics (1). The sessions were too choreographed—too planned—too pat. I did not like the refusal to answer questions. I would like more honest two-way dialogue (1). Please send this survey and topic survey via email (1). Please provide explanations of the codes at the bottom of the pamphlets, etc. (1). Please provide a handout of service acronyms (1). Describe the process for selecting workshop topics (1). Email or take a poll about future topics (1).

Forget all the introductions by delegates—keep it simple and say "I am so and so and alcoholic (1). Be very specific of what the topic is for discussion. Get people to ask questions and get panel members to respond and eliminate or limit comments (1). Loved the timer on the information sharing (1)! Have a time-sharing helper (1). Effective within timeliness/timely (1). Effective re: sharing sessions: the "grace under fire" of our trusted servants—always allowing all opinions to be heard as respectfulness always a winner (1). I think we should designate a time to answer the Ask-it-Basket questions instead of throwing them into the sharing session at the chair's direction. I felt like throwing in the Ask-it-Basket questions threw off the flow of the sharing (1). I liked viewing the videos (2).

The workshops were enjoyable (2) the Finance workshop was enjoyable (1). The Records workshop was enjoyable (1). Enjoy the interactive nature of workshops (1). The Financial workshop was boring (1). I liked the fact that each workshop occurred twice so I didn't feel like I was missing much (1). Would like to attend more than two workshops (2). We need more workshops (1). Allow more time for workshops (1). Perhaps have one 2-hour workshop instead of two 1-hour workshops (1). Put workshop sessions one in morning and another in afternoon as 12 hours is a long day (1). Would like to see morning (2) and evening workshops (1). Have shorter workshops (1). Could not attend all of the workshops that sounded interesting—not enough time (1). Loved all the breakout workshops—more (1)! Do appreciate the structure of workshops so one person doesn't monopolize (1). The workshops with questions afterwards contained information I can take back to my groups (1). Pointer for Bob in Finance workshop—if you were sitting in middle or back of room for all presentations, you couldn't read what was on the screen (1).

Workshop moderator did a great job giving a brief presentation on the topic to set the stage for sharing (1). Workshop moderator only read a brief blurb on his topic and it was not as conducive to getting the sharing started or staying on track (1). The workshops "facilitators" could facilitate more, with less sharing regarding problems from visitors and more solution experiences (1).

As a first-timer I didn't know where the breakout/workshop rooms were and they were hard to hunt for... had no idea the main room was going to be sub-divided for three of the rooms. Please announce better next time. Thank you (1). The Bowie room lacked of good air flow (1). Please make the rooms warmer, the cold was distracting and uncomfortable (4). Please pick a hotel with other amenities in walking distance. The hotel food was expensive and I felt stuck there (1). Breakfast buffet (1)? I know the hotel food is expensive but including meals as part of the program will ensure more networking opportunities (1). It is critical to hold these Forums where there are various food options within walking distance considering the safety and security of the patrons (1). Perhaps provide local maps and directions to local restaurants and other sightseeing types of information would be helpful (1). It is difficult to be in a place that has no restaurant options and is very expensive (1). My group nor I can afford \$18.00 for breakfast (1).

Loved all the information on anonymity as I always had questions about this topic and now I don't (1). The information was interesting but could hear most things at my home group (1). I don't feel that I have good information to take back to my group (1). Thank you for all the handouts (3). It is a lot to take in and it's nice to have something for the groups to see and helpful too to understand (1).

I want to state that it has been a mind-opening opportunity, learning with different views on Traditions, many more ideals and changes moving forward in my recovery (1). Much rethinking to do (1). There was too much to absorb (1). The sharing sessions unify us all (1). Disappointed and discouraged (1). I enjoyed everything as is (1). Anything that improves communication improves us (1). It was my first time here and everything was great (1). This was my first Forum and I enjoyed every bit of it and overall everything was great (1). This was my first Forum so I am at a loss for suggestions but let me say that I am in awe at process of how this Fellowship applies spiritual principles in business matters. Thank you with much gratitude (1). Thank you everyone (3) for a great job (2) and for your service (1). It was a great Forum (2)! Thank you (4)!

17. No signature is required, but please indicate whether this was your first Forum:

Yes = 45 (52%) No = 32 (37%) No Answer = 8 (9%)

18. Please select your current service position:

General Service Representative (17), District Committee Member (8), Area Officer (13), Area Committee Member (4), A.A. member (36), Delegate (3) and Past delegate (5).

19. Did you pre-register by postal mail?

Yes = 8 (9%) No = 74 (86%) No Answer = 4 (5%)

Comments:

Registered online (1). By email (1).

20. Do you have any suggestions to make the print flyer and registration form better?

Comments:

I like that you showed the schedule of events as it gave us an idea of what will be going on (1).

21. Did you pre-register online at: www.aa.org?

Yes = 54 (63%) No = 28 (33%) No Answer = 4 (4%)

Comments:

Didn't see a printed flyer although I registered online—didn't get an email confirmation so I re-registered and then got one (1). Got on aa.org three times but got an error each time I clicked "Register for Forum" (1). I thought I registered with my phone, may have done so too late (1).

22. Did you reference the online version of the Forum Flyer?

Yes = 56 (65%) No = 23 (27%) No Answer = 7 (8%)

Comments:

The online version of the Forum Flyer was helpful (4) It had the essential information (2) on what was useful (1). Told me everything I needed to know (1). Provided hotel information (4) and the schedule (4) ahead of time (1), dates, location, schedule—overall helped plan the trip (1) and travel (1) and planning workshop attendance (1). The online flyer is the only place I got my information regarding the Forum (1). I put in in our group announcement book (1). I saved it and the agenda to my phone and it was helpful to reference (1). I printed it for our group (1). I was given the flyer at my home group via G.S.R. (1). My wife requested it (1).

Yes, may be helpful also to post the agenda (1). I didn't know the flyer and agenda were available online (1). None—user friendly (1). Not good at Internet information (overwhelmed at age 71) (1). Didn't see the flyer until I was here. Link on home page at www.aa.org went directly to registration but if it went to a "home" page for Forums we would see flyer and sample agenda, etc. (1).

23. Please list any suggestions to improve online pre-registration at www.aa.org.

Comments:

The online pre-registration at www.aa.org was effective (20).

It was a little tricky to find on your site (1). I like the confirmation email and reminder later (1). Please provide access to the agenda information (1). Make the program more accessible/easily viewed (seems it took long to get the fall agenda posted) (1). Please post the agenda earlier (2) so that we can make appropriate plane and hotel plans (1). Need to be able to register more than one person at a time (1). Please provide an option for multiple emails as we registered two but only one person received the email reminder, etc. (1). Provide a confirmation number (2) to verify registration (1). Please make it mobile friendly (1). Please remind D.C.M.s to address the districts at the district meetings (1). Perhaps get the link out to the D.C.M.s sooner so we can get plenty of flyers and information out to our districts (1). I did not have any issues with the online registration (1). Perhaps issue a warning that attending the Forum might create so much excitement as to cause trouble getting to sleep (1).

24. Please list any suggestions for the online Regional Forums' section in general at www.aa.org.

Comments:

Keep it interesting to us local folks (1). Perhaps add personal appeals from those at G.S.O. who are coming to the Forum (1). Have some food (1). Please make it easier to find (1) and easier to navigate (1). It is hard to find—need to send digital flyers to each Area so they can be put on Area and District websites (1). It was hard to find information on this specific Forum (1). Looking forward to navigation improvements (1). The flier indicated there was a hotel discount using the code but when I called the hotel they said that it was the normal rate (1)! I did a bit better using AAA (1). More visibility of agenda/program (2). Show an agenda (1). I didn't see any issues with the regional forum section on the website (1). The online Regional Forum's section in general at www.aa.org was excellent (1), great (3) and good (2) job (1). Thank you everyone for such a wonderful Forum (1). You guys did a great job (1)! Always do (1). Thank you (2)!

2017 EAST CENTRAL REGIONAL FORUM Questionnaire Summary

Seventy-eight members of the 2017 East Central Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

1. How did you hear about this Forum?

Area = 30

District = 12

G.S.O. Flyer = 7

Local Intergroup/Central Office = 4

Home Group = 17

www.aa.org = 6

Friend = 3

Other = 7

Other = Previous attendance (2), Sponsor (1), Delegate (1), Past Delegate (1), General Service Representative Workshop in Springfield (1) and District Committee Member (1).

*Note that some members heard about the Forum from multiple sources.

2. Please list any suggestions for future Workshop or Presentation topics:

Comments:

The members suggested the following topics for future Workshops or Presentations: Twelve Steps (1) and Twelve Traditions (1) Tradition 4 (1) and 7 (1). Add a Concepts workshop or presentation (1). The Three Legacies combined (1). Trusting our trusted servants (1). Young people in A.A. (5). Women in A.A. (1). Native Americans in A.A. (1). How do we reach out better to our homebound or elders (1)? Total surrender and total commitment (1). Common welfare presentation (1). How to be a sponsor (1). Service sponsors (2) service leadership (1). How to generate interest in general service (1) and service work (1). What has worked to get people into the service structure (1)? How to get people involved in state conventions and Forums (1). Enthusiasm in service (1).

Other suggestions included: Communication at all levels of service (1). Communication—one trusted servant talking to another in group conscience (1) effective business meetings in home groups (1). Comparative organization between areas –i.e., how do areas do things differently (1)? Process for making decisions in business meetings (1). Why in some districts signing court slips is so problematic (1)? Using The A.A. group pamphlet (1) for getting a group conscience and G.S.R. (1). A.A. and you—Regional Forums information on general service structure for ‘newbies’ on a regular (district) interval (1). Voice of the member and how the process works (1). Spirituality in Board decisions (1). Presentation on being a G.S.O. employee (1). How our service structure has worked through time (1)? Additional time for Trustee-At-Large—perhaps have their own workshop (1)? PI/CPC (Professional Community and Cooperation with the Professional Community) committees (9) Corrections (1) Treatment (2) Accessibility (1). Perhaps have two Grapevine workshops and at least one LaViña workshop (1). Please have more on “Grapevine Around the World” as I loved this presentation (1). More

detail –i.e., how to write your story for the Grapevine (1)? Literature and more about new items (1). Early A.A. literature (1). Perhaps have more variety in presentations and workshops (1). Don't repeat workshops (1). Use similar topics (1). Planning events and a conference (1). Using the website aa.org (1).

3. At future Forums would you like to see:

	More	Less	Just Right	No Answer
Presentations	6 (8%)	9 (12%)	54 (68%)	9 (12%)
Workshops	38 (49%)	2 (3%)	31 (40%)	7 (8%)
Sharing Sessions	21 (27%)	10 (13%)	40 (51%)	7 (9%)

4. What was effective and what improvements might be made to A. Presentations B. Workshops C. Sharing Sessions:

Comments:

Presentations: The members reported that the Presentations (and Workshops, below) were the highlight of the Forum (1). The presentations were great (1) and informative (1). There was a great variety of presentation topics (1). I truly appreciate the thorough complete and competent financial presentation (1). Loved the Atheist presentation (1).

Perhaps provide more detailed financials (1). I would have liked longer presentations (2). Perhaps have longer presentations from the Trustees-At-Large (1). Allow more time to ask presenters questions (1). The Saturday morning presentations seemed to be a little packed together giving insufficient time to discuss and formulate questions (1). Keep the presentations short (1). Meeting the New York people was great but there could have been less time spent explaining everything they do (1). The presentations were awfully canned and could be more personal (1). The presentations were boring—just going around the room with people sharing (1). Have slides that would match more of what was presented (1). There was a disconnect between the presentations and sharing –e.g., after the presentations the sharing moved to the “hot topic” of the Forum. Would have liked more sharing on the atheist presentation (1). Change the AV presentations as most were only marginally readable for anyone not in the first row (1). Put all important information in the top two-thirds of the slide and do no copy material from printed reports, instead break that information up into multiple slides (1). The presentations should explain/elaborate the ‘headlines’ (1). The slides should contain no more than 6-lines or no more than six words (1). Presenters should not read from the slides (1). Please add more pictures of the General Service Office and A.A. around the United States and world (1). Please provide printed materials (2) such as handouts (2) and PowerPoints (1) of the presentations (2) and other video-presentations (1).

B. Workshops: The members reported that the Workshops (and Presentations, above) were the highlight of the Forum (1). The workshops I attended were spot on with participation—very effective for me (1). The workshops with smaller groups were a refreshing break from the big sessions (1). I didn't have any problem hearing the workshops (1). The workshops were

super energizing throughout (1). Having workshops available at two times and duplicate workshops was liked (1). I liked that the same title workshop was offered more than once (1).

Please have more workshops (3) as I learned the most during these (1). Please allocate more time for the workshops (3) as it is easy to share and meet others during workshops (1). The Saturday evening workshops were not long enough (1). Could one workshop be moved to mid-day Saturday to break up the day a little more (1)? I would have liked to hear part of the workshops earlier in the day as everyone seemed tired (1). Add workshops throughout the schedule (as dual scheduling) (1). The full Forum workshop topic could have been expounded upon (1). Don't repeat the workshops—instead do two different ones (1). Sometimes the workshops were not on point (1). Make clear during the full forum workshops that we were to only share on that topic (1). Workshop moderators could be better prepared to give direction to attendees (1). Might consider a guide to limit repeat communicators so the workshops can move along (1). Be more informative as to what is to be shared and do two of them a little longer than this year. Do two at an hour each (1). Perhaps provide handouts (hardcopies) (2) or make them available online (1). Have microphones in the rooms for larger workshops (1).

C. Sharing Sessions: The members reported that the facilitation of sharing sessions was done well (1). The Chairperson did great at keeping things running (1). Everyone did a great job (1)! All were good and informative (1). The hospitality room was a tremendous opportunity for support and sharing. Loved it and should be a key in future hotel negotiations (1). I loved the hospitality room (1)! I loved the food (1). I loved meeting the staff as they were lovely (1)! Thank you (3)! Finally, the members commented that everything was perfect (1). Good is God all the time (1). Keep up the good work (1)! Thank you (3)! In general, the members commented that overall, most were very informed, answered questions well and inspired others to try similar things such as workshops (1).

Schedule more sharing sessions (1) or more time for general sharing (2). The sharing should not be shortened due to running over the presenter's items and when people are still at the microphone they should be allowed to share (1). Could there be a better way of handling the answering of questions during the sharing sessions as some valid and important questions were not answered (1). Questions get us involved (1). Stop the double speaking and have answers to the questions asked during the sharing sessions (1). Take people to the microphone in order and answer the questions (1). Perhaps provide more direct topics for sharing as people were not prepared to share. Maybe state in the flyer "if you are going to share make sure that you are prepared and be brief but to the point" (1). Microphone abuse hurts everyone's experience so please ask the chairpersons to be firmer with those who do not respect the time limit as someone was allowed to share twice in one session and even a past trustee went on and on during the "Past Trustees" session (1).

FNV is a new idea. I didn't see a flyer or service information bulletin to describe it briefly. Would've been helpful (1). Limit one question to each microphone speaker (1). Order at the microphone was off and people who were waiting in line 1 were turned away while those in line 3 had more opportunity to ask/share (1). Please remind staff members to always be available during the sharing sessions (2). Ask the staff to sit closer to the microphones (2) and at the front of the house (front rows) (1) during the sharing sessions (1). Ask G.S.O. staff to share more about their jobs (1) as we especially liked hearing the story sharing of G.S.O.

trustees and the history of A.A. relative to their jobs and A.A. (1). Better tie-back from panels during sharing sessions (1). When there are differences of opinion, accept these differences (1).

Perhaps have another meeting scheduled during the meal breaks as the early morning meeting is hard to attend if helping with registration—it is so awesome to have a meeting with folks from all over and it bears the unit of what A.A. is all about (1). Also, be sure the acoustics in the meeting rooms is good for being able to hear (1). Consider recording the event for areas and states to purchase to share with the assembly (1).

5. No signature is required, but please indicate whether this was your first Forum:

Yes = 44 (56%) No = 33 (42%) No Answer = 1 (2%)

6. Please select your current service position:

General Service Representative (14), District Committee Member (12), Area Officer (10), Area Committee Member (6), A.A. Group Member (29), Delegate (5), Past Delegate (7), Past Trustee (1) and Other (11).

Other = Treasurer (2), District Treasurer (2), District Committee Chair (2), Outgoing Alternate District Committee Chair (1), District 22 Secretary (1), Delegate (1), Alternate Delegate (1) and Corrections Chair (1).

*Note that some members had more than one service position.

7. Did you pre-register by postal mail?

Yes = 13 (17%) No = 62 (79%) No Answer = 3 (4%)

8. Do you have any suggestions to make the print flyer and registration form better?

Comments:

The members commented that they loved the one they received and carried it with me—still have it (1). The print flyer was simple to understand with good direction (1). It was perfect (1). Make the .pdf available as soon as possible (1).

Make it easier to find (1). Send the flyer with the pre-registration confirmation email so we can bring and distribute (1). Have the one-page (letter sized) (1) version available to distribute in advance (1). Design with different colors to read easier with more clarity —e.g., could hardly read “food on your own” (1). I thought it was wasteful to have a complete Spanish language one with each English language one (1). Add houses for A.A. meetings, etc. (1).

9. Did you pre-register online at: www.aa.org?

Yes = 52 (67%) No = 22 (28%) No Answer = 4 (5%)

10. Did you reference the online version of the Forum Flyer?

Yes = 44 (56%) No = 32 (41%) No Answer = 2 (3%)

Comments:

The members commented that the online version of the Forum Flyer was helpful as a first-time attendee to know what to expect (1) and it helped with logistics (1) and pre-planning (1). I had an idea of what was going to be presented pre-forum (1). I showed it to others (2) so they would know what was going on (1). The address (location) (2), general outline (1) and program detail (1) were helpful (1). Seeing the proposed program schedule was helpful (1). It confirmed what I was going to and that I had the correct Forum to register for (1). I referenced the flyer during pre-registration (1). The Forum Flyer was easy to find and use (1). I could keep it on my phone (1).

I was not aware of the Forum Flyer (1). Didn't even know it was online (1).

11. Please list any suggestions to improve online pre-registration at www.aa.org.

Comments:

The members commented that the online pre-registration at www.aa.org was easy (5), fine (1) and just right (1). It was simple because even I did it (1).

Please consider registrations that didn't seem to connect as I arrived to find I wasn't registered (1). I thought I registered online and even received an email confirmation, but my information was not at the registration desk on Friday (1). I did receive a confirmation via email, but I did not have a pre-registered name tag (1). Thought I pre-registered online but was not listed when I arrived and had no badge (1). I registered online 3 days prior to the event (the website let me) but my name tag wasn't at the registration desk (1). There were 35 or 40 people who had pre-registered that did not get on the registration list (1).

Make the cut-off date for online registration very clear. Please provide an email confirmation of registration (2). Include a rough schedule of when the Forum begins as there was no schedule so when I got arrived around noon on Friday I learned it didn't start until 6:30pm (1). For first-timers, there's very little about how to plan and what to expect (1). When a person is drawn to come (\$200 paid by A.A.) they should be notified before the day before the Forum (1). I experienced freeze ups on the website but finally completed it (1). Have not explored the website (1). Welcome committee were tireless angels (1).

12. Please list any suggestions for the online Regional Forums' section in general at www.aa.org.

Comments:

The members commented that the online Regional Forum's section on www.aa.org was great (3), informative (1), concise (1), clean (1) and clear (1). I will check the website for future Forums (1).

Increase the visibility of the 2018/2019 upcoming dates of a more diverse group of past trustees to share (1). The sooner information is provided the better (1). Include the agenda (2) as soon as possible (1). The website is more user-friendly but hard to navigate if you don't know how to (1). It is difficult to find things on the aa.org website (1). Make the website easier to access (2) as it was not user-friendly (1). Make the website "less busy" (1). Please provide a link to hotel reservations (1) and childcare offered (1). Thank you for your time (1). Thank you (2)!