

# **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 22, 2020 – 5:30 - 7:30 p.m.

Room: John Brundage I and II

**Trustees' Committee Members**

Tom A.\*  
Leslie Backus+  
Beau B.  
Mark E.\*\*  
Jan L.  
Nancy McCarthy+  
Ginger R. B.  
Carolyn W.

**Conference Committee Members<sup>1</sup>**

Panel 69  
Teddy B.-W.  
Lori C.\*\*  
Jane E.\*  
Rob M.

Panel 70  
Carlos L.  
Donny M.  
Jess N.  
Ray O.

\*chairperson

\*\*alternate and/or vice chairperson

+ nonalcoholic

<sup>1</sup> Members of this committee serve on this as a secondary committee assignment

- ◆ Introductions – Tom A., trustees' committee chairperson.
- ◆ Review Conference committee Composition, Scope and Procedure – Jane E., Conference committee chairperson.
- ◆ Review History of Conference committee – Julio E. and Sandra W., co-secretaries.
- ◆ Report of trustees' committee – Tom A., trustees' committee chairperson.
- ◆ Discussion and acceptance of trustees' committee report.

**NOTE: 1989 Conference Advisory Action**

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 methods of closing the Big Meetings at the International Convention.
  - B. Discuss upcoming 2020 International Convention.
  - 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 70 members are eligible except for the 2021 delegate chairperson and 2021 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.

## 2020 Conference Committee on International Conventions/Regional Forums

**AGENDA ITEM A:** Discuss methods of closing the Big Meetings at the International Convention.

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### Background Notes:

From the minutes of the February 1, 2020 meeting of the trustee's Committee on Regional Forums/International Conventions:

*The committee **agreed to forward** to the Conference Committee on International Conventions/Regional Forums a request to discuss methods of closing the Big Meetings at the International Convention.*

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### Background:

1. December 2019 request submitted by SE New York, Area 49 Delegate
2. 2015 International Convention script for meeting chairs

## *Conference Committee on International Conventions/Regional Forums*

December 6, 2019

Patrick C.  
Conference Coordinator  
General Service Office  
475 Riverside Drive  
New York, NY 10115

Dear Patrick,

Warm greetings from the Conference Committee on IC/Regional Forums.

We have agreed with substantial unanimity to send the following item forward for consideration on the agenda of the 70th General Service Conference:

*Discuss the methods of closing the Big Meetings at the International Convention.*

While there is lots of other background on this topic, it is right to only include what's come up in our Conference Committee.

On October 9th, I asked if there were any questions for the Trustee Chair before Board weekend; one of us replied: "One matter that is making its way via me is the request that the Big Meetings not be closed with the Lord's Prayer. Personally, I'm neutral on the matter, but I know this is an important aspect of the experience for many. Either way, it would be good to know, in advance, the plan for how the meetings will be closed."

After reaching out to our Trustee Chair, I was able to send this information on to our Committee: *"For the last 4 Internationals (as far as Julio could find), the closings for the Big Meetings have been Friday night: Lord's Prayer, Saturday night: Serenity Prayer and Sunday morning: Responsibility Statement. The script for each of the meetings during the day on Friday and Saturday provides the meeting coordinator the option of closing with any of those choices. Attached is the meeting format script used in 2015.*

*GSO has historically received communications in favor or against one or any of the closings. For the most part the communications have been evenly distributed. The current closing distribution hopes to include all views."*

The attachment referred to is enclosed as part of this background. By late November, our member had been repeatedly approached by members unhappy about closing even one of the Big Meetings with the Lord's Prayer and was wondering if our Committee might want to have that discussion in Committee, so I asked our Committee members about it via a poll.

Our Conference Committee has substantial unanimity that it is worthwhile to discuss it this year.

Thanks for your consideration.

Sincerely,

Jane E.  
70th General Service Conference Committee Chair International Conventions/Regional Forums Delegate Area 49  
Panel 69

July 2015

Dear Chair:

REMEMBER, IT IS IMPORTANT TO BEGIN AND  
END ON SCHEDULE.

Ask attendees to turn off cell phones.

Speakers at your meeting have been allotted a particular length of time. Please remind them of this before the meeting starts and when they have reached that limit ask them to conclude and then politely thank them for sharing.

Thanks again for your service during this wonderful celebration!

## MEETING FORMAT

1. *Introduce yourself.*
2. *Ask for a moment of silence in gratitude for the A.A. recoveries of the past 80 years.*
3. *Read the A.A. Preamble.*

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

The only requirement for membership is a desire to stop drinking. There are no dues or fees for A.A. membership; we are self-supporting through our own contributions.

A.A. is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy, neither endorses nor opposes any causes.

Our primary purpose is to stay sober and help other alcoholics to achieve sobriety.

4. *Read the Anonymity Statement as follows:*

There may be some here who are not familiar with our Tradition of personal anonymity at the public level:

"Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio and films."

Thus, we respectfully ask that A.A. speakers and A.A. members not be photographed, videotaped, or identified by full name on audio tapes and in published or broadcast reports of our meetings, including those reports on the Internet.

The assurance of anonymity is essential in our efforts to help other problem drinkers who may wish to share our recovery program with us. And, our Tradition of anonymity reminds us that "A.A. principles come before personalities."

A further note about anonymity: Out of respect for others, please do not take photographs or videos during any of the meetings at the International Convention. Also, be considerate when taking photographs around convention venues. Take care that you do not capture images of A.A. members, family members and friends who did not give permission and may not wish to appear in your pictures. Even if you have permission to take photos or videos, our Traditions guide us not to post any content that identifies A.A. members as such on websites accessible to the public, or to share it on publicly accessible social media or social networking platforms, apps, or websites.

5. *Remind attendees to give priority seating in the Special Needs sections to those who require such seating.*
6. *Ask attendees to turn off cell phones.*
7. *Announce that recordings of this meeting will be available at the Recording Sales Booth in Room B 211/212 in the GWCC.*
8. *Introduce speakers.*
9. *Thank all speakers.*
10. *Close with the Lord's Prayer, the Serenity Prayer, the Responsibility Declaration or a moment of silence.*

**2020 Conference Committee on International Conventions/Regional Forums**

**ITEM B:** Discuss upcoming 2020 International Convention.

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## **2020 Conference Committee on International Conventions/Regional Forums**

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

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### **Background:**

1. Summary Suggestions 2015 to 2019
2. 2018 Southeast Regional Forum Questionnaire Summary
3. 2019 Northeast Regional Forum Questionnaire Summary
4. 2019 East Central Regional Forum Questionnaire Summary
5. 2019 West Central Regional Forum Questionnaire Summary
6. 2019 Southwest Regional Forum Questionnaire Summary

**Summary of Suggestions on Ways to Encourage Interest in Forums from  
Conference Committees on International Conventions/Regional Forums  
(2015-2019)**

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

**2019**

- Compile notes from the first-timer sharing at a Forum for later distribution to encourage members to attend a future Forum.
- Consider developing a Regional Forum app.
- Consider developing a micro-site in addition to postal mailing the Regional Forum flyers.
- Increase awareness at the local level, including “intentional” outreach to different populations (i.e., young people, Spanish-speaking communities).
- Encourage local welcome committees to create “Save the Date” flyers.
- Consider inviting A.A.W.S./AA Grapevine directors to “non-service” A.A. events to increase awareness of Regional Forums.
- Place information about Regional Forums in the AA Grapevine and La Viña.

**2018**

- When possible, provide bilingual written and PowerPoint presentations, especially important when the Regional Forum is held in an area with a large population of non-English speaking members.
- Consider providing “meet and mingle” opportunities for Forum attendees to meet with trustees and G.S.O. staff in informal settings (i.e., lunch).
- Provide members the opportunity to register earlier than the current two months lead time.

Suggestions for Forum workshops include:

- Lengthen workshop times;
- Trustees and G.S.O. staff could lead more workshops to foster more interaction with Forum attendees;
- Adding workshops that would specifically address the topic of our Primary Purpose;
- Providing additional Spanish workshops.

**2017**

- 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;
- Forwarding announcements to states that 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.

**2018 SOUTHEAST REGIONAL FORUM  
Questionnaire Summary**

One-hundred and seventy-two members of the 2018 Southeast Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

**1. How did you hear about this Forum?**

Area = 79

District = 37

GSO Flyer = 19

Local Intergroup/Central Office = 9

Home Group = 20

www.aa.org = 11

Friend = 16

Other = GSO staff (2). Trustee (1). Delegate (1). GSR and wife (1). Friend of A.A. and husband (1). Sister (1). Sponsor (1). Box-459 (1). State Assembly (2). Pacific Regional Forum (1). I have been going for years (2).

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

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

The following suggestions for future Workshop and Presentation topics were provided by the members: The Twelve Traditions (3). The Twelve Concepts (6). Integrating the Twelve Steps in everyday life (1). Applying the Twelve Concepts to everyday life (1). Unity (1). “We” (1) and together “we” can (1). Inclusion (3). Diversity (8). Asking who is not in the rooms (3)? Are we attracting other races (2), cultures and sexuality (1)? What are practical ways to achieve diversity (1)? Overcoming the alcoholic stigma for women and other cultures (1). Are meetings (old-timers, women, LGQ) considered all-inclusive (1)? Women in service (1). Young people’s (2) future in A.A.–supporting teens (1). How to sponsor young people into service (1)? Helping the newcomer (1). Long-time sobriety and changes over time (1). Long-timers want more (1). Long-term sobriety and staying motivated panel Q & A (1). Meeting atheists where they are at (1). Helping the hearing impaired who do not use ASL (1). Loved the diversity of workshop topics (1). Singleness of Purpose (4) working more effectively with other fellowships (1) and how do we do this in a healthy way (1)?

How do we get more people involved in general service (1) and service (1) at all levels (1)? Apathy in A.A. (1) and how to encourage people (1) to get involved in service (2)? The Twelfth Step (1). Sponsorship (3). Sponsorship and all Three Legacies (repeat) (1). Enhancing sponsorship and Legacies (1). Sponsorship: A.A. at the ground level (1). Sponsoring someone with long-term sobriety but new to A.A. (1) or who is familiar with program/Steps but has never actually been taken through or formally worked the Twelve Steps (1). Service sponsorship (4). Teaching principles to sponsees (1). Using the literature effectively (1).

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Keeping people informed (1). We like to hear our trusted servant's stories (1). Communication (2). Communication through the service structure (1).

Anonymity (2). Technology (2) in A.A. (1). New technology (1). More information on communications in social media and technology and how we can take it back to our district and help them lose the fear (1). Technology in A.A. and secret groups and social media (1). Carrying the Message through social media (2). Technology and A.A. (online contributions, E-books as substitutes for print versions, etc.). Emphasis on what is said here should not stay here. Understand that companies own social media platforms and how that impacts the custodial function of the General Service Board and data put in (1).

What happens at the General Service Conference (1)? Interaction with Intergroup Central offices, including roles and services (1). How to communicate from area to GSRs (1). DCM workshop on communication (1). Having a GSR workshop for incoming trusted servants (1). Corrections—getting connected with parole (1). Effective ways to present information to our districts and groups (1). Cooperation with Professional Communities (1). Public Information (1). Connection between GSR, delegates and alternate delegates accessible to all alcoholics (1). Responsibilities of A.A. members in carrying the service message (1). Open vs closed meetings explaining to newcomers (1). Informed group conscious (1). Spiritual connection (1) to 7<sup>th</sup> Tradition (2). Self-support (1). The importance of individual contributions (1). Mental health and recovery (1). Other addictions of non-alcoholics and how should we guide them to other 12 Step Programs (1)? Medication and A.A. (1). Cross-addictions and non-alcoholic addicts (1). Other problems (in addition to) alcohol (1). Safety and A.A. (4). Safety workshop for groups to help in meetings (1). Rigidity/program (1). Activating vision (1). Moving forward evolution of A.A. (1). Accountability (1). Finance—long term trends (literature sales flat, literature covers shortfalls, plan for digital age) (1). Fiscal responsibility (1). Planning an A.A. event (1).

### 3. At future Forums would you like to see:

|                  | More     | Less     | Just Right | No Answer |
|------------------|----------|----------|------------|-----------|
| Presentations    | 22 (13%) | 14 (8%)  | 119 (69%)  | 17 (10%)  |
| Workshops        | 63 (37%) | 6 (3%)   | 91 (53%)   | 12 (7%)   |
| Sharing Sessions | 34 (20%) | 25 (15%) | 95 (55%)   | 18 (10%)  |

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

**A. Presentations:** The presentations were perfect (1), clear and direct information (1). The financial presentation was excellent (1). The Saturday short talks were excellent (1). The presentations were excellent and very informative and inspiring (1). The presentations really opened my mind to ideas and issues that impact the district in my area (1). The presentations were awesome and opened my eyes to what GSO is all about (1). I liked Elliot's talk (1). More like Elliot's on A.A. and social media (1). Very knowledgeable presenters (1).

Increase the time of all presentations (1). Presentation format with Q/A: This format would permit more information/presentation while still allowing for sharing sessions in the Q/A portion (1). Interactive presentations involving the audience (1). Personal live presentations are much more meaningful than print material alone. Good questions and information sharing sessions learned a lot from the general sharing sessions as well as presentations and workshops (1). Information given in convert presentations could be in hand written form leaving more time for Sharing Sessions (1). Emotional stories—I am here for information (1). The presentations could be shorter. Orientation was a waste of time and did not feel oriented (1). The presentations can be shortened significantly as much information is or should already be known by most attendees. Ask why presentation for everyone? Is it worth the time (1)? Greg's presentation on GSO was dry and boring (sorry – you seem very nice). Break the presentations up –have fun/"boring" presentations (1). The Grapevine presentation was boring and uninspiring (1). The La Viña presentation was great (1). Better PowerPoints and shorter more dynamic presentations (1). Repetitive (1). Maybe use monotone and more color (1). Visuals were very helpful: structure outlines, finances (1). Loved ([William's](#)) vision (1). Create hope for the future. I suggest we do more to communicate where we are headed and there is risk in staying stuck in our fear and the unknown. The distinction between old-timers and young people (1). Dangerous segregation. Panel of both building bridges creating understanding (1). Update information (1) and don't read the presentation (1). Some presentations were too long and the audiovisuals didn't work (1). Add a central projection screen (1).

**B. Workshops:** Loved the workshops and it was hard to choose between them (1). I wish I could attend all the workshops (2). Workshops were very interesting and could use a few more (1). Possibly a coupled of more workshops (1). So many good topics. I wish I could have gone to more (1). Would like the opportunity to go to three workshops instead of just two (1). Have more workshops (1). Increase the time of workshops (1). I always like workshops because it helps with my service (1). What about having some of the workshops during the day? Maybe offer more workshops on Sunday about spirituality/Higher Power (1). More time for workshop discussion (1). Workshops discussion groups would allow more people to share (1). More, it was so helpful and relaxing to go from the formal presentations to the workshops (1).

Wonderful exchange of ideas in the workshops Safety in the Rooms and Long-term Sobriety workshops (1). The workshop on Sponsorship and Three Legacies lacked substance. It didn't reflect the title and could have been much more informative (1). The workshop on Sponsorship and Three Legacies just asked a question and left the audience to share. I got very little from this (1). Safety in A.A. is a very common topic (1). Hands-on workshops for people to get involved. We don't need to be talked to (presentations) but go into action (1). Better workshop topics (1). More planning and organization of workshops (1). The workshops were not organized (1). Stick to the format in workshops (1). Update the visuals (1). The workshops are so popular and usually full (1). The main meeting room laid out awkward—do front to back instead of long ways (1) or have U-shaped seating (1). More room (1) and seating in workshops

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(1). More participation in workshops from trustees and staff help improve relationship (trust) between fellowship and GSO (1).

**C. Sharing Sessions:** Have more Sharing Sessions (2) or increase the time of (make longer) Sharing Sessions (2). Its very unformatted people were coming to mic and unable to share (1). Open share time is very limited—I would love to see longer time allowances somehow (1). Extend time by doing less long presentations (1).

Sharing sessions should be kept to sharing and it should be mentioned that announcements of upcoming Forums or Conferences take way from people's sharing time (1). Sharing Sessions should have people answering questions upfront to save time (1). Sharing sessions contained questions sponsors should be answering (1). Ask-it-Basket answers were not provided. Questions read only. More transparency: It never one up, I would not ask probably but what are the salaries of our paid servants? Rather than not ask, please post this, let us know (1). I did like how the sharing was timed (1). How to gracefully get someone to stop sharing (1). Way less limit to one time only not two or more (1). I noticed a lot of people leave during these times. Especially younger and new people (1). Possibly cutting back on Sharing Sessions and Presentation to make room for more Workshops (1). Too much, but appreciated the interpersonal sharing (1). Have the microphones facing the audience (1). Ask everyone to speak more slowly and speak in the microphone (2). Ask the Board Members to sit next to microphone during Sharing Sessions to save time (1). Sharing sessions could be in small groups and you could pick the group to attend based on your area of interest (1). Great! The Sharing Sessions were my favorite part (1).

### General Comments:

The Presentations, Workshops and Sharing Sessions were all excellent (1) and wonderful (1). Great balance (2) and enthusiasm (1). Everything was perfect (1), great (1) and just right (1). Enjoyed everything (1). Just the right amount of time (1). Loved hearing the different topics and experience (1). It was good to have personnel available to answer questions (1). Everything appeared to be handled well (1). I just try to soak in everything (1). I enjoyed the whole process (1). Thank you (1).

I liked the books on display (1). Enjoyed the conundrum that we're exploring more and more advanced digital options while still asking the more basic questions about group vs meeting, Singleness of Purpose, etc. Integrating both extremes is our challenge in communication (1). Train moderators to facilitate workshops and sharing (1) and keep people on topic and on time (1). When introducing people, please state their job position (1). The 2-minute cap is awesome (1). How about 3 minutes as suggested by my home group (1). Reduce overlap in content (1). We should have found time for Ivan L. to share his story. Despite the airlines fault for his late arrival, he freely made himself available to us throughout the Forum sharing experience, strength and hope (1). I would like to hear more about A.A. Around the World (1). We need to talk more about technology (1). Safety and Diversity have been well-covered over the course of the year but technology seems to be taking a backseat (1). Enjoyed and learned throughout

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but the orientation could be more specific –e.g., I didn’t know of the early bird meetings (or maybe I was just overwhelmed) (1). Have assisted listening devices available–the kind that are directly connected to the hotel sound system (1). At this hotel the sound from the podium was excellent but sharing from the floor microphones was sometimes challenging (1). Hand out the financial slides that were presented. It was a little hard to follow without each slide (1). Stay on schedule (1). Announcements could start five minutes earlier (end program early to allow). Announcements are not describable when waiting to leave for lunch or dinner (1). Perhaps have bigger rooms for standing room only (1).

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

Yes = 94 (55%)

No = 60 (35%)

No Answer = 15 (10%)

### 6. Please select your current service position:

General Service Representative (GSR) (38), District Committee Member (DCM) (36), Area Officer (12), A.A. Group Member (36), Alternate GSR (1), Alternate Area Committee Chair (11), Delegate (11), Past Delegate (11), Trustee (2), Friend of A.A. (2) and Other (12).

### 7. Did you pre-register by postal mail?

Yes = 18 (10%)

No = 141 (82%)

No Answer = 13 (8%)

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

#### Comments:

No the print flyer and registration form were very well designed (1). Appreciated (1) and looked great (1). I think it was “short and sweet” and keep it simple worked for me (1).

The flyer should have the actual agenda vs. a sample agenda (1). Please put the start and end time on the flyer and registration confirmation (1) and better explanation of what is the Forum (1). Print flyer needs more detail for those of us unfamiliar with the Forum (1). Maybe be more explicitly about what is actually to be covered in the Forum (1). More emphasis on what the main topic is going to be (1). Include the agenda or as much as you can, especially the start time and end time for flights/travel plans (1). Provide a draft agenda (2) and times (1). No one had an answer to this and it was not on aa.org (1). Post the print flyer and registration form on the website before the Forum (1). It was hard to find the online link (1) and the flyer online (1). The print flyer should stress the pre-registration option online to better plan (1). Set up for electronic version for printing on letter sized paper, not legal (1). The print flyer has limited use. GSO should have a single webpage with links to each relate information about the forum such as registration, hotel, agenda, resources to read about the topics that may be discussed (1). Provide better communication to groups (1). Everyone should register online (1). On the homepage have a button code for Area websites that takes you to registration, directly (1).

**9. Did you pre-register online at: [www.aa.org](http://www.aa.org)?**

Yes = 127 (80%)

No = 38 (13%)

No Answer = 7 (8%)

Comments:

None.

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

Yes = 99 (74%)

No = 45 (22%)

No Answer = 21 (4%)

Comments:

This is where I got all of my information (1). It was so helpful (1). Very clearly stated (1). Gave me an idea of what to expect (1). Helped give a sense of the schedule of the weekend (2). Date and location (2). Hotel information (1). The agenda (2) was laid out well so I could easily see when sessions started and ended (1). For phone number and dates and location only (1). Very clear information: date, place, sample program (1). It was informative in presenting the general schedule at the Forum (1). Able to see schedule of events and send information to District Committee Members (1). Printed for distribution in my area (1). I print copies to spread to meetings (1). Liked having the Forum Flyer at my fingertips (1). I liked that we were able to share it by email (1).

The proposed agenda was vague and different from the actual (1). I would like to have seen times/schedules (1). I was looking for start/end times (1). Would be helpful to know when the sessions begin on Friday (1). It said a couple of days ago that Friday started at 0800 (1). Be sure to put the start time and the end time on the website and the flyer PDF (1). Include the agenda or as much as you can, especially the start time and end time for flights/travel plans (1). Needed more detail (1). I don't remember. I was excited about SERF and Googled it and found the flyer with sample agenda (1). I couldn't really find it and I did try (1). It was hard to find (2) after registration (1). A webpage is more helpful than a linked .pdf (1). Through it was difficult to investigate, the information was helpful (1). The flyer was too tiny to read, would be better to put on 2-pages (1). Could we access the site from our phone (1)? I have no idea what this question means ☺ (1).

**11. Please list any suggestions to improve online pre-registration at [www.aa.org](http://www.aa.org).**

Comments:

The members reported that the online pre-registration at [www.aa.org](http://www.aa.org) was easy (7) to navigate (1) and understand (1), great (1), fine (2), simple (1) and friendly (1). Can't see how you could improve what seemed to me to be perfect (1). I loved the online registration (1). Seemed seamless (1). It worked well for me (1). It was well handled (1). I'm not very computer literate and I could do it easily (1). Registration was easy and my application was acknowledged quickly (1).

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Make the schedule of Forums more visible on the Regional Forums page and have a direct link to registration (1). Have the on-line registration up and running when the email announcement/flyer are distributed (1). The pre-registration was hard to find (1). Perhaps make the front page option more apparent (1)! No docs appears as one link is confusing (1). Too many links for resources didn't have a clear path of what to do (1). Could more than one person (husband/wife) register with their email address (1). It would have been easier if I could have pre-registered online sooner (1). Multiple registrations under one email address (1). It was indicated that I would receive an email the day of registration to remind me and I didn't. I remembered 3 days after online registration started (1). The website needs updating (1). I registered online but my name was not there (1).

Before the week of, give access to the Forum schedule (1). Make the schedule available earlier (4). I couldn't find the agenda (2). Please email the updated agenda prior to the Forum. I missed a session because I used the "sample" agenda (1). The "Sample agenda" was difficult to find on our website and did not include enough detail to make travel arrangements (1). Please provide more specific detail (schedule) about the agenda (1). There should have been advance notice on the cutoff time/date for self-printing your registration badge so we would have known earlier to print them out (1). Delegates in SE should send links out to area SCMS, GSR, Standing committee chairs and Archives (1). The hotel required a Marriot member no. which I had to sign up for before I could use the phone and make a reservation (1). That was easy-MarHomepage button (1). Make sure aa.org is not "under maintenance" (1).

### **12. Please list any suggestions for the online Regional Forums' section in general at [www.aa.org](http://www.aa.org).**

#### Comments:

The online Regional Forums' section looks good (1). Please have it for all Forums (1). I loved the information about what they are, why they happen (1). Allow two or more to register under one email (1). I couldn't find it until I accessed the calendar then I was able to click and register (1). For me it was straight forward (1).

For first-timers like myself a little more information about Regional Forums before arrival would be helpful. I had no idea what they were all about (1). I am a first-time attendee and didn't know where the Forum time was allocated (1). I could never find an online version of the actual schedule. Make it easier to find (2). Fix the sample agenda to better reflect the agenda used this weekend (1). Publish the agenda sooner so out-of-towners can plan better. I arrived yesterday (Friday) morning only to find our program did not start until after 5pm (1). List the agenda two weeks before the Forum on the website (1). Would have loved to see the actual program, schedule and topics in advance. It was overdue I missed it (1). A timetable up early would have helped plan (1). Have a link to the detailed agenda – don't need names /topics but need start/end times of the days and the sessions (1). Put anonymity protected agenda on the website (1). More information per state (1). I'd like to learn more about how meetings different states are held (1). We need to improve our digital communications. There

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were discrepancies between area websites and aa.org. I think our communications plan needs to include a comprehensive digital toolkit that could perhaps include code that links to a content management platform. That way when aa.org makes an update, area and intergroup are also updated (1). How far out do hotels/flyers get updated (1)? Perhaps provide option to fill out at Area Assemblies (1). Involvement in local groups (1). More information and perhaps some kind of synopsis or attendees comments review to encourage others to attend (1). Simplify (1). Details would be helpful (1).

### **General Forum Comments:**

This was my first forum but I hope not my last. What a “pink cloud” I’m on – presentations, workshops and I met so many alcoholics from all over –wow. My passion for A.A. and service has been rejuvenated. Thank you (1)! This was my first-time, hard to make suggestions so I just took it all in (1). This is my second Forum and I truly lived it (1).

Perhaps shorten the Saturday session to 6:00pm (1). Add a newcomer session on Saturday. Newcomer may be least likely to arrive earliest because they don’t know/understand (1). Great handouts (1). Do we need a 5<sup>th</sup> edition of the Big Book (1)? As a member of the Pacific Regional Forum, back in September I have still not received the Forum reports. I’m going that a report will be sent to my email for this Forum (1).

The ice cream social was well organized (1). Perhaps provide cookies for a sugar boost (1). Also more seating facilities with water available; more selection of hospitality (1). Let us know what we can add to the hospitality room since so many folks have limited time and funds (1). Provide an early am meeting with coffee (1). Please work a contract for full coffee service –i.e. bring our own (1). There was no hot water for tea (1). Please have more breaks otherwise, all was good (1). Seems that every Conference/Forum is hosted in expensive hotels (\$14 turkey sandwich). That practice excludes low-income individuals from participating (1). When selecting the hotel please ensure that they do not have scent machines they can cause individuals to have migraines like myself (1).

Please make questionnaires electronic (1). This questionnaire should be presented to use as an app (1). You will get more results and save labor compiling responses and trying to decipher my bad handwriting (1). I don’t know if the presentations were recorded but if so, I would pay for a CD set or download. If not, I would suggest those be made available in the future. I would like to offer a few workshops for our recovery community in GA. Thank you (1). Please make presentation PowerPoints available (1). Tell Julio I’m available to speak at the International (Kathy O’Shea WV (1).

I think all A.A.s should be offered this opportunity (1). I am so glad I came (1). Keep doing what you are doing—allow growth (1). The pictures of all GSO employees—ever as a group (1). It was a great Forum (4). Great job (1)! Everything was amazing (1), wonderful (1) and perfect (1). Thank you for working so hard for A.A. (1). Thank you G.S.O. Staff for your hard work (1). We appreciate you (2). Excellently done (1). Thank you (3)!

**2019 NORTHEAST REGIONAL FORUM**  
**Questionnaire Summary**

Ninety-eight members of the 2019 Northeast Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

**1. How did you hear about this Forum?**

Area = 65

District = 23

GSO Flyer = 16

Local Intergroup/Central Office = 7

Home Group = 9

www.aa.org = 8

Friend = 10

Other = Delegate (3). NERAASA (3). GSR and wife (1). Service Sponsor (1). Husband (1). Prev NERF (1). Flyers at other events (1). Noon Unity (1). Don't know (1).

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

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

The following suggestions for future Workshop and Presentation topics were provided by the members: Anonymity on Social Media, Do's and Don'ts (4). Diversity, gender, ethnicity, accessibility (3). Respecting diverse beliefs in the rooms (1). Promoting unity within the committee (1). Singleness of purpose (2). Corrections service (2). Keeping the newcomer and those on the fence (2). What are we doing to radically reach out, increase participation? (2). Communication, informed group conscience (2). How the Internet can help (1).

How A.A. works (1). Service structure online (1). How do Home Groups fit into the structure? (1). Intergroup service in relation to General Service structure (1). International liaison work (1). Tenth Tradition (1). Traditions in the Home Group (1). Third Tradition—Heart of A.A. (1). Daily application of 12 Concepts (1). Understanding the Six Warranties (1). Archives/history lessons on A.A. (2). Responsibility Statement (1). Big Book history (1). Updating our basic text (Big Book) (1). Big Book in modern translation as an additional piece of literature—in all 3 languages (1). Add *Grapevine* to Foreword of current Big Book (1). Stressing importance of *Grapevine* and *LaVina*, and [their use] as recovery tools (1). Change Preamble wording to “men and women” (1).

Spirituality (1). Money and Spirituality—When is it too much money? (2). Budget considerations. Don't be a profit-making enterprise!!! Not simpatico w/Intergroup, enormous

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bank account (1). Using nonprofit software donations in your Areas (1). Business of staying sober (1). How oldtimers can make meetings safe for women (1). Sharing service work (1). How areas across U.S. get people excited about service (1). Working your way up through service (1). How GSO has seen service work in 12th Step work (1). Different types of service in and out of home group—specifics (1). Fun in service (1). Duties for CPC, Corrections, PI, Treatment, the jobs with counterparts at Group, District, Area levels (1). Legal considerations for service work (1). How can I help pass it on? (1).

Benefits of 501C(3) nonprofit status for Districts (1). Are our closed meetings too open or too closed (singleness of purpose) (1). Why business meetings are important (true group conscience) (1). What is an agenda item? (1). Can you kick someone out of a meeting? (1). The alcoholic with a disability (1). Sponsor your doctor (1). Young People—we're alcoholics and are not separate, changing stigma behind YPAA (1). How to reach those in the correctional system (1). How to reach out to veterans (1). Why come to the Forum? (1). Shorter presentations, more microphone time (1). Agendas and new concepts (1). Resource Guide for Workshop, Contact Guide with info for presentations in case Areas may want to do them (1). AAWS web development, technology upgrades at GSO (1).

### 3. At future Forums would you like to see:

|                  | More     | Less     | Just Right | No Answer |
|------------------|----------|----------|------------|-----------|
| Presentations    | 15 (15%) | 10 (10%) | 58 (59%)   | 18 (18%)  |
| Workshops        | 44 (45%) | 4 (4%)   | 31 (32%)   | 16 (16%)  |
| Sharing Sessions | 18 (18%) | 16 (16%) | 50 (51%)   | 15 (15%)  |

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

**A. Presentations:** Excellent (1). All presentations were very effective and informative (1). Interesting, stayed on time, provided new material (1). Delegate president and board member presentations always excellent (1). Power Points are good. All due respect...the reading of presentations gets boring. Good info, but a loooong day of sitting! The skit was awesome. Perhaps a more thorough 1st Timers orientation (1). Can't think of anything right now. I loved it!! (1). Effective: Power Point and number of GSO staff and trustees (1). Presentations were interesting, stayed on time and provided info I didn't know, but 9:45 pm is late—I'd like to see wrap up by 9 pm (1). Questions kept to Presentation topic (2). Right amount of levity, information, spirituality (1). Power Point effective (2). Breakfast! (1).

Better presentations (1). Presentations are too long and boring (1). I think the presentations ran a bit long, and cut into sharing time, which is the Fellowship's opportunity to give input to the GSO/trustees. To put it another way, too much output from GSO, not enough to GSO (1). Ringing the bell got everyone to move into the room (1). Less time on details of structure (1). Lanyards for name badges (1). Improvements—a meet-and-greet room/session with all

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staff and trustees, maybe on a Saturday morning (1). Have moderators limit talk and stay on topic (1). Some slides at presentations were difficult to read (bottom of slides). People at mic should be limited to one? at a time (1). The finance presentation was awful—the handout barely followed the treasurer’s presentation (1). An evening speaker—AA (1). Qualifying as alcoholic, like a meeting. Slides were too tied to presentations and tripped some people up (1). Show new videos, PSAs (screenings) (1). Future presentations: Demographics of membership. Success stories of how groups, regions are increasing memberships. Staff talks: funniest experience, most touching/rewarding experience (1). I wanted to hear more from other members of GSO (1). Don’t put Financial presentation so late on Saturday. Expand the presentation time to 10 to 15 minutes. Give more time to the financial presentation (1). Maybe interactive presentations? (1). Finance—slides were not in order, kind of confusing to follow with sheets handed out for the Power Point presentation (1). Provide the Power Point slides in advance (1). Have a topic ready instead of asking for ideas (1). Stick to the topic presented (1).

**B. Workshops:** More workshops (1). Workshops were great—wish I could have gotten to more (1). Workshops were excellent and sharing is focused by topic of workshop—not so with general sharing (1). The workshops on the weekend were excellent. No improvements I can think of that are needed (1). Provide more/newer topics (redundant year to year) (1). Having the same workshops repeated so I didn’t feel as though I missed anything (1). Microphones already set up in the front of all the workshop rooms (1). More workshops and/or availability to get to all those presented (1).

More info on financials—that report should never be cut short ☺ (1). Would like to see workshops for “positions” GSRs/DCMs/Area Committee chairs/Intergroup Central Offices. Workshops struggled. Need a plan in alignment with topic AND if off-topic comments brought up (like the manuscript issue), then moderator should refocus (1). Keep workshops on topic—discourage personal “leads” (1). I would like to see more workshops for a bigger variety of options, plus I believe maybe some are too cramped for space (1). I enjoyed the topics. I attended the Today’s World workshop and it seemed like the whole meeting was bashing Facebook rather than looking to ways to demonstrate integrity and anonymity (1). Workshops would be better (for me) if moderator presented first on the topic instead of just open forum. It was not focused (1). Hear more about what GSO has heard happening around the world/country that is working (1). Would have liked to see the clip of Bill and Bob (1). More committee specific workshops (1). I wanted the workshops to stay to their topics (1). More interaction @ workshops (1). I didn’t come for a meeting of other regular AA minds—I was looking for guidance from GSO & Delegates & Trustees (1). A roundtable should be just that. Have one table per GSO, Trustee, Delegate working @ workshop sit w/other AAs and interact directly. After 10 min. rotate GSO members to next table. More direct interaction, more E.S. & H. Thanks! (1). The workshops I think should not have repeated unless it was done like the Grapevine/LaVina which was in Spanish the second session (1).

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The workshops need a brief presentation of the topic as a catalyst to get the sharing started (1).

**C. Sharing Sessions:** Well moderated! (1). Emphasize maintaining focus on topic at hand (2). Sharing sessions much better with moderator's excellent guidance (Greg). Sharing sessions were just right because people speak from the heart and are given the same amount of time (1). 50/50 raffle (1).

In Sharing Sessions—one person—one question (1). Keep sharing to 1 question only at mike (1). Only alcoholics should facilitate sharing sessions not Class A Trustees (1). Not crazy about format. Maybe have responses at end. Not sure (1). Have GSO staff share what they are hearing from the desk, such as trends, issues, best practices, solutions (1). I would like to have the bell at the front like NERASSA with the light followed by bell (1). Specify when it's a workshop vs. a sharing session and the difference (1). I wish sharing sessions included longer shares from facilitators (1). I'm all for sharing, that's why it's called a forum. Can we change the name to "sniveling sessions" LOL or "soapbox sessions." We all suffer from alcoholism. No one is special and we are all special! (1).

### General Comments:

Great job. Loved skit (1). Lots of info (1). Power Points (1). In my opinion, there was a good mix, balance and something to appeal to everyone (1). All was effective. Maybe a little more clarity/specificity in the workshop topics and questions to be discussed (1). More personal stories to exemplify points being made; less "theory." (1) More time with the delegates (1). More transparency! (1). Mix times of workshop and presentations for variety, if not too logistically challenging? (1). I want more sharing so our trusted servants hear from us. I didn't get much from delegate presentations (1). More sharing from the fellowship with all desks available to answer questions (1). Need microphone to announce winning names of GV raffle. Could not hear all that well with ice cream social going on (1). Personal stories, especially in trustee at large (1). Have a designated table accessible for persons who need place to put papers, coffee, etc. (1). More use of audiovisual resources (1). Should have fewer announcements at end of sessions (1). Grapevine sales? I would have bought cartoon book, Our Great Responsibility, military to save on postage (1). Sales of literature would be awesome! And say the Lord's Prayer after the day's end (1). Literature book sales and Grapevine/LaVina registrations on site too! (1). Education (1). Stay on topic of what is on the agenda (1). Instructions for using the microphone (1). Don't blow up the audio system (Rule 62!) (1). Have some sort of handouts for us to bring back home (1). Not sure how to do this, but presentations do have a good amount of time allotted, but would like to see more workshops. Perhaps cutting sharing sessions down, but I am not sure (1). More time to talk one on one—time slots for socializing (1). Better organized, ours was very free flowing (1). Printed versions of the slides like you had for finance. Some Ask It Basket Qs were only partially answered (1). Don't allow current or past delegates to talk. They love the sound of their own voice way too much (1). More transparency! (1).

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

Yes = 62 (63%)

No = 33 (34%)

No Answer = 3 (3%)

**6. Please select your current service position:**

General Service Representative (GSR) (23), District Committee Member (DCM) (16), Area Officer (11), A.A. Group Member (7), Alternate GSR (1), Area Committee Chair (8), Delegate (35), Past Delegate (7), Trustee (0), Friend of A.A. (1). and Other (28).

**7. Did you receive the print flyer by postal mail?**

Yes = 25 (26%)

No = 61 (62%)

No Answer = 12 (12%)

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

Comments:

Appreciate all the work GSO does (1). Loved Spanish option. I made copies for our district meeting and scanned it for sharing (1). Publish the actual program (1). Maybe something more streamlined so more could be sent out and copied (1). Put the program on the website as early as possible to show potential (on the fence) attendees the wonderful things being offered (1). NO PERFUME (1). Make 8-1/2 x 11 when current stock used (1). More details about what the topics will be (1). I would rather pay registration fee and have coffee and water always available (1). Post online sooner—near time to register/book hotel (1). In bold type—no meals or meals on your own—I forgot! (1). Perhaps a second flyer with less detail for posting on bulletin board to generate interest (1). When available, put the actual program on the website ASAP. Early in the process to attract as many people as possible to the Forum (1). Didn't get one (1).

**9. Did you pre-register online at: [www.aa.org](http://www.aa.org)?**

Yes = 74 (76%)

No = 20 (20%)

No Answer = 4 (4%)

Comments:

None.

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

Yes = 63 (64%)

No = 29 (30%)

No Answer = 6 (6%)

Comments:

Excellent (1). Yes, no issues (1). Yes, it was helpful (1). E-Z way in! (1). Good explanation of what the forum is (1). It told me what to expect and how the day would go (2). Very easy to navigate—maybe the meals note from above [Reference is to answer for number 8: “In

bold type—no meals or meals on your own—I forgot!”] (1). Schedule sample (1). Sample program (1). To announce in Area (1). General idea of what’s to happen (1). Gave me facts that I didn’t have (1). Confirmed dates when I needed to look them up (1). It confirmed the print flyer was up to date (1). It gave me further information when I forgot to grab one from somewhere else (1). All items should be online—easiest place to find it (1). I would suggest putting up actual agency so please could see what presentations are being given (1). I used it to send to others that I thought would be interested (1). Reminded me of date, time, and location (1). The schedule of starting times (1). I used it for the schedule and shared it with other interested AAs (1).

**11. Please list any suggestions to improve online pre-registration at [www.aa.org](http://www.aa.org).**

Comments:

It’s fine (1). It was fine for me (1). All good (1). It was good! Easy! (1). It was great (1). None, very easy (1). It was very smooth (2). Easy process (1). Worked fine (1). It was one of the simplest and [most] expedient. (no improvement) (1). It’s fine (1). The on-line process was very easy and simple (1). Finding the forum schedule was difficult and required me Google searching for it. Also the schedule was a sample? This could be more accurate (1). It was simple for me (1). See #8 above [Reference is to answer for number 8: “In bold type—no meals or meals on your own—I forgot!”] (1). I found it easily enough (1). On future flyers, “Please be courteous to those with health issues and limit your use of perfumes and colognes” (1). Why not release the program early so people can see what will be presented (1). Absolutely (as request of new people) need an agenda of current forum at least 1 month in advance (1). Walk in (1). Give a little extra time to register online (1). Send an automatic confirmation email (1). Sooner? Free? Wow! (1). I have none. Can literature please be sold @ NERF?? ☺—especially after hearing about the new book! (1). Send actual agenda to delegates to help encourage participation (1). Not sure, was quite easy for me. Maybe in the accessibilities area we could make sure it is accessible to all, including those with visual challenges (1). Make it simple, less complicated/difficult (1). It was not great on a phone. It didn’t work the first time. Make it more accessible to smartphone use (1). Sorry, I didn’t use it (1). Charge a reservation fee and have coffee and water available throughout (1). No problems (1). Not sure (1). No opinion (1).

**12. Please list any suggestions to improve the online Regional Forums’ section at [www.aa.org](http://www.aa.org).**

Comments:

Thank you for all your help and guidance! (1). Looks good (1). I had a very easy online registration process! (1). I had to dig pretty deep on a couple of sites to finally find an outline of what to expect. The hotel kept coming up. Posting the actual program agenda

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would be useful (1). If you don't know to search you will not find it (1). A bit hard to find (1). Program/agenda, even if it is evolving? Waiting for new website! (1). Link [to] accurate Forum schedule (1). A member just said that the fact NERF is free was not clear (1). Post NERF's agenda. (1). It's fine (1). Maybe use some different colors, the website is bland (1). Make the button more prominent (1). If it wasn't done maybe the program, once it is finalized could be posted to the site (anonymity protected, of course) (1). Make it simple, less complicated/difficult (1). When the website is redesigned, the regional forum should be placed prominently (1). When available, put the actual program on the website ASAP (early in the process to attract as many people as possible to the Forum [repeat of answer to #8, repeated here per respondent's request]) (1).

### **General Forum Comments:**

This NERF was informative and fun (1). Overall...a GREAT weekend. Thank you! (1). Thank you for an inspiring weekend! (1). Great job! (1). My first NERF—Excellent (1). I got tons of freebie items for my groups at District. Thank you—you all are rock stars! (1). Love the venue! (1). Explain purpose/goals + past Forum successes/ topics, etc. State what delegates are, for example, the Delegate Panel from the 68th Forum, Areas. Unhappy with hotel. They should provide WiFi. Rooms sold out so I purchased through AAA and there more were available later. So they delivered me WiFi. Coffee was not ready during break ☹. And where is hospitality room? Water? (1). Let's not foul this up and just keep it simple. Thank you (1). Ensure Forum location/facility is accessible to persons, alcoholics with physical disabilities—bathrooms, access to stage (1). The level of organization is most impressive. "Never let AA be organized" certainly didn't mean let it be disorganized. I think alcoholics in recovery should run the government (1). Suggestion: charge a minimal registration fee, so you have fewer no-shows (1). OK to put 7th Tradition buckets in hospitality ☺ Loved the displays and freebies (1). I would suggest the sales of books at the next forum (1). Anything after 9 p.m. is too late—exhausted (1).

**2019 EAST CENTRAL REGIONAL FORUM  
Questionnaire Summary**

Sixty-three members of the 2019 East Central Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

**1. How did you hear about this Forum?**

Area = 36

District = 15

GSO Flyer = 14

Local Intergroup/Central Office = 3

Home Group = 5

www.aa.org = 6

Friend = 8

Other = Other (2). Sponsor (3). DCM (1). YPAA Facebook Group (1).

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

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

The following suggestions for future Workshop and Presentation topics were provided by the members: The 12 Concepts (3). Traditions and Concepts workshops/Traditions (2). Connection of Concepts to Traditions to Steps (1). Grapevine letter writing (1). How the Fellowship can better carry our message (1). New stories in back of Big Book (1). Presentation — Literature (1). Primary purpose (1). Keep on addressing “Who’s not in the room?” Who’s Not in the Room Workshop was confusing to me at first; 20 minutes in before I started to understand (2). Future of AA (1). Relighting dark districts (1). Oldtimer burnout (1). Responding to newcomer/More encouragement to the newcomer to get involved in service (2). YPAA (1). How to make topics more relatable (1). How to get members involved in General Service (1). Accepting drug addict into AA (1). Inclusion; inclusive not exclusive (2).

How to be a “service sponsor” and the list of materials to use (1). New people in service structure (1). Staying green and wanting to be of service (1). Sponsorship; Sponsorship and its role in service work (suggestions for GSO to consider when updating pamphlet) (2). Installed in service (1). More detailed information for new Forum attendees regarding how we can assist in making AA even better! (1) Website & electronic communication→Where are we going tomorrow? (1) Digital anonymity (1).

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How to work in correctional institutions (1). Working with treatment [centers] (1). Inter-Group/Central Office place in the service structure (1). Education on creation and implementation of GSC agenda items; the path of a conference agenda item (2). A day in the life of a GSO desk assignment (1). Why the GSC is held in New York (how to cut costs) (1). A video tour of the General Service and Grapevine offices (1).

Presentations are key topics that drive conversations. More workshops (1). Workshops, more interaction instead of discussion (1). Workshops earlier in the day (Saturday). Sharing sessions after delegate presentations (1). Facilitating increased interaction in small groups (1). Synopsis of a quarterly board meeting (1). Microphones for skit? (1). Have tables to sit at (1).

Some attendees had specific constructive criticisms:

I found the “crew” to be rude and intrusive when AA members (the reason we came) were trying to share their experience, strength and hope (1). Seemed like questions in sharing were not answered, [received] political “we’ll get back to you” response. Gave the impression that we are not valued (1).

### 3. At future Forums, would you like to see...?

|                  | More     | Less     | Just Right | No Answer |
|------------------|----------|----------|------------|-----------|
| Presentations    | 6 (10%)  | 11 (17%) | 37 (59%)   | 9 (14%)   |
| Workshops        | 31 (49%) | 1 (2%)   | 26 (41%)   | 5 (8%)    |
| Sharing Sessions | 11 (17%) | 9 (14%)  | 37 (59%)   | 6 (10%)   |

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

**A. Presentations:** Responses to presentations were vague and weren’t directed to the AA member (1). Presentations are NOT engaging. It is forcing communication one way — up the structure (1). Break up presentation. I felt like I was being lectured to (1). Simplify. Target fewer key points (1). Break them up more. One hour is a good sitting time (1). Reading from scripts is not dynamic; content could be more interesting and compelling (1). Shorter presentations (1). Comedy skit was awesome (1). Financial presentation was great! (1). The organization — sound/presentations was very good — No complaints (1). Good (1). Increase spontaneity in presentations (1). Fewer or shorten one presentation, “Choir members” (1). Presentations couldn’t have been better! (1).

**B. Workshops:** More workshops earlier in the day (1). Focus. Stick to [subject] (1). Would like more detailed workshops (1). If there could be more workshops (1). Workshops were good because they were interactive (1). Suggestions for 2 topics in workshop to be drawn out of a hat (1). Provide — or allow workshop moderators to choose their own — questions for

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discussion. The current way of tossing possible topic questions to attendees just wastes too much time (1). I don't think the topic of the full-forum Workshop was very well focused. I went to workshops on Grapevine and "Who's Not in the Room." The Grapevine workshop was excellent. The session on "Who's Not in the Room" didn't get to the best of the question (1). More (meetings) (1). Nothing wrong with presentations, but something would need to be cut to accommodate more workshops. I just loved the breakout sessions/workshops (1). Some of the workshop rooms were too hot Saturday morning. Find a way to prevent door banging when people come in late (1). I prefer to have same number of workshops, but I want to attend more workshops (1). I attended two [workshops] on Saturday. Both presenters only called on people w/hands raised that he/she knew their names — this doesn't demonstrate our principals (1).

**C. Sharing Sessions:** Sharing session seemed negative rather than based on what groups want → The solution groups want/need along GSO guidelines (1). Sharing sessions [effective] (1). More guidelines for sharing (1). Sharing was about right (1). Sharing sessions: hard to follow what questions were about; people seemed over-opinionated (1). Longer sharing sessions (2). Sharing sessions are a bit too long (1). Online questions prior (1). A negative/Sharing Sessions include too many (resentments) complaints (1).

### General Comments:

Instead of printing so much paper, please make it available to get emailed to those who want it that way (1). For a newer GSR, it was interesting to see how this structure works, and to feel a part of the service structure (1). Q & A very welcome — nice to get answers from GSO staff (1). As first-timer, I think it all went swimmingly well! (1). Hospitality suite was poorly supplied (1). Sharing sessions were easily led — followed by people with their own agenda (1). Cover more questions, two isn't enough (1). Perfect (1). Finance report (1). Time limits were effective (1). All three were highly effective in my opinion! The skit was very entertaining! Would like to see them performed at all future forums! (1) Everything that I experienced was informative, helpful, and inspirational. Appreciating all that Area 33 accomplished in hosting this event (1). Really liked the simplicity of program and the flow of activities (1). All good — well prepared (1). Everyone was very well prepared! (1). Enforce the 2-minute time limit. It is generally people who have been around for a while who feel it does not apply to them!! (1). Loved the skit! Laughter brings us all closer! (1).

### 5. Please indicate whether this was your first Forum:

Yes = 38 (60%)

No = 22 (35%)

No Answer = 3 (5%)

### 6. Please select your current service position:

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General Service Representative (GSR) (25), District Committee Member (DCM) (10), Area Officer (9), A.A. Group Member (3), Non-Trustee Director (0), Area Committee Chair (5), Delegate (2), Past Delegate (3), Trustee (1), Past Trustee (0), Friend of A.A. (3) and Other (7).

[Some respondents checked more than one service position.]

### 7. Did you receive the print flyer by postal mail?

Yes = 17 (27%)

No = 42 (67%)

No Answer = 4 (6%)

### 8. Do you have any suggestions to improve the print flyer?

Double-sided copies please (1). More concise agenda of weekend events (1). If it could have more information (1). matthewbenoit25@gmail.com (1). We need something we can use to replicate in local newsletters. It was too long (1). Didn't receive one. Obtained info from email, and registered online (1).

### 9. Did you pre-register online at: [www.aa.org](http://www.aa.org)?

Yes = 42 (67%)

No = 17 (27%)

No Answer = 4 (6%)

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

Yes = 33 (52%)

No = 21 (33%)

No Answer = 9 (14%)

[This set of percentages does not equal 100.]

### If so, how was it helpful?

Great for planning transportation, allowed a few hours of sightseeing (1). Early (1). No information giving me a reason [?] to go (1). Helpful and had all needed information, very business like (1). Gave me all the information needed to register & attend (1). I really like the layout...suggesting it as an example for our service weekend (1). Location and times (1). Used as announcement reference (1).

### 11. Please list any suggestions to improve online pre-registration process.

Send program via e-mail & available in meeting guide app (1). Worked very well (1). Great for planning transportation, allowed a few hours of sightseeing (1). Early (1). No information giving me a reason [?] to go (1). Helpful and had all needed information, very business like (1). Gave me all the information needed to register & attend (1). I really like the layout...suggesting it as an example for our service weekend (1). Location and times (1). Used as announcement reference (1). If it ain't broke, don't fix it (1). I tried to pre-register

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online & had trouble. When I got here, they didn't have me registered (1). I tried to register online before it was time — so I emailed — & received a very prompt email from ECRF “director” with details of when I could register — Good job (1). N/A — went smoothly, no difficulties (1). None. Except—was there a place to indicate what name we wanted to appear on our badge? I registered under my formal name (Kathleen) but everyone calls me Kate (1). I signed up to volunteer online pre-registering too. When inquiring to check in to volunteer, I was not listed, but still had the opportunity (1). The process was easy! (1).

### Comments:

Double-check your registrant data. I'd registered on April 30 & received a confirmation email. When I arrived, I wasn't in the system. Makes me nervous for 2020 (1). More workshop sessions & include today's issues that effect all members & to help others to help members feel included. Ex[ample]: LGBTQ, transgender members (1). I appreciated getting more interested in 2020 International Convention. The workshops were dynamic. The ice cream social was great. Overall the information at presentations was too general. There didn't seem to be enough reason to be here. There wasn't enough free time. Why is General Service Board working so hard and it's so hard to get people in the meetings to sponsor, have group consciousness, etc.? Thank you to the General Service Board and Trustees .... [copy cut off] (1). I'm not good with online anything. My sponsor is making me use more (1). All good (1).

### **12. Please list any suggestions to improve the online Regional Forums' section at [www.aa.org](http://www.aa.org).**

Have all past Forum Reports available (1). Put Forum program online (1). Easy to use, clear and concise. No suggestions. Thank you! (1). All good (1). Need easier access to Forum flyer (1). Ease to use (1).

### Comments:

Thank you!! (1). I thought it was fine as is! (1). For sure (See you at the next Forum!) (1). Loved the Wizard of Oz skit — would love to see this continue (1). Forums have been a big part of my spiritual growth! Thank you and God bless you all! ☺ (1).

**2019 WEST CENTRAL REGIONAL FORUM  
Questionnaire Summary**

Seventy-two (72) members of the 2019 West Central Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

**1. How did you hear about this Forum?**

Area = 39

District = 24

GSO Flyer = 9

Local Intergroup/Central Office = 2

Home Group = 23

www.aa.org = 10

Friend = 7

Other = Other (1). Sponsor (2). Prev. DCM (1). WCRASSC (1). Meeting (2)

[Note: Some members heard about the Forum from multiple sources.]

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

Attendees were quite responsive to this item. They provided the following suggestions for future Workshop and Presentation topics:

Using pamphlets in working with others (1). Rule No. 62 (1). Vary topics (1). Singleness of purpose (1). The Big Book must be addressed (5th Edition) (1). Personal Traditions checklist to participate in your group in a healthy/principled way (1). Literature: what we have and how to use it (presentation) (1). How to conduct Group Inventory (1). AA Comes of Age (1). Round ups — outside issue or note (1). Self-support — our responsibility starts at our home group or as an individual (1). Self support → Are we self supportive if we rely on literature sales to balance our budget? (1). How are we helping the alcoholics in AA when we still are suffering in AA groups today? (1).

Many, many respondents would like to see more about service and service positions: From trustees: How do we work with professionals — making connections and using their knowledge (presentation) (1). How we utilize Class A trustees (1). Trustee time commitment — Are we limiting participation of future trustees by the enormous time required to serve? (1). GSC Experience (1). Use of actors in videos (1). Finances at the AA Group/District, Area (1). Finding joy through it [AA?] in Service Work (1). AA Alphabet — going over service structure (1). Are specialty meetings & conferences AA? (1). Alcoholics and mental illness (1). Reminder of recovery houses dumping groups at our door and what our role is (1). Archives — preserving

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our past history (1). How to keep balance in life & service in AA (1). Long form vs. short form of Third Tradition (1). Tradition 11, understanding it today (1). How to be a “service sponsor” (1). What/who does AA contract with & why? Get in the CAR — bringing others with (1). Grapevine work w/persons/write articles (1). Promotion vs. attraction, how do we differentiate (1). Running a District, Area, or Business meeting (1). Corrections (1). Position descriptions, i.e., what is involved to be a delegate (1). How do you walk up the path of positions? (1). ICYPAA workshop — members from their advisory council (1). How did I get elected as GSR? (1). Focus on trust between GSO & the Fellowship (1). Services provided broken up into AA member, group, district, area (1). How GSO practices the principles of AA in their decisions (1). Dangers of affiliation (1). AA 101 for newcomers in Gen Svcs (1). How are we reaching the “Aging” Generation? How to bring the old timers back into service (2).

Several delegates expressed interest — and concern — about the digital age: Walk through the new website (1). Social media (1). Pros & cons of using social media for Groups and Districts (1). Avoiding affiliation through Big Tech and social media (1). Online contributions/How will online donations affect groups, districts & areas (2). Communication/carrying message in a “New” Age! (1). Linked-In (1). AA Meeting App — not familiar with it (1). Unity and the digital age of division (1). Get into the Digital Age! (1). How to help Groups & Districts deal with banking, transferring accounts, online transactions, etc., and new banking laws (1).

A few members made specific requests addressing the conference environment: Microphones in breakout rooms (1). Need to have pens (1). Longer lunch on Saturday & shorter dinner (1).

### Comments:

The skit was great (1). It really needs to be less dry, more lively. Love the skit! (1) Sent my email address in so should get updates on other locations (1). Only problem was choosing which workshops to attend. All GSO staff were very approachable (1). Thank you all for coming & for the great info you bring TO US!! Thank you (1). Presentations need to stick to established time frames (1). Person spent way too long discussing items that weren’t of interest to [?] (1). Try to answer some of the simpler questions (1). I can’t think of anything [to suggest]. This was perfect for me (1). Curious why there were 2 sessions of fostering participation (1).

### 3. At future Forums, would you like to see:

|                  | More     | Less    | Just Right | No Answer |
|------------------|----------|---------|------------|-----------|
| Presentations    | 7 (3%)   | 9 (13%) | 48 (67%)   | 8 (11%)   |
| Workshops        | 24 (33%) | 2 (3%)  | 39 (54%)   | 7 (10%)   |
| Sharing Sessions | 11 (15%) | 4 (6%)  | 49 (68%)   | 8 (11%)   |

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

**A. Presentations:** Effective relevant [sic] to topics related to groups (1). Be sure to keep in a Finance presentation (1). Attention to the deaf community (1). Presentations can be available by download (1). Break up the presentations & workshops. Grouping them together leaves some of us with different learning styles to nod off during a block of our lesser preferred style (1). Tie presentations to workshops to stay on theme (1).

**B. Workshops:** More information or things that are being done or working at a higher level (1). If possible, microphones for workshops/microphones are always a problem. Can they be better? (2). Sharing sessions during Workshops must be timed. Some ran far too long (1). Think it was great to be able to discuss topics in smaller groups — thought very effective (1). Have the GSO staff members facilitate the workshops. This is an opportunity to have GSO staff & the Fellowship form relationships (1). I thought it odd to really promote one workshop over all of the others. I'm sure it affected the attendance at the other workshops negative (1). I would love to hear more about experiences of those who attend the GSO (1). I liked Workshops but was too short (1). Recorded download so all of them can be accessed from question asked (1). Circles of Love workshop didn't seem to have anything to do with topic and had no direction (1). The reason I checked more workshops is only because I loved it and felt like I didn't make it to enough of them. It is greatly set up and perfect (1).

**C. Sharing Sessions:** Effective participation — pushing others to share. GSO provide follow up to the groups and districts and areas (1). Sharing sessions felt too long. Also wanted to attend workshops that were at the same time (1). Presenters should answer all questions during sharing sessions (1). Maybe its West Central, but it seems there's an opportunity for those w/o strong area/district attendance to have an opinion (1).

**General Comments:**

For this topic, respondents offered a wealth of compliments, suggestions, and complaints. Here, their observations: It was awesome! Delegates presentations were inspiring! (1). All the presentations were good — some were presented with a bit more animation that kept you interested & awake. Other monotone presentations — well, was difficult to stay awake (1). Presentation write ups were wonderful! It will help with bringing back to district (1). I think everything was well represented. It is always good to have enough time to hear from the Fellowship & allowing them to be heard (1). The same workshop was presented at 7:00 pm & 8:00 pm.

Really good choices for workshops, would of like to have attended more (1). I really enjoyed the workshops! I also really enjoyed the topic sharing the delegates did! I am hoping to keep

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learning more about what GSO is doing and am confident will enjoy presentations all the more as I continue to learn (1). Sharing sessions in general — Sessions and workshops excellent. Info from GSO officers very beneficial. Improvements? Financials too sketchy & not meaningful (1). To get more members interested in service make service more interesting! Think outside the box on how to do this (1).

All is OK (1). Very professionally organized and executed (1). More interactive things — loved the What's My Line (1). Presentations are good. Answering questions from sharing I thought went well and was handled well. No one overlooked, all inclusive. Thank you (1). All good and informative (2). I think they were done very well. I really enjoyed the skit (1). I thought it went very well (1). Open sharing at end/Time ended B4 I got the nerve (1). There were 3 sections of chairs — All straight forward — necks were turned — sitters turned — so outside sections set at an angle. [This respondent included a diagram.] Create more space for microphones & easy accessibility for members to see them at mic (1). Hearing from someone (delegates) & workshops was very effective to see what works in other areas, on both spiritual & service levels! LOVE hearing from GSO staff to understand the big picture & how the complete upside down triangle operates (1). Less West Central Regional Trustee talk — Tom talked too much. Also the staff needs to match the Traditions (1).

### 5. Please indicate whether this was your first Forum:

Yes = 38 (53%)

No = 29 (40%)

No Answer = 5 (7%)

### 6. Please select your current service position:

General Service Representative (GSR) (16), District Committee Member (DCM) (14), Alternate District Committee Member (ADCM) (2), Area Officer (6), A.A. Group Member (18), Non-Trustee Director (0), Area Committee Chair (5), Delegate (5), Past Delegate (3), Trustee (0), Past Trustee (1), Friend of A.A. (1), Other (7), No Answer (2).

[Some respondents checked more than one service position.]

### 7. Did you receive the print flyer by postal mail?

Yes = 24 (33%)

No = 46 (64%)

No Answer = 2 (3%)

### 8. Do you have any suggestions to improve the print flyer?

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I don't know why I didn't receive by mail but that would have been nice (1). Hotel information online was not easily found @ GSO website (1). No, print flyer was great! (1). Get it out sooner, much sooner (1). No, stated what the intent was (1). Come out sooner (1). The print flyer should be distributed electronically (1). I thought the flyer was good (1). Send by text (1). More info on restaurants in towns (1). No suggestions. I made it a point to circulate the flyer (1). It should be accurate and match what actually happens. If not, make sure people know (1). Wished I had received it earlier to distribute at Area Com mtg & the groups (1). Brighter colors (1).

### 9. Did you pre-register online at: [www.aa.org](http://www.aa.org)?

Yes = 51 (71%)

No = 19 (26%)

No Answer = 2 (3%)

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

Yes = 45 (62%)

No = 25 (35%)

No Answer = 2 (3%)

#### If so, how was it helpful?

Used it instead of paper copy. Very helpful. Consulted it all weekend (1). Not enough details and times displayed (1). Convenient (1). Great! (1). Somewhat — It would be nice to see actual agenda-topics before to prepare before (1). Schedule was very helpful (1). Convenient reference as long as my phone was on me (1). Some (1). Scheduling (1). Full schedule as always (1). It was very helpful & nice to have on my phone (1). Create text forwarding & reminders (1). Very helpful (1). It was easier to read than the flyer (1). Very helpful (1). I only saw a sample agenda online at Area. Would've been good to have actual schedule online (1).

### 11. Please list any suggestions to improve online pre-registration process.

To be able to do multiple registrations at once (1). Advertise it better. Encourage areas to post links, etc. (1). Have it available sooner (1).

#### Comments

Didn't use (1). It was smooth, I didn't run into any issues (1). I totally missed it. Not sure what that says (1). Seemed to work just fine (1). It was very smooth. Convenient (1). Smooth process (1). All went well (1). I probably missed it but wasn't sure I was able to attend until about 2 weeks before coming (1). It was simple and accessible (1). Great job, very easy process! (1). Very easy to accomplish (1). It works (1). Was easy. I have no problems with the computer (1). Online pre-registration went well (1). It was very easy to access and complete (1). Not sure was easy. That's important (1). Easy as pie (1). Easy to use (1). No improvements. Was a piece of cake! (1). Just fine (1). I can't think of any way right now I will email if this changes (1).

**12. Please list any suggestions to improve the online Regional Forums' section at [www.aa.org](http://www.aa.org).**

Here, the suggestions and comments run the gamut; they range from wanting info sooner in the process to complaints that the event is boring. Yet, throughout the survey, members expressed very positive reactions to the conference:

Get dates out sooner (1). Transparency of funds paid out to all Big Tech co.'s Google – YouTube out (1). Please provide decaf coffee! (1) It was great, had hotel info and program (1). Have them further south in winter (1). The biggest complaint I hear from the new young members in attendance is this is rather boring. Part of that response is based on the fact that they are new but part of it is based on the fact that it is boring. We need to make it more interesting (1).

Comments

GREAT JOB!!! (3). Thank you for all of your work, dedication & service! I need to utilize aa.org on a regular basis! (1). I did like the idea about having PODCASTS available for listening & getting excitement (1) The program incorrectly listed the Saturday night 8:00 pm workshop as being facilitated by Erik, Accessibilities Area 36. This is not accurate. Erik is District 22 Accessibilities Committee Chair in Area 36 (1). Always great to see our GSO staff members (1). Thank you (1) Easy use (1). Keep up the good work! (1). This is a very expensive hotel and I was not able to afford a room This is not inclusive to non-reimbursed positions or districts that have smaller budgets (1). The Forum program is just a copy of the document — days and events appear out of order — gets confusing when I expand the images, try to move through the document (1).

**2019 SOUTHWEST REGIONAL FORUM  
Questionnaire Summary**

Ninety members of the 2019 Southwest Regional Forum completed their evaluation questionnaires. A summary of their responses follows.

**1. How did you hear about this Forum?**

Area = 58

District = 36

GSO Flyer = 17

Local Intergroup/Central Office = 3

Home Group = 15

www.aa.org = 14

Friend = 9

Other = Sponsor (3). Husband (2). Conference (1). Not specific (1).

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

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

Members had many, many suggestions for future Workshop and Presentation topics:

Sponsorship (what it is/what it isn't) (5). Sponsorship the hwy. to service (1). Traditions (2). Concepts (3). Money and Spirituality (1). Primary purpose (1). Singleness of purpose (1). More workshops (1). Group input (1). Relevant topics to helping groups carry message (1). Strengthening the "carrying of the AA msg" (1). Carrying the message to treatment facilities (1). How to get more members included so that no one person has to wear so many hats (1). More about how to get members involved (1). How to grow AA participation (1). How to contribute to the decrease in the stagnation of AA (1). More info on TFC (treatment centers) (1). Duties of chairs, committees, etc. (1). Informed group conscience (1). Service positions — spirit of rotation (1). Connection from top to bottom of the triangle (1). Cooperation between Intergroups and General Svc structure (1). Member to GSO (1). How to build community-fellowship to feel like family (1). Young people in AA (3). Taking inventory of your service program (1). Staff rotation (1). Smaller gatherings (1). More group issues addressed (1). Home Groups (1). Trusted Servant — what it really means (1). Setting aside your pride and ego within service (1).

Share experience with the groups "how to" in General Service (1). CPC/PI — what can we do to effectively improve and increase this effort at the Group/District/Area Committees (1). Advances made in Accessibilities in AA — as presentation rather than in workshop (1). DCMs and Delegates: How they carry the message together in their areas (1). What do Class A's do

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and how are they selected? (1). How to grow in the Fellowship (1). Following through with the 12th Step. (1) Why has AA stopped growing? (1). Meeting Guide (1). Websites under PI (1). Leadership at Dist Meetings — How to run a fair meeting (1). Why is it OK to have a different opinion? (1). Conventions workshop (1). Safety in AA (1). Technology in AA (1). Technology uses to help the suffering alcoholic (1). Anonymity and social media (1). Attraction rather than promotion. How? (1). Leadership in AA/leading a business (area, group cons. District, etc.) meeting (1). Utilizing the appropriate service resources (GSO, Intergroup, etc.) (1). Communicating forum/general service reports to a group/district (1). Requirements for service positions (whole triangle) (1). Service Structure Workshop (1). Encouragement General Service Third Legacy (1). Helping new trusted servants to participate (1). Getting the message to non-participating groups (1). Anonymity (1). Newcomer service opportunities in depth (1). Trust the Process (1). If Not God, Then What? (1). Why is AA History Important to Know (1). The difference between Public Information and Cooperation with the Professional Community (1). Religious diversity in AA, making “God” the AA message welcoming to all religions and not just Christianity (1).

A few respondents had constructive criticism:

Announcement about hospitality room. I saw the coffee room, but didn’t know about food until after the dinner hour (1). Fewer general sharing sessions (1). More time for past Trustee sharing!! (1). Have GSO leading workshops (1). More 10 minute breaks (1). More coffee (1). Souvenirs — AA merchandise for purchase (1). Have coffee while sessions are in progress (1).

And there were quite a few favorable comments:

The Forum was excellent (1). Enjoyed topics (1). Everything is wonderful (1). I thought the presentations were better than the last one (1). I loved the sharing station, usually not enough of those! (1). The skit was precious! (1).

### 3. At future Forums, would you like to see...?

|                  | More     | Less     | Just Right | No Answer |
|------------------|----------|----------|------------|-----------|
| Presentations    | 12 (13%) | 11 (12%) | 61 (68%)   | 6 (7%)    |
| Workshops        | 47 (52%) | 1 (1%)   | 39 (43%)   | 3 (4%)    |
| Sharing Sessions | 13 (14%) | 16 (18%) | 56 (62%)   | 5 (6%)    |

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

**A. Presentations:** Great mix of presentation and sharing sessions (1). So good to hear & learn from good leaders (1). I loved the delegate presentations (1). Enjoyed the presentations (1). No complaints — enjoyed them (1). All the delegates give presentations. Finance session was good just like it was (1).

Some respondents thought the following might improve presentations:

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Financial presentation needs to be longer (3). Finance sessions was rushed. Give it more time in the future (1). Presentations are too long and repetitive (1). Treasurer Presentation — Needs more time than ½ hour, then have sharing session immediately after related to presentation by Treasurer. Thank you for all you do for AA!!! (1). Have all delegates present briefer items (1). Informational slides (1). Presentations — shorter (1). More time allotted (1). Less content/fewer sessions & more time per session (1). Brevity is key, specifically “speeches” — more financials. (1). More history photos/videos (1). To me, the financials seemed lengthy, but I know some folks live for that (1).

**B. Workshops:** Service sponsor workshop was extremely informative (1). Breakout groups in workshops were most effective to me (1). Group input (1). The Workshops were moderated well. I attended Twelve Traditions and Service Sponsorship — Controversy over the Google Ads. This is misunderstood (1).

“Generating Interest in General Service” — would have preferred sharing of prove/effective actions. It was too loud to be heard in the little groups (1). One of the workshop breakouts I attended seemed to be a bit gimmicky and there hadn’t been much preparation but it was fine & they can’t all be home runs — the others were all home runs (1). It would be great to have workshops earlier in the day, closer to lunch time/afternoon. 7-9 pm was too late for me. (1). Would like to see more divided up — the rooms were crowded (1). Cut # of sharing sessions to add workshop time (1). I would like to attend more workshops (1). Workshops — more interaction (1). Have a very brief explanation of the topic on program. I thought “who’s not in the room” would be more about participation in service, not about the ethnic differences of members. We are all the same. Race shouldn’t be an issue at all. (1). Workshop structure improved, better questions. Keep on topic (1). Engagement w/attendees. Not just another presentation (1). Workshops were effective, specifically, interactive/sharing (1). Handouts (1). More info from leaders in workshop before opening to participation (1). Some workshop presenters seemed uncomfortable with format. (1). Scale down level of detail in finance report and allow time for Q&A (1). More info i.e. Accessibilities it’s so new that we need more definition for committee work provided at the workshop (1). Workshops should be more interactive — hands on (1).

**C. Sharing Sessions:** Great sharing sessions/topics (1). Sharing sessions were effective, especially 2 minute limit (1). 2 min limit on asking questions is effective (1).

Here’s where respondents thought there was room for improvement:

Small group w/facilitators (1). Nothing you can do about it, but the sharing sessions were uncomfortable and filled with aggressive questions, comments and unrelated personal complaints. My heart goes out to GSO staff. (1). More time (1). In prior forums, there were more and longer sharing sessions. More are needed. (1). Most just wanted to hear themselves talk (1). Control the time at the mikes (1). Bring more staff to have available to answer side

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questions. \*Sharing time is taken up by the “Golden Mics” & is generally unhelpful. (1). Rank and file often get off track talking about themselves, hence preference for more time to those with more time in general service. ☺ (1). Rules for sharing, allowed time instructions (1). Less time @ the mic & encourage only single share (1). Shorten sharing session times (1). Singleness of purpose (1). Have a “what’s on your mind” sharing session (1).

### **General Comments:**

All good (1). I loved roundtable approach and the sharing by getting in pairs then small groups — great idea (1). I learned from them and learned more about 7th Tradition and where it goes (1). I especially enjoyed the opportunities to share & listen to others share. (1). More casual meet and greet with staff and trustees (1). A bit more time at breaks (1). Less breaks more sharing (1). Wondering if the forum is meant for General Service people only. Not much inclusion of alcoholics outside of G.S. No mention if those outside of GS are even welcome. Doesn’t GSO even want to meet those outside of service? Why not call it SW Regional General Service Forum? (1). There are some obvious “mic lovers,” maybe suggest people share/ask once over the course of the weekend (1). I believe the staff, etc. could be more prepared w/complete answers regarding hot topics of the current time — ex: expansion, ERP system (1). Seems like the entire focus was on folks already in service. Never an introduction or acknowledgement of “anyone who is just an AA member” Seemed like if you were not already in service, you were not included in the forum. (1). Have Tray (Area 67 Delegate) do more — he’s hilarious (1). More interactive like Tray’s! (1) Loved Troy’s [Tray’s?] method — pairing up, discuss; pair again and discuss = participation (1). Smaller groups might help facilitate more participation. Material is pretty dry. Get people excited about service (1). Less presentation more sharing (1). Explain that the people asking or answering questions in workshop and sharing session, this is not the time or place to tell their AA story. Also, GSO people, especially Greg Tobin — to please answer the question, not dance around them (1). Greg Tobin should answer questions truthfully not just go all around and never actually answer (1). Presentations should stay presentations & workshops should stay workshops. It seemed like the big presentations wanted to be workshops and vice versa (1). Sharing — more often, longer please (1). When introduc[ing] people in the auditorium have them stand up longer because [they] sit down before you can find them. They deserve to be seen, & I deserve to see these people because of all the service work they have done. (1). Hearing from GSO (AAWS and/or GV/LV) is always helpful. Delegate presentations tend to drift into “As I Sees It” — opinion gets mixed in with experience, strength and hope. I suggest Delegates run their prepared talks by one another. (1).

### **5. Please indicate whether this was your first Forum:**

Yes = 37 (41%)

No = 47 (52%)

No Answer = 6 (7%)

### **6. Please select your current service position:**

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General Service Representative (GSR) (17), District Committee Member (DCM) (28), Area Officer (7), A.A. Group Member (13), Non-Trustee Director (0), Area Committee Chair (7), Delegate (2), Past Delegate (7), Trustee (0), Past Trustee (0), Friend of A.A. (0) and Other (19) [This “Other” category included such positions as Intergroup rep, coffee person/home group, area webservants (2), group accessibilities, and various district officers. Note that some respondents checked more than one service position.]

### 7. Did you receive the print flyer by postal mail?

Yes = 32 (36%)

No = 47 (52%)

No Answer = 11 (12%)

### 8. Do you have any suggestions to improve the print flyer?

Most respondents skipped this question or answered “N/A” or “No.” Some answers, however, were quite complimentary; and some respondents were inclined to want email rather than snail mail:

All good (1). No — great (1). Looks great (1). Yes, specify the address of the conference/other nearby accommodations (1). Full agenda, prior to Forum (1). I tend to lean towards email (1). Email it. Don’t mail it (1). Didn’t look at that much (1).

### 9. Did you pre-register online at: [www.aa.org](http://www.aa.org)?

Yes = 77 (86%)

No = 11 (12%)

No Answer = 2 (2%)

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

Yes = 62 (69%)

No = 21 (23%)

No Answer = 7 (8%)

#### If so, how was it helpful?

Yes. Registration instructions + hotel info was very clear (1). I was able to easily access hotel info & share flyer with friends (1). This was email to us about a month out (1). Very helpful to share (1). Very informative (1). All versions were helpful (1). It was very helpful (1). Had all the info I needed w/o having to locate my flier (1). It was helpful and convenient to access it at the meeting. (1). It was my “save the date” added it to my calendar (1). Planning workshops to attend (1). Put a photo on my phone of schedule. Used for hotel reservations & reference. Yes, I printed copies and passed those out at Area Assembly (1). Passed it out at Dist & meetings (1). Could look at it on my phone (1). Provided information (1). Yes, the schedule/agenda (1). Planning activities (1). Hotel registration — Area 67 —always accessible, gave hard copies away at District to GSR. (1). It was more up to date than print flyer. (1). Yes, it was for me. My group had difficulty. (1). (1). Needs to go but sooner (1). Link didn’t work — hotel says I had to use link to get conference rate (1).

**11. Please list any suggestions to improve online pre-registration process.**

Most respondents approved of the current online pre-registration process:

None. I recall it being easy and fast (1). Nothing. It was easy (1). It was good (1). It was good — simple and easy. (1). Easy to do, no further suggestions (1). I feel it was very efficient — not sure if it needs changing (1). I would not [k]now how you could've did any better. (1). Easy peasy! Thank you! (1) It was fine. (1). Quick and easy as is (1). It was easy. No need to improve (1). I registered online with the last week with no problems. Got information and a printed badge. Great job! (1). It was effective (1).

A few, however, indicated that they would like it to be available sooner:

Maybe make it more noticeable on the flyer and on the link the flyer is sent out on (1). More time in advance online. We like planning our vacation around the Forum. (1). Make available earlier (2). OPEN registration earlier than August. Attendance would be higher if registration opening in January or even March. (1). Open portal sooner — registered for hotel in June [for October Forum] but could not register for forum. Forgot to come back later to register. (1). Make it available 4 weeks sooner. (1). The only thing would be to maybe have registration available a bit earlier, I think it became available about a month ago (1). Great. The rooms link was a bigger challenge — had to call to get group rate. Took several calls (1). It was easy, however they did not have a badge for me when I got to the Forum. (1). I'm not computer savvy enough to make intelligent comment on that (1). Let me know I already registered so I don't do it twice☺. (1). I didn't realize I still needed to register even though I saw that registration was free. (1). Online registration was extremely easy (1). Name. First, last. What you want on badge (1).

Comments:

(1). Exceptional (1). Perfect (1). I love going to forums. My biggest complaint was the hotel, specifically checking [in]. They refused to check anyone in before 3:00 pm. By 3:00 there were over 100 people in the lobby waiting to check in and it was total chaos. They should have checked people in as they arrived. I'd like to volunteer at registration table again (1). Hospitality room was terrible! Not enough food & coffee. Rooms in hotel were cold, no heat. Turn up to 80 & still 69 in my room. Had to wear all the clothes I brought to sleep in. (1).

**12. Please list any suggestions to improve the online Regional Forums' section at [www.aa.org](http://www.aa.org).**

Nothing. It is clear & easy (1). It was clear to me how to find the right place. (1). Don't change anything — Keep the ice cream social. It was a wonderful way to end a full day (1). Leave it as is (1). We were only able to register about 2 months prior. We would have liked to pre-register about 4 months prior. We actually tried to pre-register 4 months earlier. We plan a vacation around this event. We almost went elsewhere instead of Houston. (1). Add area

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positions. I am area PI and would have loved to meet others (1). Get it out sooner (1). Open earlier (1). Open it earlier. Use auto add to calendar (1). The hotel was not good. The restaurant was bad. The rooms coffee machine had the wrong size pod. The Big Room was hot. The Hospitality Room ran out of coffee! 10 minutes to nine on Saturday. (1). Allow pre-registration earlier (1). Online questionnaire, online forum map/agenda (See ICYPAA for mobile functionality) (1). Is there or was there a way to send the groups notification IF they don't look at the website? I wrote the website on my group's wall board but still they had difficulty registering. (1). Easier to find — website is nightmare to navigate. (1)

### Comments:

As always, members enjoyed the opportunity to gather together in service:

Everything was wonderful (1). Exceptional (1). Regional forum section is great. (1). Great forum – Thank you. (1). Great (1). This was my first forum. I learned a lot (1). Wonderful experience. Thank you for your service. (1). Thank you for the coffee/food (gratis) free! It was unexpected (1). Keep up the good work!!! (1). I think excellent strides have been made with the online registration, availability of agenda, etc. Very well done! (1).