

I.

AGENDA

AGENDA

Conference Committee on Agenda

Sunday, April 18, 2021, 6:30 p.m. – 8 p.m.

Monday, April 19, 2021, Noon – 3:15 p.m.

Via videoconference

Chairperson: Gary P.

Secretary: Patrick C.

Conference Committee Members

Panel 70

Hank K.

Gary P.

Jim S.

Panel 71

Ruth C.

Donna K.

Matt K.

Kimberley M.

Beth P.

+Agenda item forwarded from the 70th G.S.C.

- ◆ Discussion and acceptance of trustees' committee report.
- A. +Review the General Service Conference Evaluation Form, process and 2019 Evaluation Summary.
- B. +Review the 2019 January Conference Call participant survey results.
- C. +Discuss (2020) report on the Conference Agenda Process from the trustees' Committee on the General Service Conference.
- D. +Discuss the General Service Conference schedule.
- E. Review suggestions for the theme of the 2022 General Service Conference.

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.

- F. Review presentation/discussion topic ideas for the 2022 General Service Conference.
- G. Discuss workshop topic ideas for the 2022 General Service Conference.
- H. Review the General Service Conference Evaluation Form, distribution process and 2020 Evaluation Summary.
- I. Review 2021 report on the Conference Agenda Process from the trustees' General Service Conference Committee.
- J. Discuss a request to provide additional avenues for A.A. members to share input on General Service Conference agenda items.

2021 Conference Committee on Agenda

ITEM A: +Review the General Service Conference Evaluation Form, process and 2019 Evaluation Summary.

Background notes: +Agenda item forwarded from the 70th G.S.C.

2019 Committee Considerations from the Conference Agenda Committee:

The committee reviewed the 2019 General Service Conference evaluations and noted that improvements were implemented from the 68th GSC Evaluation suggestions.

The committee reviewed the summary of the 2019 General Service Conference evaluations. The committee suggests that Conference members be given the option to select the Conference Manual format and that the online version of the evaluation form be formatted such that it can be continually updated during Conference week.

From the report of the July 2019 trustees' Committee on the General Service Conference:

The committee agreed that the Conference coordinator will provide the 70th G.S.C. members a choice in receiving an electronic copy or hard copy Conference Week Manual and work with the Meeting, Events and Travel team (METS) to improve the online Conference evaluation form process.

The committee reviewed the 2019 Conference Evaluation Summary and the in-house Post-Conference Sharing Session notes. The committee noted the generally positive tone of the responses. Some committee members made the following suggestions:

- Ensure general sharing sessions are not first to be removed to save time.
- To be consistent during a Conference week the decision to reduce sharing time from two minutes to one minute might be decided at the beginning of the week.
- Include more Conference body discussions like the one that took place during the 2019 A.A.W.S. Board report regarding the "Safety Card for A.A. Groups."
- Consider use of electronic voting for the trustee elections.

From the report of the February 2020 trustees' Committee on the General Service Conference:

The committee reviewed the 2020 Conference Evaluation Form. The 2020 Conference Agenda Committee will review the form, process and 2019 Evaluation Summary Report as a standard agenda item.

CONFIDENTIAL: 71st General Service Conference Background

A summary of actions taken by Conference Coordinator related to the Committee Considerations and trustee suggestions:

- An email was sent to all Conference members asking them to choose the option of receiving the 2020 General Service Conference Manual in an online digital or hard copy version. Fourteen Conference members requested the digital version.
- Conference Coordinator determined that the online Conference evaluation system can provide a link to a daily evaluation. Each day's evaluation can only be completed in one sitting. The 2020 Conference members will be provided the digital and a hard copy version of the evaluation forms.
- A memorandum was sent to the trustees' Committee on Nominating requesting them to consider the use of electronic voting for the trustee elections.
- The timing, general session and presentation ideas suggested for Conference week are being considered for the 2020 Conference.

Background:

1. 2020 General Service Conference Evaluation Form
2. 2019 General Service Conference Evaluation Summary

April 2020

GENERAL SERVICE CONFERENCE EVALUATION FORM

To: All Conference Members

***Please take the time to share your experience and opinions
by filling out & turning in this Conference Evaluation.***

This Conference Evaluation plays an important role in helping both the trustees' Committee on General Service Conference and the staff to plan the next annual meeting of the General Service Conference. The 2017 Conference Agenda Committee emphasized strongly that all Conference members have an obligation to fill out the Conference Evaluation Form so that useful decisions for improvement of the Conference can be made. The committees and staff members responsible for the agendas for future Conferences give careful consideration to the comments of all delegates, trustees, directors and staff who turn in a form.

Pre-Conference

Was the advance material and preparation from G.S.O. adequate? () Yes () No

Was the advance material and preparation from G.S.O. timely? () Yes () No

Comments: _____

Dashboard

How valuable did you find the Conference dashboard?

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

CONFIDENTIAL: 71st General Service Conference Background

Please rate the value of sharing information from the dashboard with members of your area while preparing for the Conference?

1 – Not valuable

2 – Somewhat valuable

3 – Very valuable

Value:

Comments:

Please indicate whether you are:

() Delegate

() Director

() Staff

() Trustee

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

SUNDAY, APRIL 19

Conference Manual

Please rate the value of the Conference Manual in providing you information about the schedule of Conference week's events?

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please rate the value of having an electronic version of the Conference Manual available for your use?

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Presentations

“A.A. International: 21st Meeting of the Americas”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

“A.A. International: A.A. Around the World”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Joint Meeting

Please rate and comment on the joint meeting experience:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

MONDAY, APRIL 20

Reports

Please rate and comment on the report presentations:

1 – Not valuable

2 – Somewhat valuable

3 – Very valuable

Finance Report Presentation

Value: _____

Comments: _____

A.A. Grapevine Board Report Presentation

Value: _____

Comments: _____

General Service Board Report Presentation

Value: _____

Comments: _____

A.A.W.S. Board Report Presentation

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate

() Director

() Staff

() Trustee

TUESDAY, APRIL 21

Workshop

Please rate and comment on the workshop:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

“Attraction Through Action”

Value: _____

Comments: _____

Presentation

“The General Service Board Strategic Plan”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

THURSDAY, APRIL 23

Presentations

1. “Recovery – Who is Missing in Our Rooms”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

2. “Unity – Practicing Our Principles”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

3. “Service – Keeping A.A. Relevant”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

4. AA Grapevine and La Viña

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

5. “2020 International Convention – Love and Tolerance is our Code”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

FRIDAY, APRIL 24

Presentation

“Issues, Tools and Access to Our Message of Recovery”

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Conference Committee Reports

Was there enough time for discussion of Conference committee reports?

Not enough _____ Just right _____ Too much _____

Comments: _____

Presentation/Discussion Sessions

Please rate the overall value of holding presentation/discussion sessions in the course of the Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

Conference Participation

Was the participation of:

	Delegates	Directors	Staff	Trustees
Not enough	_____	_____	_____	_____
Just right	_____	_____	_____	_____
Too much	_____	_____	_____	_____

Comments: _____

Electronic Device Usage

Did you use a laptop or a similar computer device at this year's Conference?

() Yes () No

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

Conference Evaluation Forms

Please rate the value of the ability to submit your Conference evaluation forms electronically?

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

Suggestions for the 71st General Service Conference

If you have suggestions for improving the Conference (e.g. schedule of Conference activities, meals, hotel accommodations), please list them here:

1.

2.

3.

4.

5.

6.

Please indicate whether you are:

() Delegate

() Director

() Staff

() Trustee

EVALUATION SUMMARY
69th GENERAL SERVICE CONFERENCE

Pre-Conference

Was the advance material and preparation from G.S.O adequate?

Was the advance material and preparation from G.S.O. timely?

One hundred six (106) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	82
Trustees:	11
Staff Members:	4
Directors:	5
No Designation:	4

In response to whether or not the advance material and preparation from G.S.O. was adequate, the following replies were recorded:

Was the advance material and preparation from G.S.O adequate?

Yes:	100
No:	4
No answer:	2

Was the advance material and preparation from G.S.O. timely?

Yes:	95
No:	6
No answer:	5

The vast majority of respondents answered that the advance material and preparation were both adequate and timely. “Excellent” said one respondent,” and “Very helpful info and reminders!” said a delegate. One member said the Conference attendees “very much appreciated the care, attention and expeditious way staff responded to questions and emails.”

But several respondents expressed concern about the translations — particularly the Spanish — being late. One delegate said that this was “very inconvenient for Hispanic members, not giving them adequate time to prepare.” And two attendees offered these suggestions: “For those of us a little less tech savvy, a ‘how to’ guide/video would have helped. Then I used other alcoholics I may not have used otherwise to help me.” Another member reflected, “There were delays and updates happening after

background material was posted. I would rather a delay than continual changes and updates.”

Dashboard

How valuable did you find the Conference dashboard?

When Conference members were asked to rate the use of the dashboard, their comments were recorded and tallied. Here is the breakdown:

Very valuable:	86
Somewhat valuable:	16
Not valuable:	1
No answer:	3

The dashboard met with the approval of many Conference attendees. One attendee [an online respondent] announced, “I am now a downloading queen.” Another said, “I love the dashboard.” “Excellent tool,” shared one member, “allows info to be immediately available to all.” Another wrote: “Excellent format, that even a dummy like me could navigate!” And one delegate expressed the ambivalence many others had: “Great add to our process,” that respondent said, yet, “Sometimes email link was a little confusing, but could just be me not reading thoroughly.”

Many members suggested that they needed to acquaint themselves with the function: “Kinda surprised with the new dashboard, but figured it out and it was very useful,” said one. Another member said, “Once I got the hang of it! Took a little getting used to.” And an avid respondent shared, “What would I do without this? It is an invaluable tool. I think the ‘hints’ page sent out is great. I am shocked at how many delegates aren’t using it as much as I am.”

Several respondents gave specific recommendations for improvement:

- “There could be a place for dialogue between committees and all delegates.”
- “The ‘What’s New’ folder is a good idea, but needs to be used consistently.”
- “Would like a more automated/interactive tool.”
- “Some things could have been put up earlier, like the Conference Manual.”
- “Power Points and a simple matrix might be helpful.”

How valuable did you find sharing information from the dashboard with members of your area while preparing for the Conference?

Very valuable:	66
Somewhat valuable:	16
Not valuable:	1
No answer:	20
N/A	3

CONFIDENTIAL: 71st General Service Conference Background

Most respondents felt this function was a great way to share information with members of their areas. "Very helpful to the troops," said one delegate. Another was "able to forward changes immediately." And one Conference attendee said, "I gave my area more than previous years. We really liked the 'Conference Process.'" One delegate shared that it was "nice to be able to download the background and distribute it to the area." And another noted that it was "absolutely critical to our Pre-Conference Workshops."

One member brought up the issue of anonymity: "It would be helpful to receive suggestions for sharing background material when anonymity may be compromised."

[Note: A few respondents said these two dashboard questions were duplicates.]

Sunday, May 19, 2019

One hundred two (102) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	74
Trustees:	13
Staff Members:	3
Directors:	5
No Answer:	7

Conference Manual

How valuable was the Conference Manual in providing you information about the schedule of Conference Week's events?

Very Valuable:	90
Somewhat Valuable:	7
Not Valuable:	1
2.5	1
No Answer:	3

An overwhelming majority of respondents found the manual essential, saying it was "Excellent" and "Excellent content, prefer it electronically." One delegate was especially enthusiastic: "It's like the Bible for the week. I LOVE being able to read along as reports are read and have such handy access to it all, although it's a bit bulky to cart around." Other Comments ranged from "Beautifully put together" to "valuable, useful and needed" to "very detailed." Not everyone voted affirmative for the digital side. For instance, one attendee wrote, "I strongly encourage continuing to utilize the printed manual."

Timeliness was a concern to many attendees. One delegate said, "Not sure why we waited until we were on-site. I'd prefer it electronic and earlier." Sharing that opinion, another respondent said, "It would have been nice to get the schedule sooner."

Some members offered constructive suggestions. "Would be good to have hotel map in binder with schedule (so could see where to go next!)," one noted. Others said, "Their choice. At this time, we have a wide variety of digital fluency and want the information to meet accessibility needs." "Let's offer delegates options of e or paper, early in the year."

How valuable was having an electronic version of the Conference Manual available for your use?

Very Valuable:	63
Somewhat Valuable:	26
Not Valuable:	5

CONFIDENTIAL: 71st General Service Conference Background

Unsure	1
No Answer:	5
N/A	2

Opinions ran across the board. One delegate stated, "Love the material." Another said, "This question prompted members to lament the passing of *paper*." And one delegate "still dragged the notebook around." And another "Can't figure out how an electronic version would replace the paper version. However, I will give it a go. It might be a while before delegates are *all* capable of using a digital version."

Quite a few comments leaned toward the negative. One trustee stated, "It means I will always need to have a device. With paper, I simply bring what I need." Another: "I like the book better." But this answer seemed to sum up the feeling of many: "I'm still learning my way around digitally, and continue to rely more and access info quicker via hard copy, as is my historical habit."

One delegate set forth this middle-of-the-road solution: "We should offer both, but not offer tablets. The digital people have their own preferred device. For those who use paper all the time, it's way too much to expect them to learn how to use a device at the GSC. Buying devices would be a waste of basket dollars. Tech turns obsolete in a minute."

Presentations

"The 1969 Project" — History of the World Service Meeting

Very Valuable:	61
Somewhat Valuable:	35
Not Valuable:	2
No Answer:	4

Most of the Conference attendees found great value in this presentation. "I loved learning about when and why the World Service Meeting was started," one delegate said. "Always heartwarming," said another. Some members also saw its usefulness, as this delegate pointed out: "Sharing the experience will go a long way in educating members about A.A. worldwide."

But a few attendees shared rather different views, like these: "Lengthy and informative but a little too dry." And "Good overview, not very deep history, but good setup for next presentation," said one. One respondent found it "boring."

25th World Service Meeting

Very Valuable:	77
Somewhat Valuable:	20
Not Valuable:	0
No Answer:	5

Respondents enjoyed this presentation and were effusive in their support and complimentary comments. “I loved the presentation. Blew me away,” one attendee said. And one member commented, “I really appreciated it because it continues to remind me how much bigger this is than my home group, district, area, U.S.” Still another remarked that it was a “Great practical explanation and tangible explanation of our international efforts,”

Enthusiasm ran high, even when responses were not entirely positive. One delegate pointed out: “I realize we all have not reviewed previously. [This] got us all on same page.” Another felt that it was “Great, went very fast, even though overtime.” An online respondent noted that “It would have been wonderful to have heard more about the topics discussed at the WSM.”

Joint Meeting

Very Valuable:	70
Somewhat Valuable:	14
Not Valuable:	3
No Answer:	13
N/A	2

Most Conference attendees felt this experience had a good deal of value. One delegate saw it as “Awesome, experience of a lifetime getting the info from the top.” Other comments ranged from “I felt better informed than last year” to “Good company, good food,” to “Great opportunity to meet and ask questions.” One delegate saw it as an “Excellent opportunity to discuss trustees report.” And another offered a candid assessment: “Eye-opening, interesting — a good orientation into what the hell we were going to do from this moment forward.” One attendee offered a response that went directly to the heart of our Fellowship: “It personalized the process. Just drunks or friends of drunks sharing experience.”

On the other hand, one attendee noted, “Trustees could make more of an effort to be welcoming in the joint meeting. This would go a long way in building trust and unity. The information we received was great, the delivery was sort of deadpan.” One delegate shared that “We need more time with trustees.”

Monday, May 20, 2019

Ninety-one (91) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	71
Trustees:	8
Staff Members:	3
Directors:	6
No Answer:	3

"Finance Report Presentation"

Very Valuable:	81
Somewhat Valuable:	9
Not Valuable:	0
No Answer:	1

Most respondents expressed great appreciation for the clear and concise manner in which this report was delivered. "Showed where \$ came from, where they don't and how used" and "A plethora of information delivered in a timely fashion, well organized, well presented" were typical of numerous comments. One respondent seemed to capture the spirit of most with, "Needed and valued by all it seems. Modern version of kicking tires. Boggled down in detail but tries to please everyone." Although responses were almost universally approving, more than a few members mentioned that the presentation was delivered "very fast, could slow down just a bit" and "too much, too fast, too many repeat graphs." "Treasurer needs more time to present. Lots of information but presentation seems rushed." One delegate said, "Too much information thrown at us without discussion/explanation." Nevertheless, the "Always great" sentiment prevailed.

"AA Grapevine Board Report Presentation"

Very Valuable:	77
Somewhat Valuable:	11
Not Valuable:	2
No Answer:	1

Conference attendees were warm and spirited in expressing their appreciation — making such comments as "A+," "Excellent! Thank you!" and "Great." One delegate said, "I love the Grapevine and would love to watch it grow more and more."

A small minority were not quite as enthused about the presentation. One delegate said the presentation was "Good info, although somewhat general." And a couple of respondents even noted that it was "not very good" and was "not any really new info." Said one respondent, "Last year's Grapevine presentation was more dynamic. There was a lack of enthusiasm in the delivery. The information had value but the presentation

itself left me wanting. When I have to report on the Grapevine in my area I will focus on the self-advocacy of the project with much more zeal.”

“General Service Board Report Presentation”

Very Valuable:	69
Somewhat Valuable:	17
Not Valuable:	2
No Answer:	2
2.5:	1

Most Conference members found this report presentation valuable. Two delegates expressed how much the presentation was appreciated: “Great report with valuable information” and “Excellent — this is what we came here for!!” Other responses were also quite spirited, such as “Love, love, love [the presenter’s] enthusiasm, and love AA” and “I adored the presentation very much with so much excellent information.” Even the constructive criticism from one delegate was given in a complimentary manner: “Very inspirational. More emotional and factual than technical or statistical. Would like to hear more measurements and data.” As one delegate said, it was “Impressive.”

One member shared this thoughtful comment: “ ‘Everything is fine’ was the theme of this year’s board report. I love a positive report but it has to be real as well and there is more to what is happening on the board than meets the ear these days. Last year’s Navajo Translation cannot be this year’s ‘heartwarming service story.’ I know we want a year where ‘everything is fine’ but this is probably not that year.”

“A.A.W.S. Board Report Presentation”

Very Valuable:	81
Somewhat Valuable:	3
Not Valuable:	0
No Answer:	1
Various numerical Designations, such as A++, 10, 100%	6

This presentation not only brought out an overwhelming number of positive responses, but those responses also expressed a high regard for its usefulness. There were many, many appreciative comments. Some specific: “It was good to hear about all the savings that staff is implementing” and “An impressive presentation. So wonderful to hear efforts of staff acknowledged.” But most were the superlatives of “Excellent,” [another] “A+,” and “Awesome — the safety card will be discussed ASAP.”

The following response, however, seemed to sum up the general feeling: “Great presentation, not a boring one with great and valuable information that I am excited in bringing back to my area. Thank you.”

Tuesday, May 21, 2019

One hundred three (103) Conference members responded to the question about the Conference evaluation:

Delegates:	70
Trustees:	9
Staff Members:	2
Directors:	5
No Answer:	17

Workshop

“Clarity of Purpose — Addressing the Needs of Our Meetings”

Very Valuable:	70
Somewhat Valuable:	25
Not Valuable:	2
No Answer:	6

Conference members were gung ho about this workshop, and they had a lot to say. Nearly every participant made a comment. “Awesome format. Awesome facilitator. Awesome participation. Awesome results” seemed to capture the spirit of all others. Among the critical opinions were “Interesting process. Room was small and got hot, causing nausea and reduced capacity to focus on task.”

One director rated the workshop as only somewhat valuable, but went on to say it was “Fun, good format. Topics more relevant to GSC, Delegate/Board work may have been more productive/helpful.” A less ardent respondent noted that the workshop was “much better than last year — not sure of what the ultimate value is — we are here to do important work — I don’t know if that time can be put to better use.” Observations ranged from fairly lukewarm “Fun, engaging, maybe less topics to spend more time on the debriefing” to this rather contradictory comment: “Seemed disorganized, subject was interesting! Please do again!” Still other comments were extensive; some were full pages of observations. Some responses were explicit complaints/compliments, such as this trustee’s Comment: “A survey in advance of Conference would have been sufficient to collect sharing on this topic — in person workshop led to extra time on deciding which suggestions were either duplicative of others or otherwise comprehensible. But still useful and fun experience.”

This topic seemed to have struck a chord with the Conference attendees, as typified by this response: “Suggest we use the ‘Get Ready!’ video soundtrack for the 2020 convention next year. Feeling blessed to be part of this.”

Wednesday, May 22, 2019

Eighty-nine (89) Conference members responded to the question on this page of the Conference evaluation:

Delegates:	50
Trustees:	6
Staff Members:	2
Directors:	4
No Answer:	27

Trip to G.S.O.

Very Valuable:	64
Somewhat Valuable:	7
Not Valuable:	2
No Answer:	8
N/A	3
Did not go	5

A respondent's "Marvelous" captures the essence of the feedback. Nearly all the Conference attendees who made the trip found it enjoyable as well as valuable; even those who gave the outing a "somewhat valuable" rating had heartwarming and loving comments for GSO and the staff. Most delegates seemed to concur with these sentiments: "All I can say is whoa! The warmth and accessibility of these dedicated people blew me away!" and "It felt like going home to real family." "Very moving. I'm not overly emotional but I found myself crying. Staff, Trustees, everyone there are wonderful. Noticed a photo of Bill with his feet up on his desk. Looks like Bill started this fancy sock thing."

One member expressed a widely held notion, "Good as a break from sessions. Great for those who have never been — it's their office." Along the same line, one delegate said, "It was a wonderful opportunity to see where the love and support starts. The Archives are amazing." The Archives were a hit: "Just wish I had more time to spend in Archives. Love our history," said one respondent. Another delegate found it overwhelming, "a blessing and a joy, the Archives — Fabulous!"

A few attendees did not make the trip; several mentioned that they had been to the offices before, some even several times. But it seems that many who missed the jaunt had a good time anyway. "We enjoyed our stroll to St. Patrick's Cathedral" or "As a second year delegate, I did not attend. I slept in." Along with "I could not go ZZZZZZZZ."

A few attendees expressed specific ideas that they felt could make the occasion even better. Here are their remarks and suggestions:

- "Make clearer that it's optional. As someone who's been multiple times before, I might have done something different that morning (and you could save on Metro Cards, knowing who's in/who's out."

CONFIDENTIAL: 71st General Service Conference Background

- “More time needed or less # of people at same time touring.”
- “Time constraint was my only issue. Other than that, it was magical.”
- “I am wondering why the staff cannot come to the Grapevine and Treasurer’s Reports.”
- “I saw the stockroom. EEEEEK! A business which does no regular inventory usually goes broke. Just sayin’.”

Thursday, May 23, 2019

Eighty-two (82) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	65
Trustees:	6
Staff Members:	1
Directors:	5
No Answer:	5

Presentations

1. "Yesterday's World: Our Legacies Begin"

Very Valuable:	49
Somewhat Valuable:	31
Not Valuable:	0
No Answer:	2

This presentation elicited strong reactions from Conference attendees, and those reactions ran the gamut. They ranged from several "Excellent" and "thought-provoking" as well as "Well done!" and "Thoughtful" to "Too upsetting, comments about becoming disillusioned and how AA currently moving."

One respondent expressed a common sentiment, "Very well prepared, Excellent content." The number of "Somewhat Valuable" ratings was significant, with these kinds of remarks from attendees: "Somewhat disappointing that the presentation was used for a personal gripe that was better suited for What's on Your Mind" and "I'm not sure we needed a break from Conference to hear opinion."

2. "Today's world: Demonstrating Integrity, Anonymity and Service"

Very Valuable:	64
Somewhat Valuable:	18
Not Valuable:	0
No Answer:	0

The Conference attendees agreed overwhelmingly that this topic was meaningful. Even the respondents who indicated that it held less value for them saw that it was a subject of great importance in our world today. One respondent wrote that it "brought up many important ideas." More than one found great use and help in the presentation: "Way to OPEN THE DISCUSSION about the use of Social Media and all it will give our fellowship. We live in a modern world. Thank you." Another said, "Thank you for providing questions that are useful in taking a personal inventory in this regard." "Relevant topic on social media — keep sharing on this one" said one delegate. And another delegate expressed similar thoughts, "Loved it, thank you! Yes we can use

social media and we should continue to explore this avenue. Young people need us and we need them. We need to communicate today.”

3. “Tomorrow’s World: Courage to Be Vigilant”

Very Valuable:	67
Somewhat Valuable:	15
Not Valuable:	0
No Answer:	0

An overarching reaction to this presentation was that word again: *thought-provoking*. One respondent put it this way, “Must think even more about this — it is our job here to do just that.” A delegate said, “Very important topic as were all three that were presented today during this session.” And another delegate shared, “Great work, thorough work. Loved it.”

Still, one delegate did state (in answer to Items 1, 2 and 3), “I’m not sure we needed a break from Conference to hear opinion.”

4. “AAWS Audio/Video: Strategic Plan Presentation

Very Valuable:	48
Somewhat Valuable:	24
Not Valuable:	3
No Answer:	7

Several respondents had a strong positive reaction to this presentation. “Good to know that we are exploring video as the world moves farther away from the written word,” wrote one attendee. Another member shared: “Great talk, the idea of acceptability of the Fellowship’s lessening knowledge of the 12 Traditions and the opportunity we have concerning that are important topics.” And another said this was “Extremely timely!” One noted the whimsical notion of “Bill tweeting — I love the image.” “

One delegate said that the presentation was “very well done,” yet had this opinion: “Just questioning the value of taking 2 hours away from the committee recommendations to this other activity — Just afraid we’ll be going ‘into the wee hours’ to get it all done!” And there was this: “Poor, not well presented,” a sentiment that did not seem to be widespread among Conference attendees.

5. “2020 International Convention”

Very Valuable:	70
Somewhat Valuable:	6
Not Valuable:	0
No Answer:	6

Conference attendees’ had heartfelt, appreciative reactions to the presentation about this upcoming A.A. event. Their comments were favorable and included such remarks

as “Outstanding,” “Skit was wonderful,” and “I did not know our staff was so talented.” A delegate who rated the presentation 15/10 [3 is the highest listed] had this enthusiastic remark: “Fabulous — creative — entertaining and funny. Who knew we have this kind of extraordinary acting and singing talent. P.S. You’ve set the bar high for next conference! Cuz I’m gonna be spreading the word!” Another exuberant respondent said, “The video was very good, but the actual production was unbelievable. What a delightful event. Everyone was superb. I thought [a GSO staff member] was lip-synching. She has a beautiful voice, as did the rest of the cast. It was just what we needed. Thank you, thank you, thank you.”

Along that same vein, one respondent wrote, “As much as it was entertaining, it was also every bit as informative as the presentation. It was a real gift from the staff that I appreciated.” Another delegate wrote, “Excellent teaser. Good info at this point. Loved the play and the break from sessions it provided. I needed to laugh at this point.” However, one attendee suggested that we “leave out skit.” And although one attendee said that the presentation was “informative and fun,” that same attendee was “very disappointed in losing a sharing session.”

Friday, May 29, 2019

Sixty-seven (67) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	49
Trustees:	1
Staff Members:	0
Directors:	3
No Answer:	14

Presentation

“AA Grapevine and La Viña”

Very Valuable:	37
Somewhat Valuable:	20
Not Valuable:	1
No Answer:	8
N/A	1

Most of the Conference members agreed that the presentation on the AA Grapevine and La Viña was excellent and “Very Valuable.” One delegate said, “Loved to hear audio and appreciate that this will be available on dashboard so I can share it. Wonder what got cut that would have been useful. Appreciate new management and direction of GV/LV.” One respondent didn’t give the presentation a numerical rating, but “enjoyed the video.”

The majority of those respondents who assigned the presentation a “Somewhat Valuable” rating cited these kinds of reasons for doing so: “Wish we could have given them the full time,” said one attendee. And “Cut too short, but what we heard and saw was excellent,” shared a delegate. Of course, there was an opposing view: “Too bad it was cut very short,” wrote a director. And one delegate expressed still another point of view: “Thank you for shortening this presentation so that we could focus on Conference Agenda Items and offering Power Point on dashboard.”

Conference Committee Reports

Conference members were asked if there was enough time for discussion of Conference committee reports. To answer, they used a rating key with three choices:

Not Enough:	13
Just right:	46
Too much:	5
No Answer:	3

“Just right” was the choice for the majority of attendees. They elaborated in their comments: A delegate pointed out that the presentation “went well, better than last

year.” Another showed appreciation for other participants by saying “I’m glad people were willing to give up presentation time and come in earlier/stay later to get our work done.” And maybe it was just enough this year because “we did away with ‘What’s on Your Mind’ offered a delegate.

One attendee who felt that *too much time* was allowed for Conference committee reports shared, “A lot of the comments are repetitious and are sharing what areas thought or voted.” Another delegate seemed to agree, noting that “the problem lies in actually too much talk at times, beating a dead horse, so to speak.” Interestingly, one delegate who felt the timing was just right then made the comment “Sometimes too much.” And one who checked “Too much” said, “Soooo Good. Loved the process.”

An attendee who felt there was *not enough* time said, “Seemed we rushed to consider some decisions,” and another cited a specific result of this time issue: “We had to shorten presentation of Grapevine and sharing sessions.” A respondent offered a suggestion: “I think the item that is being discussed and voted on should be displayed on the screen. It would keep the discussion more on topic and then the voter knows for sure exactly what is being voted on. From a technical standpoint, I don’t see any reason why it can’t be done.”

One delegate summed it up this way: “It’s amazing how efficient everything was this year.”

“Presentation/Discussion Sessions”

Attendees were asked to rate the overall value of holding presentation/discussion sessions in the course of the Conference week.

Very Valuable:	39
Somewhat Valuable:	23
Not Valuable:	0
No Answer:	4
N/A	1

Again, time was of the essence. “Very thoughtful — mostly polite and on to pic[s]. More repetition than needed, too much floor actions that were not ripe. Recs should overwhelmingly go through committee.” And information was important too. It was a major issue for respondents. “Very, very informative,” shared a delegate; “very enjoyable and informative,” said another. And one noted that it was “very educational.”

Although most members found the Presentation/Discussion sessions very valuable, on this topic, the number of “Somewhat Valuable” ratings was significantly high. One director said that it was “difficult to rate because committee work and floor motions take so much time — but we do need a break.” One delegate gave the question a 5-1/2 value, circled “Somewhat Valuable” and had this to say: “Frankly depends on quality of reports given; some people are more adept at putting thoughts together concisely, in a

way that they're easily absorbed!" One delegate assigned a "Somewhat Valuable" rating, while making this comment: "I think it's a good balance mostly."

Conference Participation

The Conference members were also asked to rate whether or not the participation of delegates, directors, staff and trustees was not enough, just right, or too much.

Conference Participation				
	Not Enough	Just Right	Too Much	No Answer
Delegate	5	51	4	7
Directors	3	50	6	8
Staff	7	49	3	8
Trustees	6	49	3	9

The chart above shows that most members across the board — delegate, director, trustee, G.S.O. staff — marked event participation as "just right": "Everyone participated fully and equally. It was a true democracy," said one member. Another attendee agreed, saying "It was just as it was supposed to be; full participation of all members — engaged." "All amazing." And one delegate noted: "I say mostly [just] right but there were possibly occasions I felt staff members were providing points of information that were actually intended to influence and outcome for something they wanted or did not want to pass. It provided [them] more opportunity to speak than others."

Some Conference members who voted "not enough" had definite ideas about what should be done. One member remarked, "Would like to see more interaction of trustees." And one member said, "Need more collaboration in meetings similar to joint committee meetings."

And from the "too much" camp: "Some delegates spoke sparingly but several (Golden Mic Recipients) spoke over 20 times! (I counted.) Any way to enforce not repeating?" An attendee wrote, "Some delegates dominated the discussions on almost every committee report. Many shared personal experiences and strayed off topic. Many shared the same opinion which had already been shared more than once." And this attendee offered an alternative view: "I find this question offensive. All conference members are equal and should feel free to participate as their conscience guides them."

One Conference member offered a thoughtful recommendation: "It would be helpful to meet with trustees prior to conference and [have] availability to their knowledge." Another capsulized the majority opinion: "Very good representation of all aspects."

Electronic Device Usage

Did you use a laptop or similar computer device at this year's Conference?

Yes:	43
No:	22
No Answer:	2

This hot topic generated spirited comments, affirmative and negative. The majority of attendees did use a computer, laptop, iPad or similar device; a few indicated that they were quite pleased with their electronics. One respondent said, "Liked having my laptop/tablet. Floor actions on dashboard would be helpful." And another respondent considered, "I think I need my laptop."

Although the majority of respondents said they used an electronic device, they didn't seem very happy about it. "I brought it to Conference but ended up taking notes," said one. And another respondent longed for the old days, saying that the laptop was used "only occasionally for background responses as I prefer 'paper' for notes and keeping track." "Didn't this year," shared a delegate, "but I might next year." One delegate "made a conscious decision to 'not' experience the Conference from 'behind the screen.'" And with an eye to the future, another delegate stated how much the electronic device was appreciated and "would like to go paperless — 2020."

More than one respondent noted how convenient the outlets and internet access were. This delegate expressed an optimistic view: "My comments would be very positive, although my laptop died on Wednesday a.m. Loved the power pods. Will challenge myself to do no paper next year." Others couldn't make up their minds:

- "Not [there] during discussion (so I could be fully present at GSC, this is what works for me, others prefer all electronic), but valuable in my room.
- "Considering bringing to GSC next year, for resources at my fingertips, but not sure. Strong suggestion: we ought not purchase devices for GSC members to use. Rationales: a) short shelf life, quickly obsolete b) cost prohibitive, is this service needed? I think not because: c) those who use e devices prefer our own d) even for the digitally fluent, devices we are not familiar with have somewhat of a learning curve which should not divert us from our primary purpose of the business of the GSC.

Conference Evaluation Forms

Conference members were asked to rate the value of the ability to submit their Conference Evaluation Forms electronically.

Very Valuable:	35
Somewhat Valuable:	4
Not Valuable:	5
No Answer:	18
N/A	5

Some attendees apparently were reluctant to use electronic forms, and many were reluctant to answer this question. Eighteen respondents did not assign a numerical rating to the topic, half of those same respondents made Comments. The members who found value in using the electronic forms generally did not use them.

Here are some responses from those who said the electronic forms were “Very Valuable”:

- Didn’t do it but expect it will result in more feedback.”
- “Only used it on Sunday.”
- “I did not use them yet on line.”
- “Submitted by paper.”
- “Use them please to make improvements.”

One delegate would have tried, but the laptop died. That delegate was “all for it.” Several attendees continued to see electronic devices as distracting. One member shared, “I’m sure it’s really valuable — I tried to stay away from electronics this week and keep my mind clear.” And several said they just didn’t use the ones they had. Period. One “doesn’t use electronics.” Others don’t have them. “Did not use. Paper forms are easier.” Yet, one respondent observed that if the devices had not been available, “Oh my goodness! You’d not be able to read my writing. I can’t. ;-)”

Possibly tongue-in-cheek, a respondent said, “Maybe next year? I didn’t try this, sorry. That’s for our next delegate.”

Conference Week

Conference Members were asked to help evaluate and rate elements of the 69th General Service Conference:

Conference Week Events	Not Valuable	Somewhat Valuable	Very Valuable	No Answer/Not Applicable
Sunday Orientation	1	15	47	4
Board Reports	1	11	52	3
Committee Reports	1	2	61	3
Sharing Sessions	5	19	39	4
Joint Meeting	2	10	42	13
Reports on Area Service Highlights	6	22	35	4
Presentations/Discussions	2	20	39	6
Workshops	2	21	38	5

Here are several attendees' reflections:

- I think the schedule was well-constructed. And I appreciated the nimble way in which flexibility was applied. That said, I think it could be weighted a little more in favor of committee reports.
- I think we waste too much time.
- Hotel staff, food during the week have been OUTSTANDING! Panel 69s have a great new energy that has affected the vibe thru-out whole 8 days! Thank you for another once in a lifetime fabulous experience."
- It was perfect! The schedule, content was loving, flexible, respectful. I would have liked more sharing sessions but it's also important to manage time. There should be more time in committee. I felt it was a little rushed. Everything was perfect. I started the voting process with zero confidence in electronic process but once they straightened it out that changed my confidence level? Thank you!
- I didn't want to give everything a top rating, so the Presentations/Discussions and Workshop only get a 2. The workshop was too confusing and chaotic and had no follow-up after the cursory report backs. The Presentations/Discussions were less vital than the sharing sessions, committee reports, or other scheduled activities.
- How could it not be awesome[?] The commitment, knowledge and experience of planners, board and staff shined through in a smooth running event and the ability to adjust schedule as needed. The advance information and our continued

CONFIDENTIAL: 71st General Service Conference Background

advance in digital well prepared me for coming. How R all of you so nice and helpful and patient with us all the time[?] You R amazing.

- “Loved the Conference! Particularly the workshop and the skit. Loved the fact that trustees, staff, emeriti engaged with Delegates.”
- “Everything helped!”

Suggestions for the 70th General Service Conference

Sixty-seven Conference members responded to the request for suggestions on this page of the Conference evaluation:

Delegates:	49
Trustees:	1
Directors:	3
No Answer:	14

Here is a selection of those suggestions, submitted by Conference members for improving the Conference:

1. Put a monitor facing the podium by the front row of tables for chair and people on podium to see. Committees might be more efficient if suggestions for chairing were available.
2. When it was asked for Class A feedback on an agenda item, chair said that could happen in general sharing. Sounded like Class A's couldn't share?
3. Prefer to work a little later in the day. Easier in the week and end earlier on Thursday and Friday if possible.
4. I heard many questions from trustees and directors regarding conference committee consideration. Suggest investigating an avenue of clear communication between the Conference Committees and trustees regarding intentions of committee considerations.
5. I feel more unity between this fellowship and AAWS. I hope the Fellowship can continue to work with our trustees effectively to improve our primary purpose.
6. We did not get much participation from Spanish-speaking groups because translation of background was late. If promised on a certain date, please make sure the deadlines are met.
7. More fruits, less sugar, healthy food, more water.
8. More time doing AA business, less time on Presentations, Workshops, eating (45 minutes).
9. Need garbage cans by coffee station but that would be the hotel's job.
10. Way too much food. The meals were fantastic but way too much. We were offered so many options — I loved the food.
11. Disappointed by lack of respect conference attendees had, for example, speaking while people are at the microphones during presentations — very rude — talking — it was hard to hear.
12. Not very welcoming — I found I had to really work on meeting others here ... found many of them cliquish. But I made some great new friends. I had to make a point of greeting people, otherwise I felt invisible to them. But alcoholics are alcoholics and it was still a great spiritual experience.
13. Soy milk.
14. More/better use of projection — seemed an underutilized resource.
15. Clickers were not an issue last year but they were this year.

16. The behavior of this conference has been out of control. People did not stop talking when the bell rang. Side conversations going on in the room. Very disappointing.
17. Voting clickers were not explained well. That's why it took so long for people to feel okay about using them. *Clarity* is the key tool of the facilitator.
18. Committee readouts do not include rationale. This baffles me no end. Now I have to ask 80 times — Why?
19. Figure out how to use delegates more for the items. Trustees get 4 years and *much* more continuity with the agenda. Delegates get 12 days in 2 years. This is a *big* gap.
 - Background information is shallow. Should be more hard [info to give to] area. Feel like Pre-Conference and area should happen at the Conference because now I have enough info. I'm very surprised to find myself thinking this...but I'm not going to tell my area how extravagant the Conference week has been. It's not too over the top but it seems like we spend a lot of money for not much squeeze. I think if we maybe...Oh, I don't know. I am just feeling a bit uncomfortable, not a suggestion though. Just FYI if it means anything to you.
20. Schedule time to take photos.
21. Better location for the Serenity meeting. The present location was too noisy from the air ducts.
22. To provide one night prior and one night after conference to allow for travel.
23. First priority should be committee meetings and consideration of committees' recommendations and additional considerations. (Save rest till the end? Friday?)
24. The staff, directors (and a few trustees) spoke as much or more than the delegates. They are co-equal members but are in the minority. I love them all, but we need to hear from the delegates, who represent our Fellowship.
25. Sharing sessions — would have liked more at the end.
26. Workshop — with so much business that took place, the workshops time might have been shorter = more time for business.
27. Allow more time for business.
28. Allow all GSO staff to come down and hear the Board chair and financial reports to further facilitate their understanding of how important and appreciated they are by us.
29. When we are discussing video, please cue up the video.
30. Please use tech to its fullest. Recommendations on the screen — when completed — considerations on the screen.
31. Close after dinner on Friday if business is done. Many of us need to pack and go Saturday. Have an optional meeting?
32. We got the same time break for lunch and dinner with no choices as to going shorter for meals to get back into conference.
33. Hopeful of a venue well outside NYC, if that is feasible.
34. Food and beverage over the top — most of us conduct AA business at lower cost with prudence and paper plates.
35. I would recommend [that area highlights] be written for final report with word count limit, time limit.
36. Run test with electronic voting.

37. Go paperless.
38. Evaluate floor action process. By and large, items should go through committee process unless deemed emergency, should auto vote to connect to committee for future.
39. Chair should be allowed to make a call as to whether show of hands, voice or electronic on any voting item.
40. Keep up what you did for this conference.
41. Schedule 15–20 minutes on Wednesday for Conference committees to meet again to approve their reports.
42. General manager and Conference chair should be wearing a tie.
43. More garbage cans in large room.
44. Some members don't feel like standing up and sharing or talking on the microphone. Can we do something about that?
45. Do we really have to hear area highlights?
46. Have the joint committee meeting via Zoom a week or two before the Conference and not waste that time.
47. Put the agenda item on the screen for the discussion and vote.
48. Continue working on keeping discussion at the mic non repetitive and on topic.
49. A definition of the delegate chair position should be made available for new delegates.
50. Please have coffee available at the beginning of the morning meetings — every day. I prefer buffet meals rather than plated meals; this saves time and gives me the opportunity to have a bit of a break.
51. Hotel staff did not seem to have an understanding of the difference between a food preference and food intolerances/allergies. They were commonly unaware of what was in the food. Feeling ill all day is no fun at the Conference.
52. Good hotel. We can get to our room even on a 15 minute break. Hoping future hotels have this asset. Great location for out of towners especially.
53. It might be interesting to do some kind of workshop where folks are put into groups with a few delegates, a trustee or two, a director (or two) some staff members and have brainstorming on various topics. I think it would be beneficial to have a situation where we can hear about “different areas of the elephant” to gain broader perspective. Doing it in small groups and then reporting out to larger fellowship would be interesting.
54. Include in the orientation for all delegates the importance of pacing yourself in the debates. We start out on Wed with a lot of energy and enthusiasm, so we tend to get into it a lot deeper than we probably need to, and then we wind up getting way behind the pace. Rushing through at the end, and having to limit it to 1 minute per share is not what's best for A.A. as a whole. I know it'd be tough to impose a time limit on debate on any one topic, but maybe we need stricter enforcement of “don't repeat a point someone else has made” guideline would help.
55. Could we do business first and get to know each other later?

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM B: +Review the 2019 January conference call participant survey results.

Background notes: +Agenda item forwarded from the 70th G.S.C.

2019 Committee Consideration from the Conference Agenda Committee:

The committee reviewed the report on the Implementation and Effectiveness of the Conference Agenda Process from the trustees' Committee on the General Service Conference, which included sharing from the 2019 Conference committee chairs. The committee noted that the January conference call portion of the plan was implemented and request reporting of the 2019 participant survey results to the 2020 Conference Agenda Committee.

From the report of the July 2019 trustees' Committee on the General Service Conference:

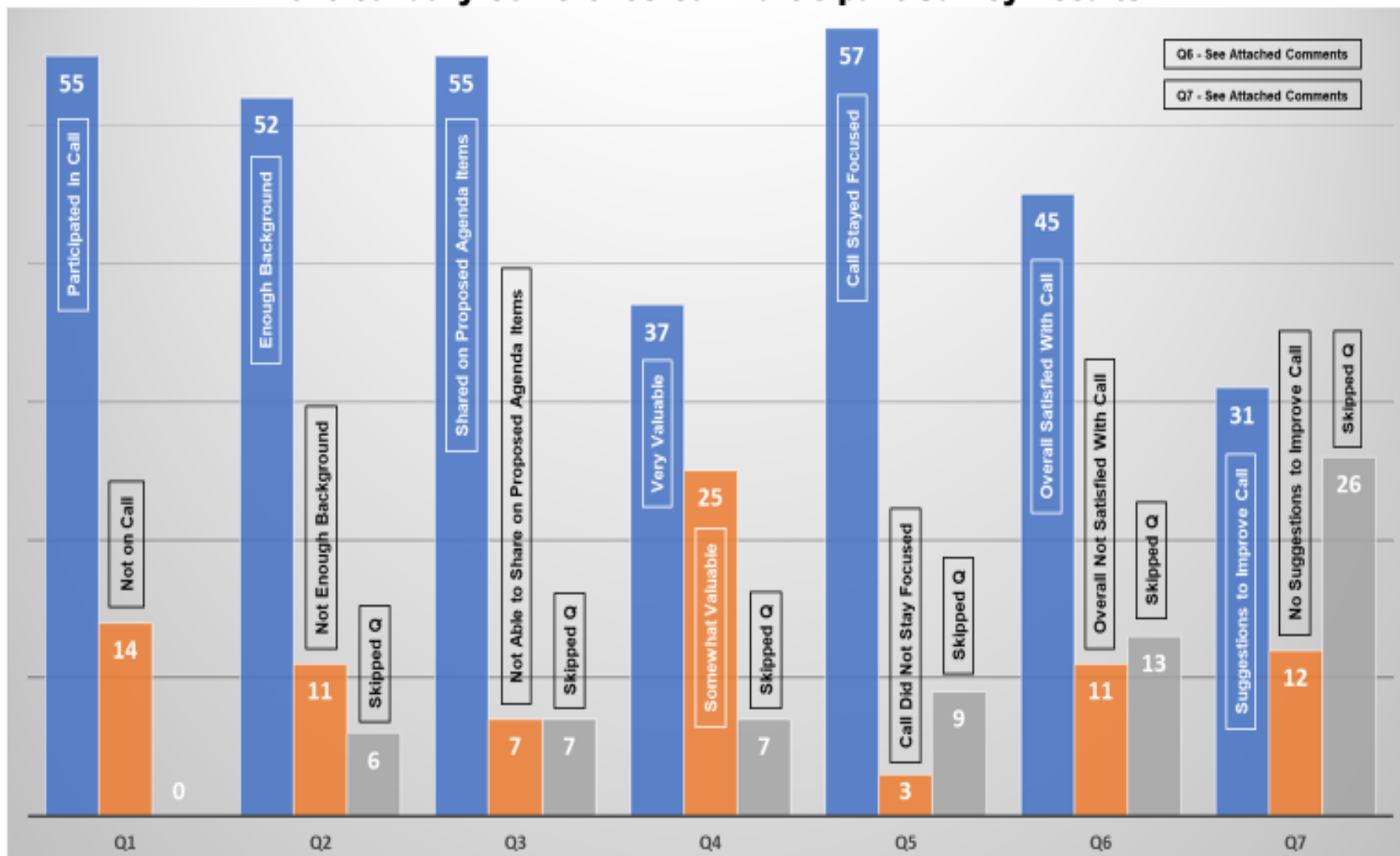
The committee agreed to forward to the 2020 Conference Agenda Committee the requested 2019 January Conference Call participant survey results.

Background:

1. 2019 January Conference Call Survey Questions
2. 2019 January Conference Call Survey Participant Results
3. 2019 January Conference Call Survey Participants Comments Q6
4. 2019 January Conference Call Survey Participants Comments Q7
5. 2020 Suggestions for January Conference Call

2019 January Conference Call Survey Questions

- | | |
|-----------|--|
| Q1 | Did you participate in the January Conference Call? |
| Q2 | Did you find the materials provided for this call allowed for an informed discussion? |
| Q3 | Were you able to share about potential Conference agenda items during the call? |
| Q4 | How valuable did you find this call between the Trustee Chair and Conference Committee? |
| Q5 | Did your conference call stay focused on the proposed agenda items and agenda items still being discussed by the trustees? |
| Q6 | Overall, how satisfied are you with this process for providing input into the Conference Agenda process? |
| Q7 | What suggestions for improvement to this process do you have? |

2019 January Conference Call Participant Survey Results

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

2019 January Conference Call Survey Participant Results - Q6 Comments

Q6	Answered	It is a great start. I hope it will become a more integral part of the agenda selection process.
Q6	Answered	Not only did this call help to inform the delegate and the trustee, it was a great forum to begin the conference process. Everyone had the opportunity to share their thoughts and ideas.
Q6	Answered	Very satisfied. But more can be done; such as having the Conference Committee Chair attend the corresponding Trustees meeting when all the agenda items are sorted out.
Q6	Answered	Yes, well worth the effort
Q6	Answered	I was very satisfied. I had time to ask questions and receive feedback from the Trustee of the committee and from the other Delegates on the panel. Very nice.
Q6	Answered	Impression was that we were all informed and prepared.
Q6	Answered	Somewhat
Q6	Answered	It served it's purpose.
Q6	Answered	I think the process is satisfactory without needing a January phone call.
Q6	Answered	I was very satisfied that we had input into the process. I was disappointed that none of the items that the majority of the Conference committee wanted to see included made it to the Final Conference agenda.
Q6	Answered	I went into it blind. I wasn't real satisfied.
Q6	Answered	It's a very good add.
Q6	Answered	I liked it — as a Trustee I was introduced to the new delegates and believe this will be beneficial in May—
Q6	Answered	Very satisfied. I trust and hope this process will continue and improve the delegate participation of agenda item selection.
Q6	Answered	This is not a good use of our time.
Q6	Answered	Definitely a good idea, but the background should be shared.

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

2019 January Conference Call Survey Participant Results - Q6 Comments

Q6	Answered	Satisfied- I listened mostly since others were making the same points I would have. Got some clarity on a couple points.
Q6	Answered	Moderately
Q6	Answered	Somewhat- as with all new things, maybe it starts out a bit clunky and gets better as we move ahead (future conferences). It was nice to feel included in the process!
Q6	Answered	satisfied but would like more background on the motive for the agenda item?
Q6	Answered	I found the conference call to be very informative and I was also able to connect with my other committee colleagues
Q6	Answered	I was brand new but gave me insight on things to come
Q6	Answered	I believe the process was very helpful
Q6	Answered	Moderately satisfied. I gave a little input on an item I'd submitted, but there wasn't a lot of delegate input overall.
Q6	Answered	I think it is important that the delegate's have input into the agenda process. This seems like a good start.
Q6	Answered	I thought it was worthwhile
Q6	Answered	Like I said, I didn't feel like our voice was heard. We voted unanimously in favor of every item on our grid, yet none made the agenda.
Q6	Answered	Very satisfied with the process. I believe it is a step toward becoming more informed.
Q6	Answered	As a committee chair, I was very satisfied. Communication with the chair of the trustees' committee after each board meeting was informative and I passed that information on to the members of my committee. As a committee member, I was extremely disappointed in the process. The committee chair has not communicate with the committee even once since the Conference. He has acted as a committee of one.
Q6	Answered	I think it was a step in the right direction. It helped the committee members get to know each other and that will be helpful when we meet in person. It was good to get an update and hear from trustees. It was empowering in some ways, however the information did not seem
Q6	Answered	Great step in the right direction!
Q6	Answered	Excellent idea. Please continue.
Q6	Answered	Very satisfied. I think it provided a good arena for discussion at a time when items were new and still pending. It gave me as a delegate, especially a first year delegate, a voice and an opportunity to learn more about what was in front of us prior to the release of the final list of
Q6	Answered	Very satisfied and we are moving in the right direction to get more Delegate input on setting the agenda.

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

2019 January Conference Call Survey Participant Results - Q6 Comments

Q6	Answered	Very satisfied. As a first year delegate, it helped me feel more comfortable with the agenda items and questions that might arise about them.
Q6	Answered	I was satisfied but have nothing to compare it to. Still, it was good.
Q6	Answered	I was satisfied, trustees chair stayed over the 1 hour because we were not finished. We covered and discussed everything and you know literature is always long.
Q6	Answered	I hope the exercise will prove to be valuable.
Q6	Answered	next time I will ask if I can hear the others persons.
Q6	Answered	I felt that there was discussion in the trustees committee about agenda items that we were not made aware of that could have helped us.
Q6	Answered	I'll let you know next year when I would be better prepared.

2019 January Conference Call Survey Participant Results - Q7 Comments

Q7	Answered	More background information before the call and feedback on the trustees committee deliberations surrounding the opinions of the conference committee.
Q7	Answered	I appreciate the background material containing what happened to the agenda item not selected. This was most helpful in understanding why there were not. If this could be sent out with the final agenda items before the background material is available, they would be helpful to answer questions and give further clarity to the process.
Q7	Answered	For first year Delegates, explain better the purpose of the call - as explained at the beginning of this survey. Not necessary to read the agenda items to us. Took a lot of our time.
Q7	Answered	Issue some guidance prior to the call regarding the objective is to discuss the worthiness of the Item for inclusion; not, the opportunity to begin debate on the merits of the Item.
Q7	Answered	Allow time for everyone to call in
Q7	Answered	I highly recommend that a separate conference call with both GVCC and AAGVB members be conducted in the future. In 2018, we had a conference call meet and greet which served as an important team-building exercise that contributed a great deal to the excellent work of the 68th GSC GVCC. This year, no one except the GVCC Chair has spoken yet to any of the AAGVB members other than the Board Chair.
Q7	Answered	Background material submitted prior to call.
Q7	Answered	Since this is a year long conference, I believe it would be beneficial to have one more than just once. It almost seemed like we were just giving approval of items that were going to be on the agenda rather than helping select items.
Q7	Answered	I'm a first year guy, so not much. Ask me again next year.
Q7	Answered	We tried the January phone call. I do not think it is needed.
Q7	Answered	This was a valuable process and I was glad that my Grapevine committee participated. I would suggest that this be the regular practice of all Conference committees.

2019 January Conference Call Survey Participant Results - Q7 Comments

Q7	Answered	The process experienced was excellent from the meeting time survey to the execution of the calls. I do not know if this was the product of the organizer or if there were guidelines in place to follow. I would hope the process would be documented for all to follow to enhance
Q7	Answered	Information provided ahead of time so we are better informed on what we are going to discuss.
Q7	Answered	As it was this year, with the proposed items by committee being discussed on the Trustee's call. As the delegate chair I am not sure what specific information other delegate members of the committee received for review prior to the call. I was quite satisfied with the
Q7	Answered	This is trying a bad fix a broken system. People don't trust the committee system. Let's do something different.
Q7	Answered	Share the info
Q7	Answered	Each delegate asked individually for input on each discussion point, even if just to agree with point made.
Q7	Answered	There was no discussion about "Why" an item was not being forwarded therefore, no "real substantive " discussion could take place. Why not have a discussion on items not being forwarded??
Q7	Answered	Perhaps to have someone (a Trustee) provide a synopsis of the background material during the call, so delegates might have a more 'informed decision'? Idk...
Q7	Answered	I find Zoom to be a way to talk and and "see" the other participants. Not sure if this would be an option.
Q7	Answered	Put it on Zoom. If there is background material the Trustees have, give it to us.
Q7	Answered	Less chit chatting would be appreciated.
Q7	Answered	Background ahead of time and longer calls.
Q7	Answered	More information on the duties of the conference committee chair needs to be provided BEFORE the committee elects its chair so that 1) committees might make better choices in selecting their chairpersons and 2) those elected might do a better job of fulfilling their duties.
Q7	Answered	I have confidence that the Conference has this topic on the agenda for discussion - what to do with agenda items not forwarded to GSC and will discuss through the committee process. It seems to me that we should continue these calls and perhaps learn some lessons and set some guidelines on who chairs, capture the "why" committees do or do not want an item on their agenda for trustees committees, and continue to further refine. Thank you for this survey and communication it is great.
Q7	Answered	Allow delegates to share if they think items on the grid should be made agenda items or not

2019 January Conference Call Survey Participant Results - Q7 Comments

Q7	Answered	As mentioned previously, all background to the committee members and provide the chair with notes of from the call.
Q7	Answered	An outline of the intent of the call. First real experience as a Delegate and was a little like a “deer in the headlights “.
Q7	Answered	More time, maybe.
Q7	Answered	More transparency with the trustees committee.
Q7	Answered	Not sure... I am learning the process.
Q7	Answered	Some extra pre-info for new Delegates.

**Suggestions for January Conference Call with
Members of Conference Committees**

Here are suggestions for trustees' Committee Chairs and Conference Committee secretaries regarding inviting members of the Conference Committee to and facilitating the Board-requested January conference call to obtain feedback on proposed Agenda items.

Also included is a template for documenting sharing from members of the Conference committees that will be brought to the January trustees' committee meeting as background for the discussion on each item.

Conference Committee Chair and Member Welcome Letters: The "welcome letter" templates have been updated to include a section informing each Conference Committee member about the January Conference Call. Committee secretaries agreed to copy the trustees' Committee chair or chair of a board on the welcome letter distributed to the Conference committee chair.

Invitation to the Call: Committee secretaries will share the following information about the purpose for the conference call in the invitation to the participants.

To give area delegates a further voice in the Agenda item selection process, the General Service Board has agreed on the following action. Before the January board weekend, the trustees' committee chair and staff secretary will arrange a conference call with the Conference committee to review items submitted as Agenda items and to talk about items still being considered by the trustees' committee. This way, Conference committee members would get a verbal report on the disposition of items submitted to the trustees' committee, and could share regarding those items. This will allow all Conference committee members to offer feedback on proposed Agenda items related to their committee. On the call, we will go through a list of proposed Agenda Items. Some of these have already been forwarded to the Conference committee, some the trustees' committee agreed not to forward to the Conference committee, and some are still under consideration.

The trustees' committee is interested in the thoughts of the Conference committee members as to whether these proposed *Agenda Items not forwarded* or *still under consideration* should be forwarded to the Conference committee.

In keeping with the Concept III, the final responsibility for selection of Conference Agenda Items appropriately lies with the trustees of the General Service Board. The Conference Committee's feedback will be brought to

CONFIDENTIAL: 71st General Service Conference Background

the trustees' committee meeting as background for the discussion on each item.

The conference calls should be set up to take place no later than Tuesday, January 21, 2020. Committee chairs and secretaries will want to decide on the length of the call based on the number of agenda items that will be reviewed.

Preparation for the Call: The Conference Coordinator will provide each Conference Committee secretary a reporting of the Preliminary or Proposed Agenda items pertinent to the Conference committee.

Conference Call Talking Points: The trustees' Committee Chair can explain to the participants that the purpose of this call is to share whether an agenda item should move forward to the Conference Committee or not. Members are not gathered to vote on or debate the merits of each agenda item. Conference committee secretaries are available and willing to provide points of information, as needed, during the calls.

The trustees' Committee chair will verbally review the following:

- Agenda items already forwarded to the Conference committee
- Proposed Agenda items that the trustees' Committee took no action
- Proposed Agenda items on the February trustees' Committee agenda

Document and Share Feedback with Trustees' Committee: Each secretary will capture the sharing on each item to be brought to the February trustees' committee meeting to inform the discussion. Sharing should be documented but, not attributed to any person.

Under the trustees' Committee Agenda section "Chair Remarks" for February, request the trustees' Committee Chair inform the committee that the sharing from the recent Conference call is being distributed to support the discussion of each Proposed Agenda item.

- **Committee secretary action** – Provide copies of the sharing notes from the conference call to each trustees' Committee member and the Conference Committee Delegate Chair who is participating in the meeting.

Note: A copy does not need to be provided to all the visiting observers.

Sharing Notes Template:

**Sharing from Members of the 2020 Conference Committee on _____
Regarding Proposed Agenda Items
Conference Call
January XX, 2020**

Attendees:

Proposed Agenda Item 1

- Thought Number 1
- Thought Number 2

Proposed Agenda Item 2

- Thought Number 1
- Thought Number 2

[Back to Agenda](#)

Revised 1/2020

2021 Conference Committee on Agenda

ITEM C: +Discuss report on the Conference Agenda Process from the trustees' Committee on the General Service Conference.

Background notes: +Agenda item forwarded from the 70th G.S.C.

2019 Committee Consideration from the Conference Agenda Committee:

The committee reviewed the report on the Implementation and Effectiveness of the Conference Agenda Process from the trustees' Committee on the General Service Conference, which included sharing from the 2019 Conference committee chairs. The committee noted that the January conference call portion of the plan was implemented and request reporting on the 2019 participant survey results to the 2020 Conference Agenda Committee.

From the report of the July 2019 trustees' Committee on the General Service Conference:

The committee agreed to forward to the 2020 Conference Agenda Committee the "Report to the Conference on the Implementation and Effectiveness of the 2020 Conference Agenda Process."

Background:

1. Report on the Implementation and Effectiveness of the Conference Agenda Process including sharing from the 2020 Conference committee chairs.

**Report on the Implementation and Effectiveness
of the Conference Agenda Process
Including Sharing from the 2020 Conference committee chairs**

The 2016 Conference recommended that “The General Service Board develop a new policy and a plan that enhances the General Service Conference agenda review and selection process, providing the area delegate members of the Conference a role in the vetting and selection of proposed agenda items through the Conference process, to be brought to the 2017 General Service Conference.”

During the 2017 General Service Conference the Conference Agenda Committee discussed a report from the trustees’ Committee on the General Service Conference on the Conference Agenda Process. Committee members expressed appreciation for the additional communication and larger role for area delegate members of the Conference in the selection of Agenda Items. The committee requested that information on the implementation and effectiveness of the plan be gathered from the 2018 Conference committee chairs and included in a report for the 2018 Conference Agenda Committee.

During the 2018 General Service Conference the Conference Agenda Committee reviewed the report on the Conference Agenda Process from the trustees’ Committee on the General Service Conference, which included the Trustees’ Committee on the General Service Conference 2016 Report on the Agenda Item Selection Process.

The committee noted in the 2016 report that progress has been made on implementing the plan. However, the trustees’ Committee on the General Service Conference forwarded a request to the General Service Board to continue to consider enhanced participation of area delegates in the process for selection of agenda items, and no action on this item was reported by the board.

The committee noted the 2016 report suggested that:

Before the January board weekend, the entire Conference committee could have a conference call with the corresponding trustees’ committee chair and staff secretary to review items submitted as agenda items and to talk about items still being considered by the trustees’ committee. This way, Conference committee members would get a verbal report on the disposition of items submitted to the trustees’ committee, and could share regarding those items. This would allow all Conference committee members to offer feedback on proposed Agenda items. Their feedback could be brought to the trustees’ committee meeting as background for the discussion.

The committee realized that this has not happened and requested that the trustees’ committee chairs implement this conference call portion of the plan starting in January 2019.

The Trustees’ Committee on the General Service Conference requested that the staff

secretary send a notice to the chair of the General Service Board asking that this be implemented. The Board agreed and a process was developed to implement the conference calls for 2019. The sharing will be captured by committee secretaries and provided to the appropriate trustees' Committees or Boards for their discussion of Proposed Agenda items during the January meetings.

This is the second year that the January Conference calls, as requested and implemented in 2019, have been successfully completed. Each Conference committee secretary captured the sharing on each proposed agenda item discussed and provided it to January or February 2020 trustees' committee or Corporate Board meeting to inform the discussion.

In addition, after reviewing the results of a survey of Conference committee chairs about the implementation of the 2016 plan, the Conference Agenda committee requested that this sharing be gathered from the Conference committee chairs annually and provided to the Conference Committee on Agenda.

The following annual survey results were gathered from the 2020 Conference committee chairs through a questionnaire. The focus of the survey is to understand the effectiveness of the communication between the trustees' Committee chair or Corporate Board chair and the corresponding Conference Committee chair. The Conference Report and Charter Committee chair and the Conference Policy and Admissions chair both meet with the trustees' Committee on General Service Conference chair.

QUESTIONNAIRE SUMMARY

In early January 2020, the following anonymous questionnaire was provided to the 13 Conference committee chairs and the delegate Conference chair. Eleven out of the 14 recipients responded to the questionnaire.

Below are the questions and responses.

1. Did the chair of your corresponding trustees' committee/board contact you prior to their meetings?

YES – 10 responded yes, and 6 offered these comments:

- Communication with the chair of the trustees' committee has consistently been timely and helpful.
- Prior to each board weekend in July and November, the trustee chair and I scheduled a call for pre/post board weekend discussion. I found this pivotal to be able to communicate with my conference committee.
- The Chair gave me ample time to reach out to the conference Committee to ask if they had any questions prior to Board weekends.
- The communication would have been useful, especially if the key items being discussed at the Board meeting were identified.
- The chair was most diligent in regard to this and were readily available on a broad spectrum of dates.
- Very helpful and offered some great experience as to what the process is.

NO – 1 responded no, and 1 offered this comment:

- The communication would have been useful, especially if the key items being discussed at the Board meeting were identified.

2. Did the chair of your corresponding trustees' committee/board follow up with you after their meetings?

YES – 10 responded yes, and 3 offered these comments:

- Absolutely.
- The chair was most diligent in regard to this and were readily available on a broad spectrum of dates.
- She emailed me and we coordinated when the call would be made.

NO – 1 responded no, and 1 offered comment:

- That would have been helpful to understand the important issues and to let my Area know what was being considered without having to wait for the Board minutes.

3. Were you able to share about potential Conference agenda items with the chair during these conversations?

YES – 10 responded yes, and 3 offered these comments:

- We discussed ongoing items along with items that came up during the Trustee Committee meetings.
- For our committee it was more about sharing follow up on last years' GSC agenda items, which was great.
- This was very important to her as she really wanted to bring back questions or concerns I had to the next board meeting.

NO – 1 responded no, and 1 offered these comments:

- This was not discussed but would have been helpful. I wasn't aware that those type of discussions should be going on.

4. How valuable did you find these conversations?

VERY VALUABLE – 11 responded “very valuable,” and 4 offered these comments:

- I have shared with my Area how much I've appreciated the improved communication.
- I cannot express how helpful this process is!
- Such discussions would have been very useful.
- One it gave me an opportunity to meet someone new. Two it put me to ease about the process. Three has allowed me to voice my opinion and/or concerns.

SOMEWHAT VALUABLE – 0 responded “somewhat valuable.” No comments.

NOT VALUBALE – 0 responded “not valuable.” No comments.

5. Did you communicate about your calls with the corresponding chair with the other members of your committee?

YES – 8 responded yes, and 7 offered these comments:

- I was able to communicate with the committee after each call to update them on the work being done with ongoing items and the ideas for new requests.
- Yes, I sent emails recapping all the items discussed to the entire committee (the committee agreed that was how the info could be conveyed, as opposed to a conf call with everyone).
- Yes, it's a terrific process.
- I sent my committee members whatever communication I received from the chair.
- I asked folks if that had items pre-meeting and I produced a read out post-meeting and shared it.

NO – 3 responded no, and 2 offered these comments:

- I dropped the ball on this and did not fully communicate until much later. I have since done so and will continue into the future.
- I guess I wasn't aware I was supposed to. I dropped the ball on that one.

6. Overall, how satisfied are you with this process for providing input into the Conference Agenda process?

10 out of 14 respondents replied, and offered these comments:

- Very satisfied with the Trustee communications.
- Very satisfied. These open channels of communication help our committee stay informed about the work related to developing the agenda items for us to consider at Conference.
- The Trustee chair was very open to hearing our committees process and thoughts on each item. It was very helpful to be able to communicate and clarify our process and thoughts.
- Very. I was also able to share info from the trustee calls to my Area - gave them a better sense of the overall process/the life of an advisory action post conference.
- I'm thrilled. This process is in keeping with both the revised strategic plan and the recommendations from Impact Collaborative.
- Very, not going in blind.
- Not very. I don't think that Conference committee chairs are given much guidance in what should be done in between Conferences. Another issue is that only half of the committee that will need the information gathered during the year will be attending next year's Conference and the new Conference committee members will not be available until December when they are assigned to the committee after their election to Delegate in October/November
- I would say 8 out of 10.
- Pretty satisfied.

- I think it's valuable. I would encourage this practice to continue in the future. I loved the transparency it provided.

1 skipped the question.

7. What suggestions for improvement to this process do you have?

7 out of 14 respondents replied, and offered these comments:

- A reminder that it was my responsibility to communicate with my committee members (from the 69th GSC) after each call or communication with the trustee.
- None at this time.
- I appreciate all the open communication from the Trustee chair of our corresponding committee.
- Continue this process, please. More may be revealed as we move forward, and for right now it's perfect as is.
- 1. Prepare a workbook for Conference committee chairs to help them understand their roles as chair 2. Utilize current and past Conference committee chairs to develop this workbook.
- I think it might be useful for our staff desk person to join the call and follow up on requests for further information or to clarify status of items.
- At least for my experience there isn't much you could do to make it better.

4 skipped the question.

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM D: +Discuss the General Service Conference schedule.

Background notes: +Agenda item forwarded from the 70th G.S.C.

During the July 2019 trustees' Committee on General Service Conference meeting a member brought forward an idea during committee discussion for how to schedule General Service Conference discussion of agenda items. The chair requested that Carole B. document her thoughts to inform a discussion at the November 2019 meeting.

August 12, 2019 the chair of the trustees' Committee on General Service Conference received a communication from a member of the committee, Carole B., sharing a draft document for front loading the discussion on agenda items during the General Service Conference week.

From the report of the November 2019 trustees' Committee on the General Service Conference:

The committee tabled the discussion on the proposal to change the G.S.C. schedule to the February 2020 meeting.

In addition, the committee reviewed a draft 2020 G.S.C. week schedule with highlighted updates and asked the secretary to send this question to the committee "What can we stop doing during Conference week?" The committee sharing will be background for the Conference Week Schedule discussion at the February 2020 meeting.

From the report of the February 2020 trustees' Committee on the General Service Conference:

The committee discussed potential ideas for changes to future General Service Conference schedules. The committee agreed to forward a new proposal on General Service Conference schedule changes and the trustees' Committee sharing on the question "What can we stop doing during Conference week?" to the 2020 Conference Agenda Committee for consideration.

Background:

1. Proposed G.S.C. Schedule Ideas
2. Committee sharing on the question "What can we stop doing during Conference week?"

Proposed Changes to the GSC Schedule

Concept I states that the ultimate authority for AA resides with the Fellowship. Area Delegates spend a lot of their resources hearing the voice of the Fellowship in their respective areas on all conference agenda items. Yet, many times these voices, especially those with strong feelings about an item, are not heard. Floor actions have been introduced by some delegates to allow for discussion on items that only came out of committee as a consideration.

Additionally, most agenda items are submitted to provide a solution to a challenge or barrier. There are likely multiple solutions. Perhaps we're settling for good - the enemy of the best.

The purpose of this proposal is to "front load" the conference committees with the thoughts and opinions of the area delegates. In the past, I've heard people treat the conference committee process as sacred. Is it time to further embrace Concept I by hearing the thoughts and opinions of the area delegates before the conference committees meet?

1. Conference Committee and Trustees Committee Communication

- a. Prior to the January meeting of the General Service Board, schedule a video or teleconference meeting between the two committees
 - i. Discuss the status of those agenda items from previous GSC still under progress.
 - ii. Discuss the comp, scope, and procedure of the Conference Committee.
 - iii. Discuss agenda items not forwarded to the Conference Committee to date. This allows for a reconsideration by the trustees committees.

- iv. Discuss the agenda items submitted but not yet considered by the trustees committees.

2. Joint Meeting of Conference and Trustees Committees

- a. Two to three weeks prior to the General Service Conference conduct the joint meeting via video conference.
- b. Allow for the Conference Committee members to ask questions
- c. Since this is a video conference, the ACMs may not need to attend the conference. NTD could be excused until later in the week.

3. Day 1 of the GSC

- a. Find a way to allow for the Conference Committees to hear from Delegates that are not members of the committee yet wish to express their opinions or ideas for respective agenda items. Variations of two Liberating Structures are listed below as options.
 - i. Option 1 - [Open Space](#) (Time needed - 3 -3.5 hours)
 - 1. Use an on-line poll to determine which items the area delegates wish to discuss. The top 10 agenda items would be discussed. However, at the beginning of the session, the chair would ask if someone has a strong opinion they would like to express regarding the need to discuss an agenda item that was not in the top 10. If the body wished, add it to the list.
 - 2. Use the Open Space Structure to discuss. Likely two sessions of 1:15 hours each.
 - 3. Either or both the trustees committee chair or conference committee chair leads the discussion. Preferably, the conference committee chair but the option is available should they wish to participate in the discussion of other topics.

4. The secretary to the conference committee would serve as a scribe for the discussion.
- ii. Option 2 - [Shift and Share](#) (Time needed 3.5 - 4 hours)
 1. Stations are set up for the 13 committees. Either or both the trustees committee chair or conference committee chair leads the discussion. The secretary to the conference committee would serve as a scribe for the discussion.
 2. Give all area delegates a number between 1-13 to break into groups. Assign each committee a number between 1-13. Group 1 starts with committee 1 and so on.
 3. For 15 minutes, each group provides input from their areas on the agenda for the committee. At the end of the 15 minutes, group 1 shifts to committee 2 and so forth.
- b. Eliminate the keynote speaker.
- c. Start earlier in the morning - reduce the amount of time given to register/receive the week's materials.

4. Remainder of the GSC schedule remains the same

Notes

1. Floor actions have been used as a way with which delegates can discuss items that did not come out of committee as a proposed action for the conference. Delegates have expressed frustration that their voice has not been heard as a result and they were limited to questions of the committee.
2. Floor actions would now be allowed for items that are of an emergent nature. The Chair, presiding over the conference, has the right to deem a floor action out of order.
3. The following questions are asked to be considered when submitting an agenda item:
 - What barrier or challenge present that this agenda item solving?
 - Is the right action to take in solving this problem creating a policy (i.e. an advisory action of the General Service Conference)?

- Have Areas, Districts, or Groups solved this issue? What practices made their success possible?
- 4. If we continue with the current process, perhaps a Slack channel for all conference members to discuss items could be useful.

Trustees' Committee on General Service Conference member sharing received on the question "What can we stop doing during Conference week?"

The committee asked the secretary to send the question "What can we stop doing during Conference week?" and gather sharing from the committee. The following responses were collected.

- I would like to know if there is a way to streamline elections that do not involve the entire conference. Perhaps these can be programmed over a special lunch (like we do to reduce the TAL candidates to a regional TAL candidate). It is A LOT of conference time.
- Second, I don't think the area highlights are a good use of time. If it's important for delegates to present, I'd rather hear them present 2 minutes on innovative area programs or significant area challenges. We should not have exercises in talking, we should talk about what is impacting our society.
- Third, presentations should be limited to presentations on matters impacting AA, and not include recovery topics (e.g., gratitude). This varies over time.
- Stop the keynote address
- Stop the invocation at the banquet
- Stop inviting guests to the banquet. It is the most expensive part of the GSC at least at \$100 per plate.
- Stop the Area Highlights
- Stop the joint meetings- do this via conference call instead of the call among the trustees committee chair and the conference committee
- Before responding to your request below, I took a look back at the Conference Evaluations that were provided in the background for the July 2019 Board meeting. In there you summarized the conference member responses to the various questions about the conference week agenda. I noted that the 'not valuable' response was highest for area highlights at 6. Next came sharing sessions at 5. 6 and 5 are pretty small numbers relative to the number of conference members who responded. I'm thinking it would be tough to stop doing anything that we're currently doing.
- Keynote address – while this is probably a minimal amount of time in the schedule I wonder about its contribution to the Conference process? I didn't see that it is an item that is 'rated' in the evaluation and I would assume that is because that would have the potential to become a personality versus principle concern.

CONFIDENTIAL: 71st General Service Conference Background

- Area Highlights – I have never been able to see the benefit in using Conference time to present these orally. I do see the benefit in having them published in the Final Conference Report.
- Joint Dinner Meetings (Archives and ICRF) – this is a place where I can see a ‘trial run’ on having the joint meeting for these secondary committees via video conference prior to the actual Conference meeting and/or figure out a way to move these to the Sunday evening joint meetings say from 6-7 pm then move the opening dinner to 7:30 start time.
- I see the Sharing Sessions got 5 Not Valuable and 19 Somewhat Valuable in the evaluation from 2019. Perhaps these could be shortened by 15 minutes each? When I was delegate I was VERY THANKFUL we had these opportunities to ask additional questions/make comments about GSB, AAWS, AAGV, financial reports, etc. as they came up later in the week.
- Since we are in Rye in 2020 I see we have 2.5 hours ‘free’ on Wednesday morning (no trip to the office). Perhaps we should not schedule the trip to GSO as a part of Conference week but on the Saturday prior to the formal opening of the Conference? I realize that isn’t when the office is ‘open’ thus no normal hustle and bustle, etc. and would put an additional burden on staff and core GSO personnel (and might not be feasible with the building itself) so perhaps that is a bad idea in and of itself but seems to me that most delegates come in on Saturday and attend the Remote Communities meeting (and don’t we have a delegate meeting of some sort on Saturday evening prior to opening of GSC?).
- I am very much in favor of Keeping the Area Highlights as for some new Delegates it helps to break the ice for them and gets them at the mic and speaking for the allotted two minutes.
- I am also in favor in Keeping the Keynote address since some in the past have, in fact, been quite useful in focusing the Conference on topical issues facing our Fellowship.
- Wednesday morning could house the two Regional elections followed by training in the use of the voting buttons, and then open to General Sharing Session leading up to lunch. After lunch we could get directly into Committee reports and Discussion with 2-minute time for all at the microphone for the duration of the Conference in keeping with a Conference Advisory action from Agenda Committee and keep it at 2 minutes throughout the Conference. Therefore, more Committee time and Open Mic time is necessary at least against the past few years.
- Thursday afternoon, I would drop the 4:40 presentation and leave more time for Committee Reports.
- Not sure about the time slot for the International and Detroit

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM E: Review suggestions for the theme of the 2022 General Service Conference.

Background notes:

In the early years of the Conference (1951 through 1961) the theme of the Conference became defined following the Conference meeting itself, from taking a “sense of the meeting.”

Definite themes came into being beginning with the 1962 General Service Conference. We do not have documentation attesting to the selection of the topic or about the decision-making process at this time. However, letters mailed to speakers/presenters prior to the Conference reveal that a definite theme was selected, before the start of the Conference.

Conference theme and presentation topics revolve around basic principles of A.A. and can spark thought-provoking discussion at area and district meetings as well. Regions, areas and districts often incorporate discussion of these topics into workshops, meetings, pre-Conference assemblies, etc. This gives all A.A. members the opportunity to participate and become more informed about A.A.

Background:

1. Suggestions for 2022 Conference Theme
2. List of Conference Themes 1951-2021

Suggested Themes for the 2022 Conference

The topics in the following list were submitted by the Fellowship as possible Conference themes. They came in response to an August 2020 request for theme topics sent by the Conference Coordinator on behalf of the Agenda Committee.

1. Shared Recovery
2. Think, meditate, think
3. Trusting our trusted servants (Even the GSB)
4. The Warranties: ...
 - Our Promises to the Fellowship (ourselves) and the World (annually repeating – we need a wall poster for conference/areas).
 - The only time there has been real trouble is when the warranties have been forgotten or considered not applicable.
5. Trust in Service; in Service we Trust
6. Service as Spirituality
7. Can A.A. be Broken?
8. Evolutionary Preparedness:
 - Covid-19 caught the Fellowship of A.A. flat footed and many of its flaws were illuminated. How can we inventory this and use it as an opportunity for growth?
9. Inclusion – The Spiritual Essence of A.A.'s:
 - "...only requirement for membership"
 - "...one Primary Purpose."
10. In Love in Service
11. Dealing with private controversy in A.A.

CONFIDENTIAL: 71st General Service Conference Background

12. Conference Inventory
13. Robert's Rules, What You Really Do Not Know (A lot of people think they knew because they were chairs, but had no idea what suspension of the rules meant. They are confused and blaming GSB/GSO for their confusion.
14. Cooling the Temperature
15. Lessons from living in the time of COVID-19 (not just hand washing)
16. Going beyond fear
17. Trusted Servants: Are we sicker than others?
18. Virtually A.A.
19. Anonymity in a virtual world
20. Unity
21. A.A. – A turning point
22. Inclusive and Tolerant
23. Transmit and Adapt
24. Surviving with technology
25. Look at us now
26. What it was like; what happened; what it's like now
27. Remaining unified as A.A. changes
28. A.A. comes of age 2.0
29. Fully self-supporting through our own contributions
30. Vision inspires action
31. A.A.'s future – the newcomer
32. "Realm of the Spirit, Broad, Roomy and All Inclusive"
33. "There is However, a Vast Amount of fun About it All"

34. “A Design for Living”
35. What does diversity and inclusiveness look like in A.A.
36. Carrying our message inside and outside the rooms
37. A.A.’s Future with Technology
38. One alcoholic Healing Another Alcoholic like no one else can
39. Being a Good Role Model for New Members
40. How to be Inclusive and Still Retain our Singleness of Purpose
41. Encouraging Service at the District and Area Levels
42. Day by Day in the Path of Spiritual Progress
43. To Grow in Understanding and Effectiveness
44. A.A. Service: Responsive and Responsible
45. Self-Sacrifice: Unselfish Constructive Action

**Themes of the General Service Conference
1951 - 2021**

2021 - A.A. in a Time of Change.
2020: 2020: A Clear Vision for You
2019 - Our Big Book – 80 Years, 71 Languages
2018 - A.A. – A Solution for All Generations
2017 - Supporting Our Future
2016 - Our Spiritual Way of Life: Steps, Traditions and Concepts
2015 - Celebrating 80 Years of Recovery, Unity and Service – The Foundation of Our Future
2014 - Communicating Our Legacies – Vital in a Changing World
2013 - The General Service Conference Takes Its Inventory – Our Solution in Action
2012 - Anonymity: Our Spiritual Responsibility in the Digital Age
2011 - We Are Responsible for A.A.'s Future – Let It Begin With Us
2010 - Practicing A.A.'s Principles – The Pathway to Unity
2009 - Our Commitment to Carry A.A.'s Message – Enthusiasm and Gratitude in Action
2008 - Communication and Participation – The Key to Unity and Self-Support
2007 - Our 12th Step Responsibility – Are We Going to Any Length?
2006 - Sponsorship, Service and Self-Support in a Changing World
2005 - Basics of Our Home Group – Recovery, Unity and Service
2004 - Our Singleness of Purpose – The Cornerstone of A.A.
2003 - Living A.A.'s Principles Through Sponsorship
2002 - Sharing the Steps, Traditions and Concepts
2001 - Love and Service
2000 - Trusting Our Future to A.A. Principles
1999 - Moving Forward: Unity Through Humility
1998 - Our Twelfth Step Work
1997 - Spirituality – Our Foundation
1996 - Preserving Our Fellowship – Our Challenge
1995 - Pass It On – Our Three Legacies
1994 - Spirit of Sacrifice
1993 - A.A. Takes Its Inventory – The General Service Conference Structure
1992 - The A.A. Message in a Changing World
1991 - Sponsorship: Gratitude in Action
1990 - The Home Group – Our Responsibility and Link to A.A.'s Future
1989 - Anonymity – Living Our Traditions
1988 - Singleness of Purpose – Key to Unity
1987 - The Seventh Tradition – A Turning Point
1986 - A.A.'s Future – Our Responsibility
1985 - Golden Moments of Reflection
1984 - Gratitude – The Language of the Heart
1983 - Anonymity – Our Spiritual Foundation
1982 - The Traditions – Our Way of Unity

CONFIDENTIAL: 71st General Service Conference Background

- 1981 - A.A. Takes Its Inventory
- 1980 - Participation: The Key to Recovery
- 1979 - The Legacies: Our Heritage and My Responsibility
- 1978 - The Member and the Group – Recovery Through Service
- 1977 - The A.A. Group – Where It Begins
- 1976 - Sponsorship – Our Privilege and Responsibility
- 1975 - Unity Through Love and Service
- 1974 - Understanding and Cooperation – Inside and Outside A.A.
- 1973 - Responsibility – Our Expression of Gratitude
- 1972 - Our Primary Purpose
- 1971 - Communication: Key to A.A. Growth
- 1970 - Service – The Heart of A.A.
- 1969 - Group Conscience Guides A.A.
- 1968 - Unity Vital to A.A. Survival, Growth
- 1967 - Sponsorship – The Hand of A.A.
- 1966 - Principles and Responsibility
- 1965 - More Effective Ways to Use Tools of Service
- 1964 - Sharing
- 1963 - Our Common Welfare
- 1962 - One Primary Purpose
- 1961 - Working and Growing Together
- 1960 - Need for Improved Internal and External Communications
- 1959 - Confidence – Absence of Fear of the Future
- 1958 - Promise and Progress
- 1957 - Stability and Responsibility Without Complacency
- 1956 - Self-Confidence and Responsibility
- 1955 - A.A. Had Truly Come of Age
- 1954 - Self-confidence and Responsibility
- 1953 - On the Threshold of Maturity
- 1952 - Progress – Humility and Unity
- 1951 - Genuine Faith – It Begins as an Experiment and Ends as an Experience

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM F: Review presentation/discussion topic ideas for the 2022 General Service Conference.

Background:

1. Suggestions for 2022 Conference Presentations
2. List of Conference Presentations 1985-2021

**Suggested Presentation/Discussion Topic Ideas
for the 2022 General Service Conference**

The topics in the following list were submitted by the Fellowship as possible presentation/discussion topics for the Conference. They came in response to an August 2020 request for presentation/discussion topics sent by the Conference Coordinator on behalf of the Agenda Committee.

1. Is recovery attracting me?
2. How to pass on the message of the importance of meditation in our recovery
3. How do A.A.'s "Go to Any Length":
4. To Recover?
5. To Unify?
6. To Service?
7. Recovery – A.A.'s presentation – group dynamics, methods, adaptations, district and area
8. Unity – A.A.'s virtual effort to remain unified as an upside-down pyramid structure. Group donation challenges.
9. Service – How to evolve and address Twelve-Step committee's operations?
10. Trusting our trusted servants (even GSB)
11. Trust in Service; in Service we Trust
12. Service as Spirituality
13. The Warranties: Our Promise to the Fellowship (ourselves) and the World
14. Can A.A. be Broken?
15. In Love and Service
16. Dealing with private controversy in A.A.
17. Robert's Rules, what you really do not know
18. Cooling the temperature
19. Lessons from living in the time of Covid-19 (not just hand washing)
20. Going beyond fear
21. Trusted Servants: Are we sicker than others?
22. A Loving God
23. Is my language inclusive? Are my actions inclusive?

24. Am I willing to carry the message to those who are diverse?
25. Dementia Friendly A.A. honoring our old timers
26. COVID-19 in my homegroup
27. Virtual meetings for members who are ill
28. Welcoming the agender, nonbinary, etc.
29. Tradition 3!!
27. How to reach the new generations
28. Principle into action: staying relevant
29. Cross-Cultural Communications—Finding Connections
30. A.A. Service: Being Responsive
31. A.A. Service: Being Responsible
32. Recovery & Technology
33. Unity & Technology
34. Service & Technology

**Presentations recommended by Conference
1985 – 2021**

- 2021: Practicing A.A.'s Spiritual Principles in a Changing World:
Recovery in a Changing World
Unity in a Changing World
Service in a Changing World
- 2020: Recovery – Who is Missing in Our Rooms?
Unity – Practicing Our Principles
Service – Keeping A.A. Relevant
- 2019: Yesterday's World – Our Legacies Begin
Today's World – Demonstrating Integrity, Anonymity and Service
Tomorrow's World – Courage to be Vigilant
- 2018: Today's Alcoholic: Inclusion, Not Exclusion
Participation in All of A.A. – Is My Triangle Balanced?
A.A. Technology: Where Innovation Meets the Traditions
Attraction not Promotion: A.A.'s Relation to the World
Group Conscience: The Guiding Force
- 2017: 1. Growth:
Diversity – Outreach and Attraction
Safety – Our Responsibility
Communication – Today and Tomorrow
2. Participation:
Fellowship vs. Membership
Leadership: "I am Responsible. . ."
Is Your Voice Heard?
3. Contributions:
Spirituality and Money
Fully Self-Supporting Our Obligations
Apathy and Power of the Purse
- 2016: Connecting with the Newcomer
Connecting with Each Other
Connecting with A.A. as a Whole
- 2015: Our Common Welfare Through Gratitude in Action
1. Diversity in A.A. - Our Heritage of Inclusion
2. Safety and Respect – Practicing the Principles Begins in our Home Group
3. Safeguarding our Traditions through the Evolution of Technology
4. Inventory – Looking Back to Move Ahead

CONFIDENTIAL: 71st General Service Conference Background

- 2014: Living in the Heart of A.A.:
1. Recovery, Unity and Service – Our Responsibility
 2. Passing It on Through Sponsorship
 3. Participating in Our Common Welfare through Contributions
 4. Inventory – A Guiding Tool to Our Future
- 2013: Spiritual Principles for World Service:
1. The Triangle – More Than a Shape
 2. The General Service Conference Inventory – Why is it Necessary?
 3. Self-Support – What Does it Mean to the Fellowship?
 4. Primary Purpose – Carrying the A.A. Message
- 2012: a: Carrying the A.A. Message:
1. Still Our Primary Purpose
 2. Social Web Sites
 3. Young People in A.A.
 4. Importance of Sponsorship
- b: Change – Essential to A.A.’s Growth:
1. Service: Our Third Legacy
 2. Spirit of Rotation
 3. Diversity – Let’s Keep Our Doors Open for Any Who May Suffer from Alcoholism
 4. Archives – Where the Past Meets the Present
- 2011: a: Alcoholics Anonymous in a Digital Age:
1. Practicing Our Traditions in a Digital Age
 2. Carrying A.A.’s Message Online
 3. Grapevine – “A.A.’s Meeting in Print” and More . . .
- b. An Informed Group Conscience: The Voice of A.A.:
1. Self-Support – Where Do Money and Spirituality Mix?
 2. Humility – Accepting the Group Conscience
 3. An Informed Group Conscience – Using the Three Legacies
- c. Diversity in A.A.:
1. The Language of the Heart is Spoken Here
 2. The Hand of A.A. – Inclusive Never Exclusive
 3. Tradition Five – Our Primary Purpose
- d. Sponsorship:
1. Importance of a Home Group
 2. Leading by Example – Attraction Not Promotion
 3. Recovery, Unity, Service
- 2010: a: Practicing These Principles in All Our “Service” Affairs:
1. What is the Difference Between General Service and Service in General?
 2. Love and Tolerance is Our Code
 3. Setting an Example – Attraction to Service

CONFIDENTIAL: 71st General Service Conference Background

- b: Unity Through Inventory:
 - 1. Our Common Welfare Should Come First
 - 2. This We Owe to A.A.'s Future
 - 3. What Happens After Inventory?
- c: General Service Conference Agenda Selection Process:
 - 1. How it Works.
 - 2. Collective Participation.
 - 3. Communication – The Key to an Informed Decision

- 2009:
 - a: Humility and Sacrifice:
 - 1. Setting an Example
 - 2. Changing Our Perceptions
 - 3. Anonymity – Sacrificing Our Egos
 - b: Enthusiasm and Gratitude:
 - 1. Hope and Purpose from Defeat and Despair
 - 2. Happy, Joyous and Free
 - 3. Enthusiasm – A Gift of Inventory
 - c: Spiritual Program in Action:
 - 1. Maximum Service – Our Spiritual Benefit
 - 2. Persistence – The Key to Progress
 - 3. Living the Traditions
- 2008:
 - a. Communication and Participation:
 - 1. Sharing the Message of Service
 - 2. Our Key to Keeping A.A. Strong
 - 3. Leadership in A.A.: Building Communication
 - b: Unity
 - 1. Our Common Welfare Should Come First
 - 2. Principles Before Personalities
 - 3. Diversity: Reaching Out to All Alcoholics
 - c: Self-Support:
 - 1. Self-Supporting Through Members' Voluntary Contributions Only
 - 2. Contempt Prior to Investigation
 - 3. Responsibility to Communicate and Participate
- 2007:
 - a. Inclusiveness in A.A.:
 - 1. Our 3rd Tradition
 - 2. Growth of the Fellowship
 - 3. Reaching Out to All Who Want It
 - b. Our Primary Purpose:
 - 1. Attraction Rather Than Promotion
 - 2. Working with Wet Drunks
 - 3. Practicing These Principles in All Our Affairs
 - c. Humility and Responsibility:
 - 1. Expressed by Anonymity

CONFIDENTIAL: 71st General Service Conference Background

2. Are We Resting on Our Laurels?
 3. Raising Literature Prices or Footing the Bill?
- 2006:
- a. Sponsorship:
 1. Presenting A.A. to Newcomers
 2. Changes in the Alcoholic Coming to A.A.
 3. Sponsorship Into Sobriety, Into Service
 - b. Service:
 1. Performing Service Without Expectations
 2. Leadership – An Ever Vital Need
 3. Responsibility With Accountability
 - c. Self-Support:
 1. An Informed Group Conscience
 2. Gratitude through Self-Sacrifice
- 2005:
- a. Recovery:
 1. “How It Works” in Our Home Group
 2. Carrying the Message Through Practicing the Principles of Our Daily Lives
 - b. Unity:
 1. “Love and Tolerance of Others is Our Code” (*Alcoholics Anonymous*, p. 84)
 2. The Basket – Where Money and Spirituality Mix
 3. The Spiritual Principle of Our Twelfth Tradition
 - c. Service:
 1. Concept One – Final Responsibility and Ultimate Authority
 2. Minority Opinion – Are We Listening?
 3. Leadership – Responsibility for A.A.’s Future – Concept Nine
- 2004:
- a. Our Singleness of Purpose:
 1. Our Responsibility to the Newcomer
 2. Communicating Our Singleness of Purpose
 - b. The Cornerstone of A.A.:
 1. Safeguarding Our Unity
 2. The Role of the Home Group
 3. Traditions Three and Five: Our Members, Our Message
- 2003:
- a. Sponsorship:
 1. Responsibilities of Sponsorship
 2. Is Sponsorship Fading Away?
 3. Working with Medical Practitioners, Other Professionals and Friends
 - b. Principles:
 1. What are the Principles?
 2. Living the Principles, Accepting Our Differences

CONFIDENTIAL: 71st General Service Conference Background

- 2002:
- a. Unity:
 - 1. Spirit of Rotation—Letting Go!
 - 2. Does Our Committee System Work?
 - 3. The Internet—A Part of or Apart From?
 - b. Inventory:
 - 1. A.A. Literature—Is It Being Utilized or Collecting Dust?
 - 2. Seventh Tradition and Spirituality—Do They Really Mix?
- 2001:
- a. Sponsorship:
 - 1. The Home Group
 - 2. Sponsorship into Service
 - 3. Never Too Late to Get a Sponsor
 - b. Language of the Heart:
 - 1. Listening to the Language of the Heart
 - 2. Sharing Experience, Strength and Hope
 - 3. Passing On Our Three Legacies
 - c. The G.S.R.'s Role in A.A.:
 - 1. In the Home Group
 - 2. Link to the District, Area and G.S.O.
 - 3. Guardian of the Traditions
- 2000:
- a. Recovery:
 - 1. Trust the God of Your Understanding
 - 2. Clean House
 - 3. Work With Others
 - b. Unity:
 - 1. Our Common Welfare
 - 2. The Informed Group Conscience and Substantial Unanimity
 - 3. Practicing Genuine Humility Through Anonymity
 - c. Service:
 - 1. I Am Responsible...
 - 2. Our Primary Purpose
 - 3. Spirit of Rotation
- 1999:
- a. Our Responsibility to A.A. Unity:
 - 1. Home Group
 - 2. A.A. Service Structure
 - 3. A.A. Worldwide
 - b. Many Faces—One Fellowship
 - 1. Accepting Our Differences
 - 2. I Am Responsible...
 - 3. Principles Before Personalities
 - c. Our Future Together:
 - 1. Sponsorship
 - 2. A.A. Literature
 - 3. Tradition Seven

CONFIDENTIAL: 71st General Service Conference Background

- 1998:
 - a. Our Twelfth Step Work:
 - 1. Reaching the Newcomer
 - 2. Carrying This Message
 - 3. Back to Basics
 - b. Tools for Twelfth Stepping:
 - 1. The A.A. Member
 - 2. Sponsorship
 - 3. Literature
 - c. Diversity of Twelfth Step Work:
 - 1. Home Group
 - 2. Service Structure
 - 3. Around the World
- 1997:
 - a. Group Conscience—Seeking Our Ultimate Authority
 - b. Carrying A.A.'s Message Around the World
 - c. The Hat—Where Money and Spirituality Mix
- 1996:
 - a. Preserving Our Fellowship—Let It Begin With Me
 - b. Preserving Our Fellowship—Carrying Our Original Message
 - c. Preserving Our Fellowship—Unity and Spirituality in All Our Affairs
- 1995:
 - a. Pass It On: Recovery—Our First Legacy
 - b. Pass It On: Unity—Our Second Legacy
 - c. Pass It On: Service—Our Third Legacy
- 1994:
 - a. Spirit of Sacrifice: Bill's and Dr. Bob's Farewell Messages:
 - Bill's Message
 - Dr. Bob's Message
 - b. Spirit of Sacrifice in the Long Form of the Traditions:
 - Traditions One, Two and Three
 - Traditions Four, Five and Six
 - c. Spirit of Sacrifice in the Long Form of the Traditions:
 - Traditions Seven, Eight and Nine
 - Traditions Ten, Eleven and Twelve
- 1993:
 - a. A.A. Takes Its Inventory
 - The Purpose of the General Service Conference
 - The A.A. Conference Relation to A.A.
 - The General Service Conference and Its General Procedures
 - b. A.A. Takes Its Inventory
 - Conference Relation to the General Service Board and Its Corporate Services
 - The General Service Board: Composition, Jurisdiction, Responsibilities
 - c. The General Warranties of the Conference

CONFIDENTIAL: 71st General Service Conference Background

- d. A.A. Takes Its Inventory: Finance
 - e. A.A. Takes Its Inventory: The Grapevine
- 1992:
- a. The A.A. Message in a Changing World
 - Our Common Welfare
 - Unity: Together We Can
 - The Language of the Heart Worldwide
 - b. The Joy of Living
 - The Newcomer: A.A.'s Future
 - Principles Before Personalities
 - Humility Through Rotation
 - c. Love and Service
 - d. G.S.O. Finances
- 1991:
- a. Sponsorship
 - Help and Hope
 - I Am Responsible
 - A Way of Life
 - b. Our Collective Humility
 - How We Identify Ourselves
 - Anonymity—Our Spiritual Foundation
 - In All Our Affairs
 - Self-support Project—Five Years Later
 - G.S.O. Finances
- 1990:
- a. The Importance of the Home Group
 - In Recovery
 - For Unity
 - For Service
 - b. Sponsorship
 - In Recovery
 - For Unity
 - For Service
 - c. Self-support
 - d. G.S.O. Finances
- 1989:
- a. Self-support
 - b. G.S.O. Finances
 - c. Anonymity
 - How It Developed
 - Its Necessity Today
 - Principles Before Personalities
 - d. Back to Basics
 - The Group in the Structure
 - Sponsorship in Recovery and Service
 - A.A. Literature—Tool or Mandate

CONFIDENTIAL: 71st General Service Conference Background

- 1988:
- a. Self-support
 - b. Singleness of Purpose—Key to Unity
 - Groups vs. Meetings
 - Are We Being Too Friendly with Our Friends?
 - Our Primary Purpose—Is Our Message Clear?
 - c. Focus on the Positive
 - Communications—Challenges
 - What Are We Doing Right?
 - Spirit of Rotation
- 1987:
- a. Are We Carrying the Message to All?
 - b. Area Structure
 - General Service Representative
 - District Committee Member
 - Area Committee
 - Delegate
 - c. Finance
 - Can G.S.O. be Self-supporting Through Group Contributions Only?
 - What About the Birthday Plan?
 - Could Groups Pledge Contributions?
 - Group Support to District, Area and Intergroup
 - d. Maintaining the Basics—A.A.'s Principles
 - Our Primary Purpose
 - The Twelve Steps
 - The Twelve Traditions
 - The Twelve Concepts—How Can We Live the Concepts in Service?
 - e. Right of Decision
- 1986:
- a. The Committee System
 - Do We Trust It?
 - Does It Eliminate Conflict?
 - b. Responsibility in Service
 - Why Are You a General Service Representative?
 - Why Are You a District Committee Member?
 - Why Are You an Area Officer?
 - Why Are You a Trustee?
 - c. Trusted Servants
 - Do We Trust Them?
 - Ultimate Authority—Are We Listening?
 - Are Trusted Servants Informed?
 - The Importance of Rotation
- 1985:
- (Presentation and/or workshop for 1985)
 - a. Will the Hand of A.A. Always Be There?
 - The Middle Years of Sobriety—A Dangerous Time

CONFIDENTIAL: 71st General Service Conference Background

Are We Diluting Ourselves?

Communication Within the Fellowship

b. The Warranties

c. Beyond the Seventh Tradition—Group Responsibility

In the Meeting Place

To the Newcomer

d. Fifty Years of Caring and Sharing

In Treatment Centers

In Correctional Facilities

With Young People

In the Group

e. The G.S.R.—The Key Role

Obtaining the Most Qualified Member

The Service Sponsor

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM G: Review workshop topic ideas for the 2022 General Service Conference.

Background:

1. Suggestions for 2022 Conference workshop topics
2. List of Conference workshop topics recommended by Conference 1985-2021

Suggested Workshop for the 2022 Conference

The topics in the following list were submitted by the Fellowship as possible workshop topics for the Conference. They came in response to an August 2020 request for workshop topic ideas sent by the Conference Coordinator on behalf of the Agenda Committee.

1. What can we keep what we have we learned what should we throw away?
2. Virtual literature evolutions: where can I buy pamphlets? Amazon, Kindle, I-Books? Was our prudent reserve prudent enough?
3. Trusting our trusted servants (even GSB)
4. Trust in Service; in Service we Trust
5. Service as Spirituality
6. The Warranties: Our Promise to the Fellowship (ourselves) and the World
7. Can A.A. be Broken?
8. In Love and Service
9. Dealing with private controversy in A.A.
10. Robert's Rules, what you really do not know
11. Cooling the temperature
12. Lessons from living in the time of Covid-19 (not just hand washing)
13. Going beyond fear
14. Trusted Servants: Are we sicker than others?
15. A Loving God
16. Is my language inclusive? Are my actions inclusive?
17. Am I willing to carry the message to those who are diverse?
18. Dementia Friendly A.A. honoring our old timers

CONFIDENTIAL: 71st General Service Conference Background

19. COVID-19 in my homegroup
20. Virtual meetings for members who are ill
21. Welcoming the agender, nonbinary, etc.
22. Tradition 3!!
23. Fulfill Bill W's vision for Tradition 1 by cultivating an atmosphere of harmony and
"...seeing ourselves as a small part of a great whole"
24. Implement the recommendations of the Communications Audit published in
2018, which would broaden the appeal of A.A. communications.
25. Attract membership that is representative of all populations
26. Expanding Tradition Five in the Age of Technology
27. Growth in Understanding
28. Growth in Effectiveness
29. Growth in A.A. Service
30. How to Develop My Attraction
31. Can the GSC decide first on matters that affect A.A. as a whole
32. Reaching problem drinkers where they are and, on their terms
33. What is an A.A. member's responsibility

**Workshop Topics Recommended by General Service Conference
1985 – 2021**

- 2021: Inform - Communicate
Involve - Act
Inspire - Attract
- 2020: Attraction Through Action
- 2019: Clarity of Purpose – Addressing the Needs of Our Meetings
- 2018: Getting the A.A. Message Out...
- 2017: Anonymity – The Spiritual Foundation
- 2016: G.S.B. Brainstorming Ideas – no Workshop
- 2015: Conference Inventory – no Workshop
- 2014: Conference Inventory – no Workshop
- 2013: Conference Inventory – no Workshop
- 2012: Safety in A.A.: Our Common Welfare
- 2011: How to Increase Participation in A.A. – Striving for Self-Support in All Our Affairs
- 2010: Discuss the General Service Agenda Selection Process
- 2009: Language of the Heart – Keeping It Simple
- 2008: Love and Tolerance, Now More Than Ever
- 2007: Spiritual Value of Our A.A. Dollars
- 2006: Passing It On in a Changing World
- 2005: Do I Carry the A.A. Message Or My Own?
- 2004: How is Singleness of Purpose Important to the Individual, Group, District, Area, G.S.O. and Grapevine Office?
- 2003: Sponsorship – Remembering to Practice Our Principles

- 2002: Using the Steps, Traditions and Concepts in Our Daily Lives
- 2001: Love and Service
 - a. Carrying the A.A. Message of Service
 - b. Living the A.A. Principles in All Our Affairs
 - c. Maintaining the Spirit of Anonymity
- 2000: Trusting Our Future to A.A. Principles
 - a. Twelve Steps
 - b. Twelve Traditions
 - c. Twelve Concepts
- 1999: Moving Forward: Unity Through Humility
 - a. Harmony in the A.A. Community
 - b. Principle of Rotation
 - c. Spiritual Significance of Anonymity
- 1998: Our Twelfth Step Work
 - a. In the Home Group
 - b. In the Service Structure
 - c. Around the World
- 1997: Spirituality – Our Foundation
 - a. Spirit of Rotation
 - b. Working with Faith, Serving with Love
 - c. Unity – We Are Responsible
- 1996: Preserving Our Fellowship – Our Challenge
 - a. Through Your Home Group
 - b. Through Your District
 - c. Through Your Conference Area
- 1995: How We Pass It On:
 - a. Our Basic Message
 - b. Sponsorship in Recovery and Service
 - c. Communication – The Language of A.A.
- 1994: The Twelfth Step in Action:
 - a. Where have we been?
 - b. Where are we now?
 - c. Where are we going?
- 1993: A.A. Takes Its Inventory—The General Service Conference Structure
(Focus to be on the other six articles of the Conference Charter)
A Vision for Us—Where Are We and Where Are We Going?

CONFIDENTIAL: 71st General Service Conference Background

- 1992: The A.A. message in a Changing World
- 1991: a. Sponsorship: Gratitude in Action
 b. Sponsorship: Our Three Legacies
 c. Sponsorship: The Hand of A.A.
- 1990: a. Home Group—Where Love and Service Begin
 b. Home Group—Our Link to the Fellowship
 c. Home Group—Our Responsibility and Link to A.A.'s Future
- 1989: Anonymity—Our Past, Present and Future
 Anonymity—Living Our Traditions
 Love and Service
- 1988: Our Singleness of Purpose—Key to Unity
 (Per Conference: A second workshop be scheduled, if time permits, with
 the subject to be determined at the trustees' Conference Committee's
 discretion)
- 1987: Unity—Let's Talk About It
 Living Sober—Growing Together or Growing Apart?
- 1986: a. Letting Go of Old Ideas:
 New Ways of Carrying the A.A. Message
 Are We Getting Too Rigid?
 b. A.A.'s Impact on the World
 Are We Being Friendly With Our Friends?
 How A.A. Cooperates
- 1985: (Presentation and/or workshop for 1985)
- a. Will the Hand of A.A. Always Be There?
 The Middle Years of Sobriety—A Dangerous Time
 Communication Within the Fellowship
- b. The Warranties
- c. Beyond the Seventh Tradition—Group Responsibility
 In the Meeting Place
 To the Newcomer
- d. Fifty Years of Caring and Sharing
 In Treatment Centers
 In Correctional Facilities
 With Young People
 In the Group

- e. The G.S.R.—The Key Role
 - Obtaining the Most Qualified Member
 - The Service Sponsor

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM H: Review the General Service Conference Evaluation Form, distribution process and 2020 Evaluation Summary.

Background notes:

The 70th Conference Committee on Agenda agreed to forward the following to the 71st General Service Conference:

1. Review the General Service Conference Evaluation Form, process and 2019 Evaluation Summary.

This item is on the agenda for the committee to review.

From the report of the July 2020 trustees' Committee on the General Service Conference:

The committee had a robust conversation combining several related meeting agenda items regarding the recent virtual 70th GSC and the planning for the 71st GSC. The committee understands there is a significant amount of evaluation information to review and lessons to be learned that can enrich the General Service Conference experience and its schedule for next year. Ideas of particular interest included how to better use or enhance our adoption of Robert's Rules of Order and how to best plan the wide variety of Conference sessions for a virtual versus an in-person event. The chair appointed a subcommittee to perform this evaluation and planning work.

From the report of the October 2020 trustees' Committee on the General Service Conference:

The trustees' General Service Conference Committee discussed a progress report and expressed appreciation for efforts to incorporate the ideas provided by Conference members in the evaluations and survey responses. The committee noted that the schedule must include enough time for each Conference committee to complete its work and for committee report debate and discussion.

From the report of the January 2021 trustees' Committee on the General Service Conference:

The committee discussed the work completed by the subcommittee and approved the recommended 71st Virtual General Service Conference week schedule for implementation by the Conference coordinator.

CONFIDENTIAL: 71st General Service Conference Background

The committee reviewed the 2021 Conference Evaluation Forms. The 2021 Conference Committee on Agenda will review the forms, process and 2020 Evaluation Summary Report as a standard agenda item.

A summary of actions and considerations for the Conference Coordinator to implement is included in the background documents.

Background:

1. Final Report from 2020 TGSCC on Conf Improvements
2. Conference Week Schedule Updates to Implement
3. 2021 G.S.C. Evaluation Form
4. 2021 G.S.C. Evaluation Form – observers only
5. 70th G.S.C. Evaluation Summary
6. 70th G.S.C. Evaluation Summary – observers only

Report from 2020 trustees' Committee on the General Service Conference Subcommittee on Conference Improvements

January 30, 2021

Subcommittee: Mark Everett, chair; Cathy Beckham, Josh Eggleston, Ino Fernandez, and Patrick Claymore secretary

Scope: The trustees' committee had a robust conversation combining several related meeting agenda items regarding the recent virtual 70th GSC and the planning for the 71st GSC. The committee understands there is a significant amount of evaluation information to review and lessons to be learned that can enrich the General Service Conference experience and its schedule for next year. Ideas of particular interest included how to better use or enhance our adoption of Robert's Rules of Order and how to best plan the wide variety of Conference sessions for a virtual versus an in-person event. The chair appointed a subcommittee to perform this evaluation and planning work.

In addition, the subcommittee will include in its scope a request from the Archives department to review current policy related to the video and audio recordings that were captured during the inaugural 70th Virtual GSC. A progress report will be provided for review at the October 2020 meeting.

At the October 31, 2020 meeting the subcommittee's scope was adjusted as the committee reviewed the document "Information and Suggestions for Conference Committee Chairpersons" and agreed that enhancements could be made to this document. The committee requested that the appointed subcommittee on Conference improvements make changes and provide an updated draft for review at the January 2021 meeting.

Introduction

At the August meeting of the trustees' General Service Conference Committee (TGSCC), the chair appointed a subcommittee, Mark Everett, with Cathy Beckham, Josh Eggleston and Ino Fernandez to perform this evaluation and planning work. The subcommittee met five times and reviewed the 70th G.S.C. Evaluation Summary and Post Conference Sharing Session notes to inform the discussion on Conference improvements.

The committee developed, distributed, and analyzed an additional survey to the Conference membership to obtain sharing on the time constraint concerns and the planning of the Conference Week Schedule because we understand the importance of each voice having the opportunity to be heard and the right of participation.

CONFIDENTIAL: 71st General Service Conference Background

The survey topics included questions related to; time constraint concerns, what can we improve regarding the development of the Conference Week Schedule, and a series of questions and improvement ideas that came from past Conference evaluations (i.e., where to have a Keynote address).

A decision was made to start by developing an “All-in Conference Week Schedule”, defined as a schedule that included all the standard sessions that would occur during our in-person Conferences of the past.

While the subcommittee was working, on October 15, 2020, a special meeting of the trustees’ General Service Conference Committee was held, and the following recommendation was considered:

The General Service Office recommends that the 71st General Service Conference be conducted during the scheduled time-period of April 18-24, 2021 via remote meeting technology. Sessions of the 71st Conference will be conducted on a digital platform in the same or similar manner as the 70th Conference.

The trustees’ Committee discussed the G.S.O. management recommendation regarding the format of the 71st G.S.C. The committee agreed to the following:

The Trustees’ General Service Conference Committee recommends to the General Service Board that the 71st General Service Conference be conducted during the scheduled time-period of April 18-24, 2021 via remote meeting technology. Sessions of the 71st Conference will be conducted on a digital platform.

On November 1, 2020, the board approved this recommendation.

A final subcommittee meeting was held January 19, 2021. The following agenda items were covered:

1. Review and Discuss the All-in 2021 Conference Week Schedule.

The subcommittee shared that the overall schedule looked great and it met the changes and improvements that were expected as discussed. The subcommittee requested the following updates to the Draft schedule provided.

- Schedule the three Board Report Summary: Questions and Sharing on Sunday, April 18, 2021
- Move Presentation/Discussion: A.A. International to Monday, April 19, 2021

Recommend the 2021 Conference Week Schedule:

The Subcommittee on Conference improvements recommends that the trustees’ General Service Conference Committee accept the developed 2021 Conference Week Schedule.

2. Review and Discuss updates to “Information and Suggestions for Conference Committee Chairpersons

CONFIDENTIAL: 71st General Service Conference Background

The subcommittee concluded that the document covered all expected information for new Conference Committee chairs in its current format. The subcommittee suggested that the "information" sheet be provided as background for the 2nd delegates only meeting. To pass along to the newly elected Conference Committee chairs.

Conference Improvement Suggestions

1. Conference Week Schedule Updates to Implement

2. Delegate Orientation Information to share

Discussion or sharing on agenda item:

- Keep the Conference as normal as possible. As if it was a face-to-face experience.
- Be mindful of the total amount of hours in each day. We do have a lot information from the Survey and Evaluations and Subcommittee discussions to shave the Conference Week Schedule down a lot. Last year's Conference was very successful by holding a lot of pre-Conference events.
 - Take out the stuff delegates asked to remove. 6 to 8 hours. 8 hours is pushing it. 8 hours is the breathing room.
 - Remove the items on the schedule. Remove the hard stops.
 - The presentations. Keynote address. Presentations are in.
 - Delegates only meeting. Talking to the Delegate Chair of the Conference.
 - Overall, "time" was coming up again as a main topic. No cutting "time" corners at G.S.C. this year. Get the business done.
 - Conference members are willing to put in the time in front of the computer virtually and seems like they want us to concentrate on the business and utilize some of the efficiencies we learned and used last year, such as, Corporate board recordings and joint meetings getting setup prior to Conference week.
 - Primary Joint meetings should be scheduled pre-conference going forward *in perpetuity*. The timing of when to hold these Joint meetings was defined as a week or two prior to the Conference.
 - Secondary Joint meetings should be schedule pre-conference going forward *in perpetuity*. A Secondary committee will need to meet again after the second Delegates Only meeting and all committee chairs and the Delegate chair Delegate co-chair are selected. That way they can vote to make their committee chair selection.

CONFIDENTIAL: 71st General Service Conference Background

- Committee secretaries coordinate the scheduling.
- Joint meetings should be conducted after the participating delegates have been able to schedule and execute their local discussions about the final agenda items.
- Finance Committee Presentation will need to include sufficient time for Q&A. Not a full 2.5 hours, but longer than 1 hour.
- Add separate time for each Board report for Q&A.
- Implement pre-recorded Board Reports and Rotating Trustee Farewell Talks.
- Implement some version of the “Committee Agenda Reduction” prioritization type meetings, but, not for Agenda Reduction. *PC added - This can help settle the order of business and prepare for ease of work to complete.*
- Is there always a need for staff involvement if we have Conference Committees do Conference work prior to the actual Conference week?
 - A member shared a concern that this idea might get in the way for Staff secretary to be involved into the discussions from the beginning to the end. **It was agreed that it would hinder this responsibility.**
 - if the Conference committees want to deliberate in private on their own that is something that happens today. It is felt by this member there is no need for these meetings to be authorized or promoted or discouraged. The Conference committees do it anyway, however it is not official Conference business.

Review Survey results for consensus on responses:

Can we go through the survey and make sure the subcommittee is on board with the same ideas? Conference coordinator must review Q4, Q5, and Q6 as he works on the Conference Week Schedule.

Q1 – Yes – Willing to do the work, committee feels no more than 8 hours per day.

Q2 – Yes – extend hours on Saturday, April 24 and Sunday, April 25, 2021, if needed.

Q3 – 1.5 to 3 hours breaks per day are requested.

Q4, Q5, Q6 – detailed questions.

Q7 – no unanimity. Electronic voting was instantaneous. If you are not part of this event, you are not obligated to watch. An announcement should be added to the Working Agenda.

CONFIDENTIAL: 71st General Service Conference Background

Q8 – Highlights are to be written and then printed in the GSC report only.

Note: There was discussion on if recorded Gratitude Booth videos of Area highlights could/should be made available to Conference members. The Archives recording policy does not include Area Service Highlights. The current policy was read. No videos are shared. The Highlights is not a delegate's report. This is a slippery slope to provide videos.

One member shared that their Area Service Highlight experience was that it was important for delegates to share their highlights. Mic fright avoidance.

Q9 – Yes, set aside time for delegates present on innovative area programs or significant area challenges. - Completed

Question was asked, do we have the ability change the Conference Week Schedule by adding a new type of session without larger discussion. Should we go to the Conference Agenda Committee? We have asked the question in the survey. Most delegates have answered ok with this idea. Completed.

Q10 – Do not stop

Q11 – Agree to keep

Q12 – Joint meetings, yes do it before.

Q13 – Yes.

Q14 – G.S.O. trip do it virtually. Schedule it so it will not interfere with business. Use the new video. Remember, this another way to include a session to stop and break and then get back to business. Also, gives Staff an opportunity to complete their Committee Reports.

Can we have a virtual pre-conference G.S.O. trip. Are we going to prepare a virtual trip? Something pre-recorded. Sandra shared she thinks it is more feasible to use the new G.S.O. video. Some sort of introduction to present it. Caution against going up to the office.

Q15 – Yes all want the Gratitude Booth. Please lengthen the opportunity for people to record. Year two might make folks more comfortable what you would say.

Managing how we can better handle the Point of Order, Point of Information and Point of Clarification.

A subcommittee member shared that process wise we could ensure that all Conference members should have their cameras off, except for the participants on the Dais in each session. That way when a Conference member has a "Point" they will appear on screen. This is meant to help with members seeing all 135 Conference members in the gallery view and making them feel less likely to be heard.

CONFIDENTIAL: 71st General Service Conference Background

A new idea is to have them submitted in writing and provided to Conference Coordinator to be screened by the Conference Coordinator to potentially come back to it and filter it for the acting Chair of the Conference.

- For G.S.C. sessions that have typically been “chaired” by directors or the delegate chair we need to make it easy for them to step in as alternate chairs for a Conference session.

IDEAS to Flesh Out

- Try way to get in the flavor of the hallway conversations.
- Trying to understand and how can we get a sense of the room. How can we make this more available?
 - Randomly opened up a series of virtual meetings. On several pre-determined breaks everyone gets randomly distributed into a room. Breakout.
 - Hallway talks, Sense of the Room Session, Specified minutes during the week. Avoid break time as it is sacred. People can go where they want.
 - To see how people are doing. As we come back together did something come up from the sense of the room.
 - We also need breakout rooms that are assigned as subjects.
 - Assign regional trustees to host hospitality rooms.
 - There must be something going on and create a reason to go to the Hospitality room.
 - Smaller groups might allow for good conversation.
 - Give opportunity for a Conference member to think and act on wanting to grab five people and go to a breakout room. Make it more random versus the assigned hospitality room. Some will do better to be assigned.
 - Invite a trustee or random staff meeting to facilitate a sense of how things are going. Then at end of first several days quick debrief on how is the week going?
 - Cathy shared how do we make sure, like when the Conference chair proposed a motion that the recommendation was “out of order”. How do we get a sense of the room safe space. Then we provide an opportunity to allow. Breathing room.

CONFIDENTIAL: 71st General Service Conference Background

- Devils advocate in this moment of the Conference Chair's motion to rule out of order, we knew the Conference sighed. The only thing we could do in that moment. We did not stop and act on it.
- Don't want to get into systems that get out of our way of our loose use of Robert's Rules of Order.
- Create a parliamentary process with Conference Coordinator vetting and filtering a POO, POI and POC. Conference sense of filtering.
 - A big gaping whole. We need to figure it out.
- Part of the challenge is that Conference is a hard thing to chair. It is tiresome to chair an in person, let alone a virtual Conference. Do we need more as chair than are in the pecking order?
- Changing them more often. Give them a break, every half hour.
- Go ahead and enlist the alternate. More people as the chair. Delegate chair would have a difficult time chairing it. We should plan for the idea of putting people on a chair schedule.
- Industry or best practices from the chair of assemblies.

Patrick or Subcommittee to complete:

1. Based on the survey results and subcommittee discussion Patrick will complete a draft of an All-in schedule. We must have a better sense of the sessions that we are going to include.
2. There is a request for a mutually agreed on ideas on how the delegates might can meet and communicate with their committees during the year. See TGSCC Report as I create the Subcommittee Agenda.
 - a. Pre/Post committee chair feedback. Meet by Thursday, Friday or Monday.
 - b. Clarity of the meeting regarding communication of these committee on proposed agenda items.
 - c. These trustee chair and delegate committee chair quarterly communication has morphed into a larger focus.

CONFIDENTIAL: 71st General Service Conference Background

- d. Part of the trustees' responsibilities is to share activities, it is not to carry the Fellowship along at every stage of decision making from delegated authority.
- e. Send out an updated schedule of what has been completed.
- f. Report to the full subcommittee progress report to the subcommittee.
- g. What has occurred with the all-in Conference week schedule.
- h. Detail the plan of dealing with the parliamentary issues.
- i. Will this subcommittee have a recommendation? Whenever we do the schedule. We ok it.

Next Actions to Complete:

Action: Cathy, please contact the chair of the Conference Agenda Committee and ask for them to provide feedback on set aside time for delegates present on innovative area programs or significant area challenges. Confirm that Cathy will do this. - Completed

Action: Conference Coordinator will check with the secondary committee secretaries and chairs to work towards planning to do them this way (see Q13). The goal is to not incorporate it with dinner as this takes away from the true deliberation of committee work. Have more time and make it a meeting on its own. Make sure they have the right amount of time. – Completed

Question: A member asked will this impact the Secondary Committees chair selection.

Action: Conference Coordinator will need to plan for the Secondary committees to come back together after the second delegates only meeting to elect the secondary committee chair and alternate.- Completed the Secondary Committees will meet after the Delegate's Only meeting.

Action: Add in a Conference mid-week break for 3 to 4 hours in between the end of Committee Work and Committee Reports and Discussion. Good idea. We must consider the quality over quantity Conference work.

Action: Review the 2012 Conference Week Schedule to see what we did on Tuesday and Wednesday afternoon. At that Conference, the G.S.O. and the Stepping-Stone Trip were planned outside the Conference week.

Action: Create a multiple virtual background library. Create as many as we think is feasible. That way Conference members can pick between the backdrops of the G.S.O. office. All Staff offices or GM's office or Archives. – Started.

CONFIDENTIAL: 71st General Service Conference Background

Action: Make sure that the G.S.C. mock sessions training tests the new POO, POI and POC.

Action: Make sure the working agenda script is adaptable to any directors or the delegate chair who might be taking on a particular non-voting Conference session.

Action: Maybe videoing and You Tubing training sessions. Create tutorials.

Action: We are going to have a full Conference. Lets' have a little laughter. Get something going to take a little stress of the Conference. Remember to have fun, helps with unity of Conference.

Action: After the 10/15/20 meeting create a Conference Week Schedule that can be used as a true template for any year that we have a virtual Conference. We need to do a generic schedule that would capture what a Conference Week would look like whether it is in-person or virtual. That is the goal.

Action: There is a time-sensitive concern and need for us to create an outward facing communication to all Conference members sharing with the body this is how much time the Conference will take for the 71st G.S.C. This should be communicated by Conference Coordinator. Hopefully, we will not need to change the timeframe of the Conference dates.

Question: Is it true that Conference dates need to be changed if we use Saturday, April 24, 2021.

Action: Conference Coordinator needs an answer

Note: 71st Conference dates are currently set from April 18 – 24, 2021. Do we need to do anything if we finish the Conference business on Saturday versus Friday? – Asked M. Mirza and determined that no, the date of the 24th is included in the Conference Date Range.

April 2021

VIRTUAL GENERAL SERVICE CONFERENCE EVALUATION FORM

To: All Conference Members

***Please take the time to share your experience and opinions
by filling out & submitting this Conference Evaluation.***

This Conference Evaluation plays an important role in helping both the trustees' Committee on General Service Conference and the staff to plan the next annual meeting of the General Service Conference. The 2017 Conference Agenda Committee emphasized strongly that all Conference members have an obligation to fill out the Conference Evaluation Form so that useful decisions for improvement of the Conference can be made. The committees and staff members responsible for the agendas for future Conferences give careful consideration to the comments of all delegates, trustees, directors and staff who turn in a form.

PRECONFERENCE EVALUATION - SATURDAY APRIL 17

Pre-Conference

Was the advance material and preparation from G.S.O. adequate? () Yes () No

Was the advance material and preparation from G.S.O. timely? () Yes () No

Comments: _____

Dashboard

How valuable did you find the Conference dashboard?

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

CONFIDENTIAL: 71st General Service Conference Background

Comments: _____

Please rate the value of sharing information from the dashboard with members of your area while preparing for the Conference?

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Virtual Platform Training

How valuable did you find the virtual platform tutorials and live training sessions in preparing you for the first virtual Conference experience?

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Joint Meeting

Please rate and comment on the joint meeting experience:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

Board Reports

Please rate and comment on the recorded board report presentations:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

General Service Board Report Presentation - Prerecorded

Value: _____

Comments: _____

AA Grapevine Board Report Presentation - Prerecorded

Value: _____

Comments: _____

A.A.W.S. Board Report Presentation - Prerecorded

Value: _____

Comments: _____

Virtual Trip to G.S.O.

Please rate and comment on the virtual trip to G.S.O.:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

CONFIDENTIAL: 71st General Service Conference Background

Please indicate whether you are:

☐ Delegate

☐ Director

☐ Staff

☐ Trustee

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

Conference Manual

Please rate the value of the Conference Manual in providing you information about the schedule of Conference week's events:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please rate the value of having an electronic version of the Conference Manual available for your use:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

SATURDAY, APRIL 17

Hospitality Session

Please rate and comment on the hospitality session experience:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

1728 Meeting

Please rate and comment on the 1728 meeting experience:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Remote Communities

Please rate and comment on the remote communities experience:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

Presentations

Archives Presentation

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

SUNDAY, APRIL 18

Opening Session

Please rate and comment on the opening session experience:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Board Report Summary Question/Answer Sessions

General Service Board

Please rate the value of this Conference week session:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

A.A. World Services Board

Please rate the value of this Conference week session:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

AA Grapevine Board

Please rate the value of this Conference week session:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

MONDAY, APRIL 19

Report

Please rate and comment on the report presentation:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Finance Report Presentation

Value: _____

Comments: _____

Presentations

A.A. International

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

26th Virtual World Service Meeting

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

General Sharing Session – What’s on Your Mind?

Please rate and comment on the general sharing session:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Focused questions on Board Reports and other items

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

TUESDAY, APRIL 20

Workshop

Please rate and comment on the workshop:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

The workshop topic for the 71st General Service Conference:

Inform – Communicate

Involve – Act

Inspire – Attract

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

WEDNESDAY, APRIL 21

Trustee Elections Process

How effective was the virtual process for the Trustee Elections?

Very effective _____ Somewhat effective _____ Not effective _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

THURSDAY, APRIL 22

Presentations

Practicing A.A.'s Spiritual Principles in a Changing World:

1. *"Recovery in a Changing World"*

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

2. *"Unity in a Changing World"*

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

3. *"Service in a Changing World"*

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

Delegate Sharing Session

Innovative Area Service or Significant Area Challenges Overcome

Please rate and comment on the new sharing session:

1 – Not valuable

2 – Somewhat valuable

3 – Very valuable

Value:

Comments:

FRIDAY, APRIL 23

Presentation

Please indicate whether you are:

() Delegate

() Director

() Staff

() Trustee

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

AA Grapevine and La Viña

Please rate the value of discussing this topic in the course of this Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

SATURDAY, APRIL 24

Committee Reports and Discussion

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

Was there enough time for discussion of Conference committee reports?

Not enough _____ Just right _____ Too much _____

Comments: _____

Presentation/Discussion Sessions

Please rate the overall value of holding presentation/discussion sessions in the course of the Conference week:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Conference Participation

Was the participation of:

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

	Delegates	Directors	Staff	Trustees
Not enough	_____	_____	_____	_____
Just right	_____	_____	_____	_____
Too much	_____	_____	_____	_____

Comments: _____

Electronic Device Usage

How easy was it to use the virtual Conference platform technology? How could we improve the experience if this type of technology is used in the future?

Describe: _____

Conference Evaluation Form and Process

Please rate the value of the evaluation form and process?

Please indicate whether you are:

() Delegate () Director () Staff () Trustee

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Comments: _____

[illegible]

If you have suggestions for improving the Conference (e.g. schedule of Conference activities, Please indicate whether you are:

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

CONFIDENTIAL: 71st General Service Conference Background

virtual experience), please list them here:

1.

2.

3.

4.

5.

6.

Please indicate whether you are:

() Delegate

() Director

() Staff

() Trustee

CONFIDENTIAL: This is background for the 71st General Service Conference, and as such may be a confidential A.A. document. Distribution is limited to A.A. members. Placement of this material in a location accessible to the public, including aspects of the Internet, such as Web sites available to the public, may breach the confidentiality of the material and the anonymity of members, since it may contain members' full names and addresses.

APRIL 2021

VIRTUAL GENERAL SERVICE CONFERENCE EVALUATION FORM

To: All Conference Observers

***Please take the time to share your experience and opinions
by filling out & turning in this Conference Evaluation.***

This Conference Evaluation plays an important role in helping both the trustees' Committee on General Service Conference and the staff to plan the next annual meeting of the General Service Conference.

This year the Conference Coordinator thought it would be helpful to collect information from the many Conference Observers who participated in supporting or viewing this historic Virtual General Service Conference experience.

Conference Manual

Please rate the value of the Conference Manual in providing you information about the schedule of Conference week's events:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Please rate the value of having an electronic version of the Conference Manual available for your use:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Value: _____

Comments: _____

Electronic Device Usage

How easy was it to use the virtual Conference platform technology? How could we improve the experience if this type of technology is used in the future?

Describe:

Did you have any technical issues logging into the virtual platform?

Describe:

Did you feel trained and prepared for your role in this year's Conference?

Describe:

Please indicate whether you are:

() Zoom Operator

() Zoom Usher

() GSO/GV Staff

() Trustee Emeriti

Suggestions for the 72nd General Service Conference

If you have suggestions for improving the Conference (e.g. schedule of Conference activities, virtual experience), please list them here:

1.

2.

3.

4.

5.

6.

Please indicate whether you are:

() Zoom Operator

() Zoom Usher

() GSO/GV Staff

() Trustee Emeriti

70th GENERAL SERVICE CONFERENCE EVALUATION SUMMARY -- CONFERENCE MEMBERS

Pre-Conference

Was the advance material and preparation from G.S.O. adequate?

Was the advance material and preparation from G.S.O. timely?

One hundred twelve (112) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	78
Trustees:	19
Staff Members:	9
Directors:	6
No Designation:	4

In response to whether or not the advance material and preparation from G.S.O. was adequate, the following replies were recorded:

Was the advance material and preparation from G.S.O. adequate?

Yes:	112
No:	3
No answer:	0

Was the advance material and preparation from G.S.O. timely?

Yes:	105
No:	11
No answer:	0

Among the many comments about this first-ever part of the virtual Conference, the critiques stood out, simply because there were so few. Most of the critiques centered around not having received material in "a timely manner" — many respondents would like to have had the agenda earlier. One Conference member suggested that the Conference Manual be provided "a minimum of three days and preferably a week in advance." One delegate expressed dismay at the amount of material: "Over 1000 pages of background material is insane. If that's the case, then you have too many agenda items on the schedule." But this position stands out simply because there were so few negative reactions. From "Under the circumstances, it's a miracle our staff at the GSO was able to pull this together" to "You did any amazing job considering!!!" and "I was very impressed by the quantity of work you did in such a short time in order for us to have the first Virtual Conference. You have all my gratitude and respect for what you have accomplished" — these three statements seemed to cover the sentiments of most attendees.

Summing-it-all-up comment:

"I do not know how this was pulled off. Kudos to all of GSO. Against all odds, in the middle of a pandemic which affected our office workers more than anywhere else in the world, we were prepared for the GSC. GSO is amazing! As a Conference committee chair I cannot say enough about the value of our GSO staff. We were totally supported every step of the way. Love and tolerance clearly is the code of our GSO. Bravo! Well done." Another thought to consider, however, is if there is a better way to communicate with the full Conference membership: "Over the next year maybe consider the question 'Is this an important communication and why?' prior to sending it out."

Dashboard

How valuable did you find the Conference dashboard?

When Conference members were asked to rate the use of the dashboard, their comments were recorded and tallied. Here is the breakdown:

Very valuable:	92
Somewhat valuable:	18
Not valuable:	1
No answer:	4

One of the most highly rated features of the virtual Conference, the dashboard was seen by the delegates as a feature that is improving year by year. Called an "excellent tool," "Essential...especially this year," and "I don't know what we'd do without it." "The dashboard was very helpful.....however Patrick's emails alerting us of postings with clear direction on how to access the info was extremely helpful.....THANK YOU PATRICK!" The dashboard was seen in a positive light. Some delegates deemed it easy to use, remarks ranging from, "My consistent challenge was once I got into a folder, backing out seemed impossible. I would always have to return through the home page and reload. Small time-consuming annoyance... but I was always able to access the information" to "Very clear, easy to use and well organized, especially with the clear and helpful emails notifying us of new postings!"

And then, on the other hand, there were these statements: "I marked the dashboard material very valuable because the material is essential. However, the functional operations of the dashboard are massively awkward and outdated and reflects very poorly on the organization. Another platform needs to be introduced, especially now" and "Dashboard continues to be clunky and not easy to navigate...." Translation also posed a bit of a problem: "Often it was translated at the last minute. I really needed the documents in French and, with the pandemic, it was more difficult to have them in time."

Dashboard administrators might find the following constructive criticism helpful when planning for 2021:

- “It was a little hard to navigate and it would’ve been a little easier if it were made easier to print.”
- “Difficult to navigate. Information sometimes placed under titles that weren’t entirely clear”

How valuable did you find sharing information from the dashboard with members of your area while preparing for the Conference?

Very valuable:	69
Somewhat valuable:	19
Not valuable:	7
No answer:	20

When it came to how members rated the value of sharing info with others in their own areas, many responses were positive, usually along the lines of “Especially important this year,” “Dashboard has been invaluable this year,” “....My area finds this valuable and assists them in informing the delegate. It also makes them realize they are an important part of the process.” However, one delegate noted “I did not share everything. I chose what I shared because at times, I believe that certain documents would have confused them more than anything else.” Additionally, one delegate said, “I used it to receive feedback from groups and individuals.” For next year, some suggestions were made: One delegate noted, “It was difficult to print.” Another pointed out that they had to “develop anonymity-protected measures to distribute information.”

Prevailing opinion: “It gave me what I needed to help the Area prepare me for Conference.”

Virtual Platform Training

How valuable did you find the virtual platform tutorials and live training sessions in preparing you for the first virtual Conference experience?

Very valuable:	81
Somewhat valuable:	26
Not valuable:	3
No answer:	5

“I had never heard of zoom before Covid”—a statement that nearly everyone could make. But zoom is here, and nearly all the delegates seem to like it:

- “They were fun and very helpful.”
- “Increased my comfort level and that seemed universal. When we actually started the Conference, everyone seemed up to speed and ready to go. We had no lost time over accessing zoom or voting.”
- “Excellent development and presentation!”

The following mild critique was the *only* comment that was not completely positive:

“I think that they introduce the basics of Zoom, but GSO should work with the Zoom Operators to easily create a few training modules that are Conference debate specific.”

Joint Meeting

Please rate and comment on the joint meeting experience:

Very valuable:	77
Somewhat valuable:	20
Not valuable:	1
No answer:	17

The numbers indicate that the delegates valued the joint meeting. Their remarks were largely complimentary, running the gamut from:

- “Loved it...”
- “Future joint meetings should be done via zoom.”
- “Great to see a picture of the delegate on roll call”

to the mildly critical:

- “It was valuable; although not as effective as in person. There is a dynamic that takes place in an in-person meeting with the Trustees that is irreplaceable to the Delegate and the Committee process.”
- “I felt the trustees' committee was not prepared... Plus they sprang a report on us we should have had at the reduction meeting.”

to the constructive:

- “Would be nice to do this more frequently throughout the year.”
- “I would have liked a second joint meeting when new background and new issues were brought up.”
- “We need the time to ask questions.”

One delegate “took advantage of the built-in directory and called one of the trustees outside of committee time....I found that to be very helpful.” Another pointed out that it was “Very productive and helpful which also assisted us prior to actually conducting business at the Conference.” But there were some suggestions on how to make it an even better experience. Another participant observed that “...the less formal atmosphere seemed to foster openness and direct communication as well.”

Perhaps this observation encapsulated the intent of the whole Conference, “Extreme value with the opportunity to interact with and place questions to the Trustees.”

Committee Meeting to Reduce Agendas and Guidelines Developed

Please rate and comment on the meeting experience and guidelines provided to support the committee's decisions:

Very valuable:	71
Somewhat valuable:	23
Not valuable:	2
No answer:	19

Attendees didn't give this new Conference feature the very best rating, yet there were no more than six comments that could be construed as truly negative. Guidelines were described as "clear and useful," "incredibly helpful," "clear and concise," among many other favorable responses. Another group of delegates put the process to good use: "Great chance to begin to interact with fellow Committee members as people and to get much more understanding of the agenda items. We decided to have a separate AA recovery meeting before the Conference. This was very beneficial and I suggest passing this idea along to the Committees before the Conference next year!" And this attendee recommended: "With the number of agenda items to be considered by our Committee, the guidelines and reduction experience were incredibly helpful. Honestly this type of pre-Conference work to prioritize items helps to frame them for more efficient Conference Committee discussion at the Conference itself. This practice should be considered for all Conferences as a part of the preparation."

On the other hand, here are a couple of those six less-than-glowing comments:

- "The experience was very good and the outcome was productive, however, it could have been longer."
- "Guidelines were necessary but in places unclear and inclusive of scenarios."

Board Reports

Please rate and comment on the report presentations:

1 — Not valuable 2 — Somewhat valuable 3 — Very valuable

General Service Board Report Presentation — Prerecorded

Very valuable:	87
Somewhat valuable:	20
Not valuable:	0
No answer:	8

A great number of delegates considered this presentation very valuable. And the positive comments were many:

- “This was very encouraging. I enjoyed the reality tempered with love. Well done.
- “Consider using it in the future. It is a great time saver....”
- “Easier to follow since I could pause, go back and hear it again.”
- “I really like the prerecorded reports. I would like to see those in the future.”
- “I will comment once on these — I loved it! I could see this as a permanent approach. I hope this will be looked at as the virtual experience [that] changes the face of how we do business. I’d like to see us resolve anonymity issues to make these available more widely to our members.”
- “The fact of having them in my mother tongue was very much appreciated because even if I am only a very small part of this Conference, it showed me how inclusive it is.”

Next year’s Conference planners may want to consider these suggestions: “Felt this could have been included in the actual Conference.” “We should seriously consider providing quarterly updates in this way throughout the year (even post covid).” And “I viewed this presentation before the Conference. It was only later that I received the written version, and would have benefited having had it available so I could read along, which is what I was able to do with the Conference reports by Ray M. and Tom A. during the actual Conference.”

This questionnaire entry and its replies exhibit thoughtful approval and useful criticism.

A.A. Grapevine Board Report Presentation — Prerecorded

Very valuable:	78
Somewhat valuable:	25
Not valuable:	1
No answer:	11

Our respondents were feeling the effects of quarantine and pandemic and expressed those feelings: “Cannot replace in-person but the pre-recorded was an excellent idea and welcomed in preparation for the Conference.”

Many participants saw the good side in these new ways of doing things: One declared that it was “great to see and hear the presentation”; others echoed that same sentiment with “Very well done—good graphics” and “Loved that and the video within as well.” Another delegate wondered, “Loved seeing the video. So appreciated it. Can I share it in my report back?”

Even though this new feature received overwhelming approval, Conference planners may want to keep the following sentiments in mind:

- “I thought the report was good, but it would have been better to have specific time to ask questions.”
- “Talk did not elaborate on the written report. It was hard to follow and tie the two [together].”

- “Like to listen at my leisure, instead of reading.”

A.A.W.S. Board Report Presentation — Prerecorded

Very valuable:	82
Somewhat valuable:	22
Not valuable:	0
No answer:	11

As the numbers indicate, this presentation was well-received:

- “The printed reports in advance were very helpful.”
- “Valuable content.”
- “The pre-recorded reports are a great addition.”

And *all* members would probably approve of and agree with this perspective: “I appreciate that the report touched upon the challenges facing AAWS as a result of the recent shortfalls in sales and contributions. By realistically assessing our outlook for the future, I’m confident that we’ll regroup and develop a realistic 2020 budget.”

Saturday, May 16, 2020

Conference Manual

Please rate the value of the Conference Manual in providing you information about the schedule of Conference Week’s events.

Very Valuable:	103
Somewhat Valuable:	10
Not Valuable:	0
No Answer:	2

“I’m wondering if we can go exclusively electronic for the manual moving forward. We have a fiduciary responsibility to the Fellowship. Is it an outside issue to consider this ‘greener option’? Or, is it part of our recovery to be responsible citizens of the world?”—this perhaps is a question that the entire Fellowship will eventually have to consider. The responses were many, and overwhelmingly positive: “Made life so Easy!!” and “We should try to make it a norm rather than an option” and “Great layout. Hopefully, we’ll stop using the paper manuals.” And the topper: “I was blown away by the comprehensiveness of the Full Conference Manual — it’s a keeper!” These examples were supported by

- “Damn impressive”

- “Well done!”
- “This was great!”

As usual, time was an issue [throughout the evaluations!]. One delegate wanted more, “Again, many, many trustee committee reports and staff reports without a lot of advance time to read them in case we wanted to ask a question about something in the report at the Conference.” And another felt that “Having it ahead of time allowed me to print it out for myself, which I find easier to use during the Conference.”

Several respondents mentioned how helpful the embedded links/hyperlinks were: “Essential — especially for the Zoom meeting links....” Their comments ranged from an effusive “Well done. Really appreciate the links, content bookmarks — especially considering the time factor,” to a simply stated, “The links were very helpful.”

And finally, one respondent wanted to be perfectly clear: “THIS REQUEST IS NOT THAT BIG OF A DEAL: please show the Zoom codes and passwords for each session on the agenda for that session. As it is, I have the agenda, I click the link for the Zoom codes and then scroll back down to find the agenda....” This one will likely be noted and attended to for the next Virtual Conference.

Please rate the value of having an electronic version of the Conference Manual available for your use.

Very Valuable:	91
Somewhat Valuable:	16
Not Valuable:	7
No Answer:	1

The Conference Manual was loved by nearly all respondents, still at least 14 respondents said they would still prefer having a printed version. They want the digital too, but printing at home takes a lot of ink, and besides, it’s just better having both, say our book/paper people.

Overall responses? Consider these. Good news: “Prior to this year I would probably not have used the electronic version so I’ve learned a new way of living and thinking.” Better news: “Lo and behold, this technology dinosaur is slowly able to find information digitally better than ever before.” And the best? “Saves paper and a LOT easier to use.”

Sunday, May 17, 2020

One hundred thirteen (113) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	80
Trustees:	14
Staff Members:	9
Directors:	8
No Answer:	3

Report

Please rate and comment on the report presentation:

1 — Not valuable 2 — Somewhat valuable 3 — Very valuable

Finance Report Presentation

Not valuable — 1
Somewhat valuable — 28
Very valuable — 83
No Answer — 1

Value: _____

Comments:

Seldom are presenters mentioned and complimented by name. But there was such high praise *and* from more than one respondent (at least seven!), it seemed worth noting: “Leslie’s presentation was the best I have ever seen. Her humility and love for helping the still-suffering alcoholic came through.” Other delegates complained that the report “Lacked a lot of information,” “Report was missing too much information.” Apparently, the culprit wasn’t Leslie but the pending audit; the numbers being reported on were not confirmed.

Once again, there were tears: “Cried through most of it. Sure was a sign of the times. Can’t wait to meet with everyone again for the final report.” But generally speaking, the report garnered positive responses. Most weren’t like this “I love Finance Reports!!” But respondents seemed to understand that the “missing” and “pending” information was out of everyone’s control—as one said, “both understandable and problematic.”

General Sharing Session — What's on Your Mind?

Please rate and comment on the general sharing session:

1 — Not valuable

2 — Somewhat valuable

3 — Very valuable

Focused Questions on Board Reports and Other Items

Not valuable — 3

Somewhat valuable — 34

Very valuable — 73

No Answer — 3

Value: _____

Comments: “These are always one of my favorite sessions. I get answers to things I didn’t even know I wanted to ask!” — probably just the reaction that all presenters would like to have.

And there were more glowing responses, clearly and simply put:

- “Wonderful transparency.”
- “Great session, Helpful Q&A.”
- “This was great!”

As one participant pointed out, however, there “never seems to be enough time for this” and several others agreed. Another commenter had specific issues: “This general sharing was not a general sharing. It was mostly Q&A about already delivered reports, and unfortunately it was even introduced as ‘a time to ask questions’ when that is not what it is. General Sharing is a time for delegates to talk to the Conference, not ask clarifications about previous reports. I found this very disheartening.”

And more: “Just didn’t feel that we had enough time and could really discuss anything or get good answers. The virtual platform wasn’t kind in this regard. Didn’t feel like a room of people having a discussion.” Planners for the next Conference may want to consider:

- “...Even before Covid-19, time for this was shrinking. Instead, think about trimming down workshops....”
- “This time should be prioritized more.”
- “It was good. To break out into the different Regional meetings during the delegate only meetings was a different story. I think it would have been helpful to either have a list already dividing the different regions, or having the delegates rename themselves with their region first to expedite the process.”

- “Please don’t reduce these sharing sessions. In fact, I think we need to add more time (maybe another day) to our Virtual Conferences — and I believe God prepared us for that through our experience this year.”
- “Wish we had more time.”

This says it all: “I wasn’t sure it could work virtually, but it did!”

Monday, May 18, 2020

Conference Committee Reports

There were one hundred nine (109) responses to this question.

Delegate — 79

Director — 7

Staff — 9

Trustee — 12

How effective was the virtual process for the discussion of Conference committee reports?

Very effective — 45

Somewhat effective — 48

Not effective — 15

Comments:

There is one thread woven through this Conference and its participants: not enough time. Of the 109 responses, 93 found the Committee Report presentations effective, but the comments express dismay over not having the time to be heard. In fact, nearly every response to this question mentioned time, and the lack of it. Here are just a few:

- “1 minute is not enough time for report backs from committee chairs”
- “Wish we had more time.”
- “Wonderful job, but felt time restraint was not appropriate. It sometimes take[s] a lot of discussion about an issue before the [conscience] of the group is raised above that of the individuals.”

Yet, many positive points of view were passionately expressed: Two respondents said, “This worked amazingly well, thanks” and “Went very smoothly. Great job to all who worked on this. Especially Patrick.” Another delegate shared that “Under the circumstances, I am thrilled with how it went. I have not had another experience quite like it. Time was a factor for sure, but with that being considered, the discussions, questions and sharing were incredibly important, useful and productive. We are flying

blind here, never having done this before. I am so grateful and proud of all of us. We have done our best, and I trust only great things will come of all the hard work we have done this GSC....”

One delegate summed it up this way, giving *everyone* something to think about: “I found it highly effective. I wonder what it would be like if we had a virtual for a week...(not possible this year).”

Tuesday, May 19, 2020

There were ninety-one (91) responses to

Delegates — 65

Directors —4

Staff —8

Trustees — 14

Conference Participation

Was the participation of:

	Delegates	Directors	Staff	Trustees
Not enough	28	25	20	18
Just right	53	57	60	52
Too much	8	3	5	13

No answer 6

Comments: This question raised some hackles. Here are a few comments about trustees.

- “Specifically on the Trustee nominations special session. The request from the Chair was to hear from the Delegates, and we heard from mostly Trustees and other non Delegates. Disappointing.”
- “There were no questions left unanswered but they were primarily answered by Trustees. I understand Directors are hired based on certain technical or other

expertise, so one would expect them to step up and answer questions of that type.

- “As a Trustee, I felt it was important both practically and symbolically for me to look, listen and learn. Interestingly, I did not find it necessary to go to the mic the entire Conference since my views were expressed by others.”

And what about other members? An opinion that many have, but rarely express, reared its head: “I felt that a handful of our delegates should have gotten a ‘Golden Mic Award,’ but that’s more a reflection of the level of my spiritual fitness, than accurately answering the survey questions.”

There were differing opinions about the rules of debate used at this Conference. One respondent said, “There are no motions allowed during floor debate. You can make a Floor Action using the agreed upon and documented rules — and that’s it. Unless it is an issue that the Board wants to go its way. This was a shameful abuse of process and totally disrespectful of the committee process. We should have let the Conference have its say. The Trustees could then have done whatever they needed to do at the Board Meeting. I will be shocked if the final outcome on this issue does not turn out just the way the bosses wanted it to be....” Along similar lines: “Chair was out of line a couple of times and used her position to get what she wanted, not good.”

But many responses didn’t actually address the question; the responses gave an overall indication of how they felt about the Conference. For example, “The virtual format was equitable and fair. The floor action process needs to be revisited....”

Electronic Device Usage

How easy was it to use the Virtual Conference platform technology? How could we improve the experience if this type of technology is used in the future?

Describe:

Sentiments ranged from one extreme to the other. This respondent was discouraged, saying, “Don’t do it again. It was a failure. I don’t know how it could be seen as otherwise. The communication was next to not happening. So much of the Conference occurs person to person. It’s too easy to be ignored or cut off. If something odd happens that is hard to grasp at first, it is nearly impossible to back and correct. So, don’t do it again.” This comment is an outlier.

More representative was “Easy breezy covergirl.” Participants were quite optimistic about using technology, going forward:

- “Very easy. But a little better training would be in order. However, as a first time, I think it was great this year!”
- “Worked great for me... my concern is that a voting member would be unable to participate due to a lack of technology. I hope the Conference would take every

reasonable step, including financial, to ensure the participation of all voting members”

- “Like so many others, up until three months ago, my experience with Zoom was virtually nonexistent. In my opinion, the Tech Team was par excellence — their helpful hints, friendly reminders and pre-Conference tutorials allayed all my e-concerns.”
- “Thanks to the amazing staff and tech crew and pre-planning, it went very smooth. I was impressed. Lots of ways to get help along the way.”

The following reflect suggestions for making things run smoother: “For the most part, things went well. Maybe more training,” shared one participant. Another noted: “A point to consider is that I could not see any of the chats when a motion was being made or seconded, or point of information/clarification was pending (Point Zoom). Those should be visible to the Conference members. Zoom ops also needed to keep a closer eye on the participant window and lower hands quickly when needed. Overall, they did an outstanding job!”

Another respondent suggested this fix: “We need to ensure everyone has good internet/wifi bandwidth.” (This sentiment was supported by several mentions of people being dropped, losing power, freezing up....) One approving respondent felt “...It will be beneficial to add more zoom meetings to the Committee Schedule, even if we meet in person.” One no-nonsense respondent had just one demand: “Fix the interpretation issue.”

Conference Evaluation Form and Process

Please rate the value of the evaluation form and process.

There were eighty-seven (87) responses to this item.

Not valuable — 1

Somewhat valuable — 32

Very valuable — 54

No Answer — 8

Value: _____

Comments: One participant laid out a road map to help with the next Conference: “In the future it would be nice to have a ‘How the Conference Operates Virtually’ document. Explaining when to raise hands, when to go to Zoom Operator for a point of clarification (and NOT to do an ‘end around’ of the queue), when we will do a raise hand vote or a poll. This would be valuable information in the future....”

On the other hand: "I love the electronic evaluation forms — THANK YOU!"

But: "there was no place to put comments about the Delegate's only meeting."

And, from one perspective: "I did it every day while fresh, and hope that I've said something that will help us iron out the kinks should we ever have to repeat this methodology."

Then another: "I don't believe anything will change. But this gives me a chance to vent."

And some recommendations:

- "I rate this process very valuable because there is lots of room for explaining the answers. But its true value will be in how the information is used. If the only thing that gets done is a statistical summary, it will have been a waste of time. What I hope we will get is an analysis of the comments. Something more than verbatims. A recap of the issues raised and an initial plan on how the data will be used."
- "An announcement that you can fill out these forms for an additional 5 days would be helpful."
- "I've seen these packages for several years as my Past Delegates shared with me - went to Conference as guest 3 times. So, I've seen the progress and how you seem to have such a great template and put it together. (Maybe the staff could teach publishing how to do that with our literature.) I didn't even try digital eval last year, this is awesome. Could we more consistently number pages, and perhaps add a Rev date? It's gets a little confusing toward the end if documents have been updated. I loved getting the digital book - I had already signed up for it. We might need to consider expense of print for some of our technically challenged. I said - the Area should support it - we saved them money on NY but not all see it that way."
- "I love the simplified version. Last year they were pretty complicated and long. These are short and sweet. But they have plenty of room for suggestions."
- One respondent observed: "When I was on the State Convention Planning Committee, I would regularly refer back to last year's critique forms when developing this year's Program. Perhaps, reinforcing how last year's evaluation forms influenced this year's Conference would enhance their value in the eyes of our participants."

Virtual Conference Week

Please rate the following:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Saturday Opening

Not valuable —7

Somewhat valuable —19

Very valuable —63

Board Reports

Not valuable — 0

Somewhat valuable —23

Very valuable — 65

Committee Reports

Not valuable — 4

Somewhat valuable —13

Very valuable — 71

Overall Virtual Experience

Not valuable — 4

Somewhat valuable —21

Very valuable — 65

Joint Meeting

Not valuable — 2

Somewhat valuable —21

Very valuable — 59

Presentations/Discussions

Not valuable —6

Somewhat valuable — 28

Very valuable — 50

Virtual Ice Cream Social

Not valuable — 25

Somewhat valuable —26

Very valuable —31

Comments: As mentioned throughout this summary, Conference participants were largely in agreement about one factor: *There was never enough time*. One respondent highlighted this view, saying, “While I understand the need to reduce, I feel this Conference was cut short way too far.”

One participant had a litany of issues: committee reports not given time; by Day 4, they were left with exhausted chairpersons; too much opinionating at the mike; biggest disappointment was “Hospitality room”— too loud, reminiscent of cocktail parties; dancing/party atmosphere between sessions not a favorite, “didn’t care for the music,

spotlight on same people over and over again.” This participant then concluded the comment with “But I am honored to have attended and despite my seemingly negative comment I thank all of you for making it happen. I cannot imagine what you have experienced but thanks for making AA history.”

One concern expressed by many was that with in-person Conference there is an intimacy and camaraderie members don’t get with a Zoom meeting. Despite the member who said certain reports brought them to tears, a virtual Conference isn’t the same as a “real” Conference. So, consider this response: “It was a series of meetings, but not a Conference. We got the work done, but we missed those side conversations, which are so important in getting to know people. I missed the enthusiasm.”

Some seemed to feel that the spirit, energy and synergy was just not there. There were no jokes. No responsive laughter. And the question of translation reappeared: “If there is a next virtual Conference, be careful with the translation. I could understand a good part when the translation stopped, but if there was a delegate from Quebec who did not speak English, he or she would be completely lost.”

In this roundup of answers, though, the respondents expressed so much emotion, perhaps AAs feel the Fellowship no matter whether virtual or in person.

Consider this response: “It’s interesting that I will leave this Conference feeling almost more connected than last year, because of the ‘intimacy’ of really seeing the people and knowing/feeling who is speaking. The roll call, spotlighting each as we answered? Way as good as the personal last year.” And this one: “I am so tired right now, that filling out this form is hurting my brain. I feel overwhelmed with emotions and simply exhausted...lol. I believe all of the above are vital to being as informed as we possibly can be to make informed decisions, all of the above were tremendously useful. I loved hearing from everyone. I especially appreciate the time and efforts made by each Conference member to make available reports, videos, etc. What an effort. We made history. Blessed for all your love and service to AA.”

And this answer: “Coping with the pandemic has been difficult for me. It made everything more difficult. For everyone else, too, I am sure. The work got done. I learned a lot about AA and about myself. I didn’t want to go to the DJ Dance party, but I did and I had a good time.”

Suggestions for the 71st General Service Conference

If you have suggestions for improving the Conference (e.g. schedule of Conference activities, virtual experience), please list them here:

Although the party and social received mediocre evaluations from the attendees, one participant “was surprised at how much I appreciated the daily Serenity Meeting...was quite moved by the DJ Dance Party...”

For the future, most attendees would like to see the time issue resolved and perhaps more participation from people other than “the same faces.” “Maybe building in one more day” offered a respondent. And “Consider using breakout rooms for workshop and discussion.” Other suggestions for improving the Conference:

- “Encourage people to put a picture of themselves in their profile....Also encourage them to turn on their cameras if they are going to talk.”
- “An announcement that you can fill out these forms for an additional 5 days would be helpful.”
- “Would be wonderful to have an International presentation.”
- “Skit.”
- “Demand that the Board of Directors, the Chairperson, and the General Manger do not come to the Conference with a predetermined specific agenda that they want to push through...that is just straight up wrong, and not the proper process for our Conference.”
- “The Keynote speaker and presentations should be included. I think the spirituality suffered without them.”
- “Strengthen the translation,” “better translation.”
- “A room during the Conference where we could send texts or chat messages to individuals, not just when in session”
- “The opening should be exciting and fun. Maybe a skit or a video. Something with music. An icebreaker. It should celebrate our challenge.”
- Fix the time issue by adding at least one day and perhaps up to six days.
- Have a “professional and credentialed parliamentarian.”

According to one delegate, pandemic or not, “Y’ALL ROCKED THIS CONFERENCE!!!!!!”

70th GENERAL SERVICE CONFERENCE EVALUATION SUMMARY -- OBSERVERS

This year the Conference Coordinator thought it would be helpful to collect information from the many Conference Observers who participated in supporting or viewing this historic Virtual General Service Conference experience. Nine persons responded to this survey. They were Zoom operators (2), ushers (3), GSO/GV staff (3) and Trustee Emeriti (1).

Conference Manual

Please rate the value of the Conference Manual in providing you information about the schedule of Conference week's events:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

Please rate the value of having an electronic version of the Conference Manual available for your use:

1 – Not valuable 2 – Somewhat valuable 3 – Very valuable

All nine non-voting observers found the Conference Manual was "very valuable" in providing information of the Conference week's events.

Electronic Device Usage

How easy was it to use the virtual Conference platform technology? How could we improve the experience if this type of technology is used in the future?

Describe:

All respondents were in accord about the ease of use, with positive comments such as "Quite Easy," "Very easy," and "Very easy to navigate." And neutral replies like "It worked out well for what I needed" and "It was pretty straightforward." One respondent did offer suggestions for improvement: "Easy to use!! Have delegates rename themselves in their profile of any free or pro account during the soft training session so that it is done for the days of the conference. Continue to have a mock session and after each thing they are shown, have them either click the green yes button or answer a poll to indicate they understood. This is so they end up using the yes button or poll several times during the mock. Can be fun if they are encouraged to get faster and faster. Like a game : how fast can you respond? Repetition = long term memory!!"

Did you have any technical issues:

Out of eight replies, only one respondent mentioned this glitch:

"After being in Zoom Conference all day my Zoom would suddenly quit. I'm not certain

why and I.T. couldn't figure out the issue."

Did you feel trained and prepared for your role in this year's Conference?

All respondents stated that they felt trained and prepared for their role in this year's conference. Two noted that the training sessions and the trainers were helpful. One respondent even noted that the trainers and the sessions were "extraordinary," leaving them "100% prepared" because of the "advance materials provided and the mock sessions."

Suggestions for the 71st General Service Conference

If you have suggestions for improving the Conference (e.g., schedule of Conference activities, virtual experience), please list them here:

Suggestions:

- "Possibly making the meeting available through application other than Zoom and using (training) GSO/GV employees to be 'room' operators."
- "...there needs to be a Parliamentarian. Far too much time was spent on members' points of order, seeking clarification (often unnecessary) or offering their points of clarification unsolicited."
- "After observing a dozen conferences, it seems imperative that there be a fix on the confusion of the floor actions and the motion to decline to consider."
- "[Add a] Remote community meeting which typically takes place before conference week. Slot it in somewhere for all Delegates who want to [and] can attend."
- "Shorter hours for more days in Conference."
- "Continue with the catchy music before and between sessions!! Very fun."
- "Workshop using break out rooms as round tables to share ideas on a shared google slide document or something like that so everyone can see it, add to it and see what is being added in real time. Similar to what was done last year with the papers on the walls, music and sticky notes. I heard it was a lot of fun."
- "Breakout rooms used as a mix and mingle time where 4 to 6 or even just 2 members are randomly put in a room for 5-10 mins or so to chat and socialize. Then given a 1 min countdown to indicate when they will be pulled back and then randomly together with different people/person. Do either an hour so everyone gets to visit with at least 6 or more people in a smaller session. Or do it a little bit each day before or after a break or before or after lunch or at the end of the day?"
- "Longer or more time for discussions. So maybe one or two more days of a virtual conference. Or longer days such as 11 am to 7 pm EST with an hour lunch break as well as a couple of half hour breaks. Or more frequent shorter 15 minute breaks."

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM I: Review 2021 report on the Conference Agenda Process from the trustees' Committee on the General Service Conference.

Background notes:

From the report of the January 2021 trustees' Committee on the General Service Conference:

The committee agreed to forward to the 2021 Conference Committee on Agenda the "Report to the Conference on the Implementation and Effectiveness of the 2021 Conference Agenda Process." This report includes an annual survey of Conference committee chairs about the effectiveness of the communication between the trustees' committee chair or corporate board chair and the corresponding Conference committee chair.

Background:

1. Report on Implementation and Effectiveness of Conference Agenda Process

**Report on the Implementation and Effectiveness
of the Conference Agenda Process
Including Sharing from the 2021 Conference committee chairs**

To continue building effective and ongoing communication between our Trustee Committees and Conference Committees two specific types of communication have been implemented.

1. The first type was approved at the Third Quarter Meeting of the GSB (August 1, 2016):

“That there be regular communication between the chairs of each trustees’ Committee and their corresponding Conference committee chair and between the AAGV board and the chair of the Conference Committee on the Grapevine.

Starting in 2016 the trustee chairs and AAGV board chair have communicated via conference call, or other electronic means, with their Conference committee chairs both before and after General Service Board weekends, giving the chairs an opportunity to voice their views regarding potential and Proposed Agenda Items.

2. The second type was recommended in an August 2018 communication from Michele Grinberg, chair of the General Service Board, it was requested the trustee chairs, working with their committee secretary, annually arrange a conference call prior to the January board weekend to accomplish the following:

“Before the January [General Service Board] meeting, the entire Conference committee have a conference call with the corresponding trustees’ committee chair and staff secretary to review items submitted as agenda items and to talk about items still being considered by the trustees’ committee.”

Note: Includes AAGV chair board and the Conference Committee on Grapevine.

These January conference calls have taken place annually since 2019 and will continue this year in January 2021.

In addition, after reviewing the results of a survey of Conference committee chairs about the implementation of the 2016 plan, the Conference Committee on Agenda requested that this sharing be gathered from the Conference committee chairs annually and provided to the Conference Committee on Agenda.

The following annual survey results were gathered from the 2021 Conference committee chairs through a survey. The focus of the survey is to understand the effectiveness of the communication between the trustees’ Committee chair or Corporate Board chair and the

corresponding Conference Committee chair. The Conference Report and Charter Committee chair and the Conference Policy and Admissions chair both meet with the trustees' Committee on General Service Conference chair.

SURVEY SUMMARY

In January 2021, the following anonymous questionnaire was provided to the 13 Conference committee chairs and the delegate Conference chair. All 14 responded to the questionnaire.

Below are the questions and responses.

1. Did the chair of your corresponding trustees' committee/board contact you prior to their meetings?

YES – 14 responded yes, and 5 offered these comments:

- Very helpful and assuring.
- We had a virtual Meeting with our Committee prior to upcoming GSB Meeting.
- It would have been helpful to see a copy of their Agenda when doing up my Pre and Post Board reports to Committee.
- Felt connected.
- Trustee Chair has remained in close contact and assisted with any question from the Conf. Committee.

2. Did the chair of your corresponding trustees' committee/board follow up with you after their meetings?

YES – 12 responded yes, and 5 offered these comments:

- Yes, great communications.
- Always informative, again having Agenda from their meeting to follow would have been helpful.
- Very informative sharing sessions.
- Felt like I was updated.

NO – 1 responded no.

- The Meeting just concluded so no...

3. Were you able to share about potential Conference agenda items with the chair during these conversations?

YES – 13 responded yes, and 2 offered these comments:

- Clarification was needed and I was able to speak with the Conference Committee and supply the information.
- Asked my thoughts.

NO – 1 responded no.

4. How valuable did you find these conversations?

VERY VALUABLE – 13 responded “very valuable,” and 3 offered these comments:

- Ongoing communication is assuring and informative.
- It helps in so many ways. Keeping us all connected and informed, I was able to get to know the Trustees' Chair and learn and of course we are all more prepared for the GSC.
- I felt like our Input mattered.

SOMEWHAT VALUABLE – 1 responded “somewhat valuable.” No comments.

NOT VALUBALE – 0 responded “not valuable.” No comments.

5. Did you communicate about your calls with the corresponding chair with the other members of your committee?

YES – 11 responded yes, and 4 offered these comments:

- Yes, through email or scheduling a virtual meeting.
- They were at the virtual Meeting prior to GSB Meeting.
- I sent both Pre and Post Board Reports out. These were also forwarded to the new Panel 71's when they joined the Committee. This was part of the duties as far as I understood. The Panel 69 Chair was a wonderful example.
- Email contact.

NO – 2 responded no.

6. Overall, how satisfied are you with this process for providing input into the Conference Agenda process?

13 out of 14 respondents replied, and offered these comments:

- Pretty satisfied. It is a positive thing to include the committee in this way. Hopefully, it has an impact.
- Very!!
- This has been a very good process.
- It is an important process that allows delegates to be informed and to provide delegates a voice.
- I' satisfied with the amount of input the delegates can provide.
- Satisfied.
- Very.
- The relationship, level of respect, and quality of communications between the Conference Committee on Agenda and The TGSCC are superb.
- Speaking for myself I am satisfied.

CONFIDENTIAL: 71st General Service Conference Background

- Overall happy. Improvements could be made with more of an effort from the trustees to discuss potential agenda items. We can share, as conference committee chairs the feedback from our committee, but unless others bring something to the table, so to speak, shared experience from the trustees regarding this topic was, from my experience lacking. Thank you for the survey. Very much appreciated.
- I think it is very beneficial.
- Very satisfied.
- Extremely.

1 skipped the question.

7. What suggestions for improvement to this process do you have?

11 out of 14 respondents replied, and offered these comments:

- None at this time.
- None at the moment. Great improvement!!
- Post COVID-19 - back in NYC.
- None.
- None at this time.
- Maintain and continue to expand this connection. Virtual technology has proven to enhance it.
- There is a lot of information that gets covered in the calls. I was concerned that I was recording and reporting it back incorrectly. I did not want to misinform anyone. Could the Trustee Chairs provide a brief report to us and then we could discuss it with them?
- More trustees shared experience regarding agenda items...based on their own discussions with the board.
- None.
- Possibly have past Chairs reach out what to expect?
- No further suggestion - very pleased with process.

3 skipped the question.

[Back to Agenda](#)

2021 Conference Committee on Agenda

ITEM J: Discuss a request to provide additional avenues for A.A. members to share input on the General Service Conference agenda items.

Background:

1. 2020-12-15 Submission letter to Conference Coordinator



Washington Area General Service Assembly (WAGSA) – Area 13
P.O. Box 5673 | Friendship Station | Washington, D.C. 20016

AGENDA
Item J
Doc.1

December 15, 2020

Patrick C [REDACTED]
Conference Coordinator
General Service Office
475 Riverside Drive, 11th Floor
New York, NY 10115
conference@aa.org

Dear Patrick,

I write on behalf of member, Michael B., from Rockville, Maryland, to submit the following agenda item proposal for consideration at the 71st General Service Conference, as it has been presented to me:

Consider the implementation of new opportunities for A.A. members to submit input on the General Service Conference agenda items prior to the full Conference convening.

Ultimately, after committee work is complete, proposed committee recommendations would then be presented to the delegates, for them to return to their areas and gather feedback prior to Conference debate and discussion, and ultimately, vote.

Thank you for your time and consideration. Feel free to contact me if you have any further questions regarding this request.

Respectfully yours in service,

A handwritten signature in black ink, appearing to be "Michelle G.", with a long, sweeping horizontal line extending to the right.

Michelle G [REDACTED]
Area 13 Delegate, Panel 69
delegate@area13aa.org

cc: Michael B., Member

[Back to Agenda](#)