

I.

AGENDA

AGENDA

Conference Committee on Agenda
Monday, April 25, 2022, 9 a.m. – Noon
Room: TBD
Chairperson: Beth P.
Secretary: Steve S.

Conference Committee Members

Panel 71

Ruth C.
Donna K.
Matt K.
Kimberley M.
Beth P.

Panel 72

Bryon B.
Mitchell B.
Sally T.

- ◆ Discussion and acceptance of trustees' committee report.
 - A. Review suggestions for the theme of the 2023 General Service Conference.
 - B. Review presentation/discussion topic ideas for the 2023 General Service Conference.
 - C. Discuss workshop topic ideas for the 2023 General Service Conference.
 - D. Review the General Service Conference Evaluation Form, distribution process and 2021 Evaluation Summary.
 - E. Discuss progress report on Conference improvement.

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.

2022 Conference Committee on Agenda

ITEM A: Review suggestions for the theme of the 2023 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 2023 Conference Theme
2. List of Conference Themes 1951-2022

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Suggested Theme Topics for the 2023 Conference

1. How we can encourage the growth and maintenance of a thriving and enduring A.A. General Service culture in our respective Areas.
2. How Areas can develop a thriving Three Legacy Culture.
3. How we can improve how we train our DCMs.
4. Growth is Inevitable
5. We are People Who Normally Would Not Mix
6. Common Perils and Common Solutions
7. A.A: Staying Unified in a Changing World
8. Match Calamity with Serenity
9. Into Action
10. Colorful Imagination
11. The World Tide of Alcoholism
12. Suit Up and Show Up
13. Willingness Patience and Labor
14. It Works in Rough Going
15. A.A. Comes of Age (Again)
16. Fair Weather and Foul
17. Sober – Now What?
18. Fun in Sobriety
19. Guarding Our Treasured Principles
20. Principles in all our Affairs (Including GSC and GSB)

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21. Together We Can (12&12, page 152, paraphrased)
22. Back to Basics
23. The Spiritual Principles behind each step

Themes of the General Service Conference 1951 – 2022

- 2022 – A.A. Comes of Age 2.0: Unified in Love and Service
- 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

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- 1985 - Golden Moments of Reflection
- 1984 - Gratitude – The Language of the Heart
- 1983 - Anonymity – Our Spiritual Foundation 1982 - The Traditions – Our Way of Unity
- 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 - Petition, Appeal, Participation and Decision - Principles of A.A. Service
- 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

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2022 Conference Committee on Agenda

ITEM B: Review presentation/discussion topic ideas for the 2023 General Service Conference.

Background:

1. List of 2023 Conference presentation/discussion topic ideas
2. List of Conference presentation/discussion topics recommended by Conference 1985-2022

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Suggested Presentation Topics for the 2023 Conference

1. A.A Staying Unified in a Changing World
2. General Service: A Mighty Purpose and Rhythm
3. Common Perils and Common Solutions
4. Tradition Three states any two or three gathered for sobriety may call themselves an A.A Group: Are we an In-Person Organization Only?
5. How to best include online groups in the service structure
6. Walking through Adversity
7. We Don't Have to be Alone, Any More (12&12, page 117)
8. Birth of A.A and Big Book 1935-1939
9. What's the difference between religion & spirituality?

**Presentations recommended by Conference
1985 – 2022**

- 2022: How do A.A.'s go to any lengths to Recovery, Unify and Serve?
Going Beyond Fear
How to Reach Anyone, Anywhere?
- 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

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- 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
- 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

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- 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
 - 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

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- 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
 - 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

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- 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
- 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

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- 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

- 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

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- 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
 - 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

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- 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
- 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?

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- 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
 - 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

2022 Conference Committee on Agenda

ITEM C: Review workshop topic ideas for the 2023 General Service Conference.

Background:

1. List of 2023 Conference workshop topic ideas
2. List of Conference workshop topics recommended by Conference 1985-2022

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Suggested Workshop Topics for the 2023 Conference

1. How we can encourage the growth and maintenance of a thriving and enduring A.A. General Service culture in our respective Areas
2. How Areas can develop a thriving Three Legacy Culture
3. How we can improve how we train our DCMs.
4. Guarding Our Treasured Principles
5. A.A.: Staying Unified in a Changing World
6. Modem-to-Modem A.A.
7. How do we practice anonymity in a world with videoconferencing?
8. How to Promote Unity Using Technology
9. Our Spiritual Heritage (12&12, page 191)
10. Trust in God and not our finite selves
11. Details about steps, traditions & concepts

**Workshop Topics Recommended by General Service Conference
1985 – 2022**

- 2022: The Warranties – Our Promise to the Fellowship and the World
- 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?

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- 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

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2022 Conference Committee on Agenda

ITEM D: Review the General Service Conference Evaluation Form, distribution process and 2021 Evaluation Summary.

Background notes:

Excerpts from the January 2022 meeting of the trustees' General Service Conference committee meeting:

The trustees' General Service Conference committee reviewed the progress report of the 2021-22 Subcommittee on Conference Improvements (SCI) and **agreed to forward** the report to the 2022 Conference Committee on Agenda.

Excerpts related to the SCI progress report from the January 2022 meeting of the trustees' General Service Conference committee:

Year-to-Year Statistical and Comparative Analysis

The committee reviewed the request to consider a year-over-year statistical and comparative analysis of each evaluation category in light of the SCI progress report and took no action. The committee agreed that current evaluation approaches are effective.

Feasibility of Quarterly Board Reports on Video

The committee received the update that a memo was sent to the board chairs to report their perspectives on the feasibility of producing videos of board chair reports on a quarterly basis. The committee expressed appreciation for the follow up on this communication.

Evaluation Form

The committee reviewed the draft version of the 72nd General Service Conference evaluation form in light of the review of the form from the 71st GSC by the subcommittee on Conference Improvements.

The committee discussed the suggestion to include a question on the evaluation form related to the Equitable Distribution of Workload. The committee agreed to revise the form as follows:

(add in prior to final summary page of Conference week questionnaire)

Equitable Distribution Workload

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In what ways, pro and con, did the EDW pilot affect your experience of the conference?”

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

Comments:

The committee requested that the revised evaluation form be implemented for the 72nd General Service Conference.

Conference Week Schedule

The committee reviewed the draft 2022 Conference Week schedule. The committee expressed appreciation for the SCI's ongoing work related to this topic.

The committee discussed the proposal to include an additional workshop-like session. The committee agreed to include a workshop “Your Third Legacy” on Sunday during the Conference.

The committee discussed the format of the standing workshop schedule and expressed appreciation for a diverse set of roles in the setting. The committee also considered a variety of settings and agreed to a fishbowl setting for the workshop session.

The committee also noted that the schedule's joint meetings would need to be adjusted to accommodate changes to support Conference committees receiving EDW items from the trustees' Committee on Literature.

The committee requested that the staff secretary, Irma V. and Kathi F. work to update the Conference week schedule to include these changes for the 72nd General Service Conference.

Conference Coordinator Note as of January 31, 2022:

Updates to the Conference week schedule and evaluation form were implemented.

Background:

1. 2021 G.S.C. Evaluation Form
2. 2021 G.S.C. Evaluation Form – observers only
3. 71st G.S.C. Evaluation Summary
4. 71st G.S.C. Evaluation Summary – observers only
5. November 2021 Memo from TGSCC to Board Chairs
6. 2021-22 Subcommittee on Conference Improvements progress report (see Agenda Item E.1)

April 2022

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 the 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: _____

Please indicate whether you are:

Delegate Director Staff Trustee

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Dashboard

How valuable did you find the Conference dashboard?

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

Value: _____

Comments: _____

SUNDAY, APRIL 24

Presentations

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

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

REDELA – Meeting of the Americas

Value: _____

Comments: _____

Please indicate whether you are:

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

A.A. around the World

Value: _____

Comments: _____

Lunch and Delegate Orientation by Region

Please rate and comment on the joint meeting:

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

Value: _____

Comments: _____

Joint Meeting

Please rate and comment on the joint meeting:

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

Value: _____

Comments: _____

Please indicate whether you are:

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

MONDAY, APRIL 25

Reports

Please rate and comment on the report presentations:

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

General Service Board Report

Value: _____

Comments: _____

A.A.W.S. Board Report

Value: _____

Comments: _____

A.A. Grapevine Board Report

Value: _____

Comments: _____

Please indicate whether you are:

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

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Finance Report

Value: _____

Comments: _____

Presentations

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

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

1. "How do A.A.'s go to any length to Recover, Unify and Serve?"

Value: _____

Comments: _____

2. "Going Beyond Fear"

Value: _____

Comments: _____

3. "How to Reach Anyone, Anywhere"

Value: _____

Comments: _____

Please indicate whether you are:

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

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

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

Special Board Presentation: Online Participation

Value: _____

Comments: _____

Workshops

Please rate and comment on the workshop:

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

“The Warranties-Our Promise to the Fellowship and the World...”

Value: _____

Comments: _____

Please indicate whether you are:

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

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WEDNESDAY, APRIL 27

Mid-Week Conference Review

Please rate the following:

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

_____ Sunday Orientation

_____ Joint Meeting

_____ Board Reports

_____ Committee Reports

_____ Presentations/Discussions

_____ Sharing Sessions

Comments:

Please indicate whether you are:

() Delegate

() Director

() Staff

() Trustee

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Regional Lunches for Delegates

Please rate and comment on the luncheon:

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

THURSDAY, APRIL 28

Conference Committee Reports

Was there enough time for discussion of Conference committee reports so far?

Not enough _____ Just right _____ Too much _____

Comments:

General Sharing Session-What's On Your Mind

Was there enough time for general sharing session-what's on your mind so far?

Please indicate whether you are:

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

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Not enough _____ Just right _____ Too much _____

Comments: _____

FRIDAY, APRIL 29

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

G.S.O. Publishing

Value: _____

Comments: _____

Conference Committee Reports

Was there enough time for discussion of Conference committee reports?

Not enough _____ Just right _____ Too much _____

Comments: _____

Please indicate whether you are:

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

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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:

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

Comments: _____

Please indicate whether you are:

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

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Conference Week

Please rate the following:

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

_____ Committee Reports

_____ Presentations/Discussions

_____ Sharing Sessions

Comments:

Please indicate whether you are:

() Delegate

() Director

() Staff

() Trustee

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Equitable Distribution Workload

In what ways, pro and con, did the EDW pilot affect your experience of the conference?

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

Comments: _____

Suggestions For The 73rd 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. _____

Please indicate whether you are:

Delegate Director Staff Trustee

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2. _____

3. _____

4. _____

5. _____

6. _____

Please indicate whether you are:

Delegate Director Staff Trustee

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Agenda
Item D
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APRIL 2022

GENERAL SERVICE CONFERENCE EVALUATION FORM

To: All Conference Observers

***Please take the time to share your experience and opinions
by filling out 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 this year's historic return to an on-site 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:

Please indicate whether you are:

() Zoom Operator () Zoom Usher () GSO/GV Staff () Trustee Emeriti

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

Value: _____

Comments: _____

Conference Role

How was your training and preparation for your role(s) in this year's Conference?

Describe: _____

Was your participation, actively and as an observer, at this year's Conference useful and effective for the Conference as well as the service office(s) GSO and GV?

Describe: _____

Please indicate whether you are:

() Zoom Operator () Zoom Usher () GSO/GV Staff () Trustee Emeriti

Conference Week

Overall Experience

Comments: _____

Please indicate whether you are:

- Zoom Operator Zoom Usher GSO/GV Staff Trustee Emeriti

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Suggestions for the 73rd 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. _____

Please indicate whether you are:

- Zoom Operator Zoom Usher GSO/GV Staff Trustee Emeriti

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**71st 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:	11
Staff Members:	9
Directors:	4
Times Answered:	102
Times Skipped:	3

In response to whether 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:	103
No:	1
No answer:	0
Times Answered:	104
Times Skipped:	1

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

Yes:	92
No:	12
No answer:	0
Times Answered:	104
Times Skipped:	1

CONFIDENTIAL: 72nd General Service Conference Background

In this second virtual Conference, most respondents agreed that the advanced material and preparation from G.S.O. was timely (“Bang up job, team”), however numerous comments were made expressing a desire and/or need for materials to be distributed earlier. Most of the critiques centered around not having received material in “a timely manner” and the “slow rollout of the entire background” along with more than a few comments requesting that translations be made available earlier. According to the comments, many respondents would be very grateful to have material earlier. One Conference member said simply, “Could have used one more day with the Conference Manual” and another wrote, “I was disappointed we did not have our manuals before Friday! I am old school and prefer a printed copy. I was out getting my copy made at 8:00 pm Friday night.” Another wrote that “the Conference Manual does need to be provided at minimum a week in advance to Conference.” A few expressed frustrations that not having the material sooner inhibited personal familiarization with the material, as well as affected how well they could “adequately prepare our districts and ourselves for a pre-Conference.”

Conference members were decisive in their appreciation for the accessibility of the information necessary: “Thank you! I have been super impressed at how accessible all the information we need is. It almost seems like it might be coming too fast for a simple guy like me.” Another respondent acknowledged that the material was adequate, but “I must admit getting the trustees' committee reports within a week of the Conference did not give me enough time to read most of them, instead focusing on my Conference committee, Literature. In spite of months of prep, I was still getting group consciences on agenda items up until several days before the Conference, so there was no time to read this additional information.”

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:	11
Not valuable:	0
Times answered:	104
Times skipped:	1

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CONFIDENTIAL: 72nd General Service Conference Background

For the most part, many Conference members were generous in their praise for the Conference Dashboard. “It’s perfect!” said one, while another commented, “I find the dashboard very helpful. I don’t know how we could do it without it with so much background.” Another wrote, “having everything in one navigable place is excellent.” Others noted improvements from last year: “The Conference Dashboard improvements to the structure of the folders and layout for more mobile device friendliness, primarily Tablets, not phones, has helped.” Similarly: “I don’t know if the organization is better or I am more experienced, but the dashboard seemed more intuitive this year than it did in 2020. Again, if nothing changed, it was just my learning curve in figuring it out.”

While no one thought the dashboard was *not* valuable, delegates did offer some helpful comments regarding how to make it more user friendly. One delegate agreed that it is not as “user friendly as it could be, [and] it would be nice to have a preview mode.” Other delegates seemed to concur with this thought and pointed out that “We had trainings like the mock Conference and Zoom, [so] I think one on the dashboard would be good.” One Conference member summed up these thoughts for improvement to the dashboard’s ease-of-use: “Low priority item, but the dashboard needs some development hours with input from those who are using it as a resource i.e. delegates, trustees, directors, staff. It isn’t intuitive and feels and looks clumsy and sometimes behaves that way.” Finally, one member cited appreciation “for the improvements to the structure of the folders and layout for more mobile device friendliness, primarily Tablets, not phones,” and noted that “steps can be taken to make this tool even more mobile optimized.”

Of course, some will always prefer hard copies (“still getting used to the dashboard...so used to paper” and “I would have preferred a binder for my notes. The information was hard to find.”), but the general sense of the dashboard and its ease-of-use was summed up this way: “Once I got used to where to navigate for the documents, it was very valuable.”

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

Very valuable:	78
Somewhat valuable:	15
Not valuable:	0
Times answered:	93
Times skipped:	12

This year’s Conference members found increased value in sharing the information from the dashboard with members of their area while preparing for the Conference. During the last year’s Conference, 7 members rated the dashboard as “not valuable” in this area, while not one of this year’s (71st) Conference members found it “not valuable.” In addition, an increased number of members rated it “very valuable.”

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CONFIDENTIAL: 72nd General Service Conference Background

Members were most pleased with the ease of receiving and accessing background material and information—and then being able to share with their areas. Members were just as pleased with the stellar communication by Patrick regarding an addition or update, as well as “directions on how to find something new.” “Patrick kept the info flowing and helped with the instructions on every email to where to go and to follow to get the documents that were loaded. That helped a lot at first with navigating.”

One comment from a Conference delegate noted that downloading background material from the dashboard and then uploading it to Google Drive in order to share with their area seemed like an unnecessary step: “If we all had a link we could share with the Fellowship it would skip a very time-consuming step.”

Summing-it-all-up comment:

“Sharing background material is an extremely important part of our Area's process. Being able to access everything I needed for our pre-Conference process, download it, etc. was great. I particularly found the hyperlinks extremely helpful. Moreover, when Patrick would send email notifications (including instructions on where to access materials within the dashboard) [it] was incredible.”

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:	61
Somewhat valuable:	33
Not valuable:	3
Times answered:	97
Times skipped:	8

Post Covid-19, Zoom seemed to be old hat, as evidenced by such comments as:

- “I have had 3 Area Assemblies using the Zoom platform.”
- “I am very technically competent so there was little new for me, but it was good stuff.”
- “Was already experienced with zoom but I was able to learn a few new tricks
- Value was as best possible. There’s been a world of Zoom experience in the last year; I felt well prepared before and after the training session.”

Some members could not attend due to work conflicts or other reasons. Many members expressed gratitude for “Mike, Patrick, the whole team” being so “knowledgeable and willing to help.”

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Joint Meeting

Please rate and comment on the joint meeting experience:

Very valuable:	80
Somewhat valuable:	12
Not valuable:	0
Times answered:	92
Times skipped:	13

According to the numbers, the delegates greatly valued the joint meeting. Many remarks skewed positive:

- “A good way for me to get comfortable with the Conference environment.”
- “The dialog with the Trustees is EXTREMELY beneficial. There should be much more of this kind of communication throughout the year! Very much a two-way street.” “Great to see a picture of the delegate on roll call.”
- “Extremely informative, thank you.”

Others were more subdued in their praise and expressed reservations about its usefulness or efficacy:

- “My joint meeting experience seemed to take on more of a 'meet and greet' role than a 'question and answer about the trustees' committee report' role. I thought that the latter was much of the purpose of the joint meeting.”
- “It's good to meet and mingle, but I'm not sure that there was much to learn that wasn't in various written reports and committee reports with our trustee chair on Literature. David N. did a great job.”

Finally, Conference members offered some suggestions for future joint meetings:

- “Should have been a little longer - with optional social time afterward.”
- “I think we should continue to have joint meetings prior to the Conference. Then, in the in-person version, could still exist to just clear up any last-minute items.”
- “I appreciated the approachability of the trustee committee. It did seem that the focus of discussion was supposed to be on the board report and Conference committee attendees shifted it elsewhere a bit.”

Board Reports

General Service Board Report Presentation — Prerecorded

Very valuable:	77
Somewhat valuable:	18
Not valuable:	1
Times answered:	96
Times skipped:	9

Delegates shared mostly positive responses regarding the pre-recorded General Service Board Report Presentation. “Informative” was a word used more than once. A few pointed out that “it was essentially the same as the written report.” Many shared their appreciation that the presentation was pre-recorded, and they could view at their own leisure, as well as view it before the Conference: “I liked being able to watch them before the Conference started” and “It was a time saving tool that was helpful because I could review at my own speed and take notes.”

While some merely commented that they hadn’t yet seen the video, those who did see the video often commented in a similar fashion to this delegate: “I enjoyed this way better than if it was live. I was able to take it in better.”

In the minority, two critical reviews were included in the comments. One suggested an earlier release: “...these came in so late I was not able to read them before the Conference. Not even the pre-recorded reports.” Another delegate suggested that it be conducted “In person with time for Questions and answers. ... Recording ahead of time precluded the most up to date information and the lack of spontaneity that in-person reports provide limited the exchange.”

Most representative comment: “The fact that it was pre-recorded was great. As far as the content of the report itself, it felt like it was a 300-foot view and did not venture into specifics too much. I am a first-year delegate, so I am not sure if that is how it always is or not.”

A.A. Grapevine Board Report Presentation — Prerecorded

Very valuable:	75
Somewhat valuable:	16
Not valuable:	1
Times answered:	92
Times skipped:	13

CONFIDENTIAL: 72nd General Service Conference Background

Most respondents made similar comments reflecting thoughts and observations made in the G.S.B. Report Presentation, such as “Pre-recorded reports is an excellent idea and worked well. I was able to watch it, pause it, write down my questions, etc.” and “It was a time saving tool that was helpful because I could review at my own speed and take notes.” As with the report presentation of the General Service Board, more than a few commented that they had not yet seen the pre-recorded presentation due to time constraints, etc. and one delegate commented that it “needed to come out earlier.”

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

Very valuable:	77
Somewhat valuable:	13
Not valuable:	1
Times answered:	91
Times skipped:	14

As the numbers indicate, this presentation was well-received: “Informative and very valuable.” In a similar fashion, while respondents thought the pre-recorded reports were “great” and “very informative” one queried, “...if they are recorded so early can they get posted earlier?” As with the other pre-recorded reports, comments ran in a similar vein toward appreciation for the recorded aspect and the ability to “stop and restart or backup to understand better” and “Wonderful presentation, and then the pre-recorded element allows for later review which helped ease the need for full capture during presentation.” One delegate, however, did state that “in person with time for question and answers would have been preferred.”

Of note to Conference planners are comments that respondents “didn’t get to them before the Conference.” Indeed, many comments indicated that they “Haven’t seen it yet,” “Didn’t see the Video yet,” and “Haven’t viewed.” Finally, one commenter indicated that not only did they not see it, yet, but: “Was not aware of the pre-recorded reports.”

Conference Manual

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

Very valuable:	94
Somewhat valuable:	9
Not valuable:	0
Times answered:	n/a
Times skipped:	n/a

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CONFIDENTIAL: 72nd General Service Conference Background

Overwhelmingly positive, delegates were effusive in their praise for the Conference Manual in providing information about the schedule of the week's events.

- “Very, very useful. Thank you.”
- “Whoever had the idea of this. This was great!! Everything I need, every link I need. All the information and reports given all in this one manual. Very valuable. Thank you!! That was a lot of work but appreciated.”
- “Superb job”
- “Everything in one place, great.”

As usual, time was an issue. One delegate wanted more: “I wish I had a couple extra days to digest the manual prior to the beginning of Conference. I have been using the Manual as a consistent reference but didn't get a chance for thorough review prior to Conference.” And another felt that “It would be nice to have a couple of days to go through it thoroughly.” Still another wrote: “Was it sent out a day before the Conference? As above, came out too late. That being said, I'm relying on it extensively during the Conference and find it an invaluable tool.”

Embedded links/hyperlinks were a hit with respondents: “Love the content and hyperlinking. More can be simply posted to the Dashboard earlier” and “The handy summary with Zoom links at the beginning is a particularly useful tool.”

And finally, one of the most positive comments revealed how technology is a blessing when it comes to copious information: “When I saw the 200+ page document I immediately thought, *Oh no, here we go with even more to try to remember.* After the thought struck me that you all wouldn't expect me to remember all this in such a short amount of time (and scrolling to see how well laid out it was), it has turned into one of the best tools I have used yet it is only not even day 1 yet!!”

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

Very valuable:	90
Somewhat valuable:	10
Not valuable:	1
Times answered:	101
Times skipped:	3

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CONFIDENTIAL: 72nd General Service Conference Background

The electronic Conference Manual was loved by nearly all respondents. One immediate request was: “please do not return to hard copy manuals when we meet in person, except by special request.” The reasons for this were varied: “I manage my carbon footprint and prefer an online version” and “Since I am adept at 'word search,' having an e-copy of the Conference Manual is very useful” and “very much preferred having it electronically.” Even those for whom electronic meetings and documents were not second nature professed appreciation for the e-manual: “I am not always so tech savvy, but I found this very easy to navigate!!”

Users consistently expressed appreciation for embedded links that made references and participation easier: “It was great to be able to use the live links. ... I could have it up in the background all day for quick reference” and “The digital version with hot links is perfect.” While respondents really liked using “Zoom links to get to meetings,” some “paper people” responded “.... I still printed mine out” and “[It was] great for the links, but I printed - can't read much on the screen w/out eye fatigue.” One delegate wrote, “I am a paper person. So, while I embrace the digital information, I'll always print those items that are important for me. So, in the future, receiving the manual with more than 12 hours to download it, have it printed, bind it, and review it, may be helpful for those who are bonded with their fountain pens.”

Overall, responses were positive in the brief “So clear” and in the lengthy “Extremely helpful. Even with a printed copy, there is so much for a first-year delegate, having a searchable electronic document allows me to find what I can't seem to get to quickly in the printed form,” as well as in the specific: “Electronic material is far superior to paper. The ability to use Control F and perform a word search makes it so easy. Moreover, the addition of the hyperlinks to navigate was incredible.”

Of note to Conference planners were a few (but very few) glitches users encountered: “The electronic version worked better at getting around using the links. When I saved the document, I lost the link function” as well as: “If you didn't download to a .pdf the web-based version would go to Zoom. You had to go back to use again.” Finally, one user suggested: “It would be nice if the reports were broken out into their own documents, too.”

Saturday, April 17, 2021

Presentations

Hospitality session

Please rate and comment on the hospitality session experience. (No comments captured for English participants, only French participants)

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Very valuable: n/a
Somewhat valuable: n/a
Not valuable: n/a
Times answered: n/a
Times skipped: n/a

Although no English-speaking participants were captured in these comments, French-speaking members were unanimous in their praise: “It allowed us to meet all of us together. Thank you,” “This helps break the ice!” and “I loved this session.”

1728 Meeting

Please rate and comment on the 1728 Meeting experience. (No comments captured for English participants, only French participants)

Very valuable: n/a
Somewhat valuable: n/a
Not valuable: n/a
Times answered: n/a
Times skipped: n/a

While no English-speaking participants were captured in these comments, French-speaking Conference members conveyed a positive experience: “Very nice meeting. Thank you and I learned why this meeting is named 1728” and “It is touching to hear the administrators (trustees)...A lot of humility and wisdom.”

Remote Communities

Please rate and comment on the Remote Communities session experience. (No comments captured for English participants, only French participants)

Very valuable: n/a
Somewhat valuable: n/a
Not valuable: n/a
Times answered: n/a
Times skipped: n/a

While comments for English-speaking participants could not be reported in the designated section, a French-speaking delegate affirmed the session’s usefulness: “Meeting allowing us to see the issues a little better. Not only distance but also cultural!”

However, one English-speaking delegate, not to be deterred on offering feedback, did comment on this session – but within the comment section for the Conference E-Manual Evaluation, so that text is transposed here:

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“There is nowhere to comment on the sessions below, so I am doing it here. I found the Remote Communities session seems to be getting watered down and we are losing sight of our original definition of remote. I felt this session was an Accessibilities meeting and was not really dealing with the issues of the expanse and vast areas of the north. I don't consider a seniors', for example, community remote. I think we need to re-define this and look at this session again. Remote originally was defined by language, culture AND geography. It was never intended to be an either or. All good issues were brought up but we're 'missing the boat' on reaching the alcoholics in our far north regions of Canada and Alaska.”

Please note that since this was the only comment recorded, aside from one other, it is not meant to be representative of the whole Conference body.

Archives Presentation

No comments were recorded or captured for any participants.

Sunday, April 18, 2021

Opening Session

One hundred nine (109) Conference members responded to the questions on this page of the Conference evaluation:

Delegates:	78
Trustees:	12
Staff Members:	5
Directors:	4
Times answered:	98
Times skipped:	4

Response Summary:	
Total Responses	99
Completer Responses:	99
Incomplete Responses:	0

Opening Session:

Please rate and comment on the Opening Session experience.

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Very valuable:	84
Somewhat valuable:	16
Not valuable:	1
Times answered:	101
Times skipped:	1

Comments:

Respondents to this question on the value of the Opening Session of the General Service Conference overwhelmingly agreed that it was valuable: “Very useful. Great opportunity for togetherness. Spiritual. Welcoming and time permitted to breathe.” Responses included specific reasons why members felt it was a very valuable experience: “Michele addressing the events of the 70th GSC showed the Conference that accountability is present at all levels of our service” and “Good lead in with mapping out expectations for the week.” First year delegates also expressed their appreciation: “Since I am a first-year delegate, I found it to be so important and allowed me to feel more at ease” and “Well organized. Making me as first year delegate comfortable and ready for this.”

Many members took the opportunity to express gratitude and admiration for staff, and Patrick, in particular: “Mechanics of the Conference etc... I was so glad when Patrick sent us their scripts. Very hard to follow along as our documents did not mention the Zoom platform, etc...” and “Patrick you really have outdone yourself. The Conference is running smoothly.”

Many comments mentioned the impact of roll call, such as: “The opening and roll call is very moving - gets me 'ready,' as well as appreciation for the 'unmuting' after roll call and its 'ice-breaking' effect. One member commented: “I had heard from past delegates that the experience of roll call was a momentous event for them that was difficult to describe. Having experienced it on a virtual platform, I am equally without words, except that I will pass on to the next delegate that it is a unifying experience & urge them to be mindfully 'present.’” Finally, from a French speaking delegate: “Like I was told, the roll call of the delegates was very emotional. I had the most wonderful feelings.”

Members did point out that sessions running over cut into break time: “Unfortunately, we didn’t get quite as much of a break as planned. But it was important and well done.” Some members pointed out that “It was a lot of information in a short amount of time could have been in 2 sessions” and “More time needs to be scheduled to get through all the information.”

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Some Conference members pointed out things they would like to see changed or considered, such as “The session is boring. Very one directional in the communication. Needs to be spiced up, training videos could help, role play scenarios where we practice the Conference processes of debate and discussion.” Another praised the information but made a plea to keep sessions short: “The information is very valuable. I just wish you would stay with the time constraints as the brain and the body need a break. Can you limit the Q & A to just questions? There are some delegates you can count on to always go to the mike -- sometimes with just a statement of praise or gratitude. This often limits others from being able to pose a legitimate question.”

Board Reports

General Service Board Q&A Session:

Please rate and comment on the G.S.B. Q&A Session experience.

Very valuable:	80
Somewhat valuable:	20
Not valuable:	0
Times answered:	97
Times skipped:	2

Comments:

One commenter wrote: “I appreciate what the chair had to say about what transpired at the last Conference. An excellent example of applying the spiritual principles in our lives.” Appreciation for the chair’s talk was the dominant theme in many comments, as others wrote: “great”; “class act for sure, Michele will be missed”; “I appreciated the genuine talk from Michele and hope that heals some old wounds”; “I appreciated listening to Michele G. She was courageous.”

While a few Conference members did not find the value of the pre-recorded reports valuable (“Rehash of recorded report not valuable. Question opportunity valuable. The chairs should just give their report live”), many did: “This combined with the pre-recorded videos were great.” One humorously positive response quipped: “Having the pre-recorded board report is something we should continue to do every year. One of the best things to come out of the zombie apocalypse are the pre-recorded board reports :)”

A.A.W.S. Board Summary Q&A Session:

Please rate and comment on the A.A.W.S. Board Q&A Session experience.

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Very valuable:	86
Somewhat valuable:	13
Not valuable:	0
Times answered:	96
Times skipped:	3

Comments:

Six more commenters found the A.A.W.S. Board summary question and answer session more valuable than the General Service Board Summary Q&A session. Many expressed appreciation for Beau and the material he presented: "Great presentation by Beau B. He was very informative and answered all the questions after the presentation very well. He is very knowledgeable about the initiatives being implemented at A.A.W.S. I appreciated all the details." Another Conference member gave a particular reason for this session's usefulness: "This session was most valuable as the questions asked were ones I would not [have] thought of and the people who answered them were very knowledgeable and to the point."

As with other pre-recorded reports, Conference members found having the pre-recorded reports invaluable to better understand the material in the live report: "This is what a report looks like and it filled in the blanks and built on the pre-recorded."

However, while many found great value in having the pre-recorded portion available, only a few others thought that it was "re-hashed" and "not valuable." Many appreciated Beau's willingness to answer questions from those who could not view the pre-recorded report: "Beau did a great job answering questions and so enthusiastic. He is willing to answer even later for those that have not watched the video, great!"

As is common when material is plentiful, but time is not, the issue of how to best use time was central in a few members' minds:

"I wanted to share that having the Conference Committees meet after a full day of reports was not conducive to getting our work done. I think all of us were pretty drained. When we got to one of the more complicated agenda items, we voted to put it off until tomorrow because none of us was thinking that clearly. Not sure if there is a solution? Perhaps if the Committee work came after lunch or a longer break of an hour or more, we could have been more productive. As it was, we went from Kathi's GV report right into Committee work with no time to rest and shift gears, so that detracted from our efficiency."

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Another delegate wondered, "I wonder if we develop a 'Welcome to Conference' video, maybe from the G.S.B. chair, which reviews the portions of the Conference (e.g., Conference committees, reports with debate/deliberation, board and financial reports, presentations, etc.) and the 'to do in advance' instructions, maybe that would help?"

AAGV Board Summary Q&A Session:

Please rate and comment on the AAGV Board Q&A Session experience.

Very valuable:	80
Somewhat valuable:	19
Not valuable:	0
Times answered:	96
Times skipped:	3

Comments:

The great majority of commenters (approx. 80%) found the AAGV Board summary question and answer session very valuable and the comments show it: "Great report and equally as great information. I believe I learned more about the Grapevine operations by attending," "Wonderful," and "This was excellent, and I learned so much by listening to the questions that other Conference members asked (and hearing the responses)."

Some comments questioning the viability of pre-recorded information plus additional live comments were identical to comments posted from other Board Q&A sessions, such as "Rehash of recorded report not valuable. Question opportunity valuable. The Chairs should just give their report live," and "The Board chair has to explain what was in the prerecorded message, basically report again. Some members had watched, and others had not. I think doing it live is better, whether virtual or in-person." Other comments, also similar to previous Board sessions, were distinctly positive, affirming that the combination of both pre-recorded and live reports was useful: "This is what a report looks like and it filled in the blanks and built on the pre-recorded. The pre-recorded report lacked the personal experience that made the report informative and genuine" and "Same combo of prerecorded video and this were great."

However, some other comments were pertinent to the material the Grapevine Chair presented in the session: "Great presentation by Kathi F. Very helpful information about the financial health of the Grapevine and some encouragement to our areas on how to protect future health" and "Good presentation, Kathi. I hope the Conference members were stirred enough to get the GV and LV back on their feet." One delegate pointed out that they "could have used more facts and figures on profit, circulation, etc..." while another wrote: "Kathi was thorough. I would still like more information on the "Ingram" platform (and why we were booted from Amazon in the first place)."

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Monday, April 19, 2021

Conference Committee Reports and Presentations

Delegate	66
Director	3
Staff	2
Trustee	11
Times answered:	81
Times skipped:	2

Response Summary:

Total Responses:	80
Complete Responses:	80
Incomplete Responses:	0

Finance Report Presentation:

Please rate and comment on the Finance Report Presentation.

Very valuable:	70
Somewhat valuable:	13
Not valuable:	0
Times answered:	83
Times skipped:	0

Comments:

Many, many delegates and others offered thanks to Leslie for a “wonderfully detailed and informative report.” In fact, the word “detailed” was often repeated in comments and seems to be the most descriptive word for the report given. Along with detailed, many commentors found it understandable and thorough. One person wrote: “I am not a 'numbers' person, and Leslie's presentation was easy to follow. It would have been nice to have received it sooner, as my printer was competing with her voice at the outset. Still, it was also good to have an audited report. I understand that was an issue last year.”

A few members, however, pointed out that they did not “find the Region-by-Region comparisons to be helpful. Voluntary contribution levels are not a competition; rather, they reflect a spiritual connection - combined with a deep desire to belong - that connects A.A.s across the globe.”

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At issue for other Conference members, however, was the lack of adequate time for questions, as more than a few commentors pointed out a lack of time for questions: "Please allow more time for this in the future, so that both the presentation and Q&A have adequate time" and "went very long, no time for questions."

In summing up views on the Finance Report, one member thoughtfully provided an overview that was shared by many:

"The content was factual and fully informative. A vital necessity in our Fellowship. Leslie's presentation was candid and knowledgeably presented and I felt that, in the end, I had an excellent sense of A.A.'s financial realities as they actually exist. She and Paul K. were careful to not forecast future expectations that are still largely unknown. Their conservative caution about conditions on the ground and ultimately the fellowship's performance seems apropos."

A.A. International Presentation:

Please rate and comment on the value of discussing this topic in the course of this Conference Week.

Very valuable:	63
Somewhat valuable:	15
Not valuable:	2
Times answered:	80
Times skipped:	3

Comments:

There were many positive comments on both the "excellent" and "very informative and enlightening" presentation and the value members found in it. One delegate summed up all the positive comments in one: "True view of A.A. on a larger scale, invaluable insight, humility and gratitude for the coverage of International efforts." Only three comments expressed a wish that the time slot was filled with something else, such as "Written report would suffice. Would rather have this removed instead of Delegate's Area highlights" or "In retrospect, this would have been a good time slot for Committee work"

26th World Service Meeting Presentation:

Please rate and comment on the value of discussing this topic during this Conference Week.

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Very valuable:	55
Somewhat valuable:	23
Not valuable:	3
Times answered:	78
Times skipped:	2

Comments:

About 68% of Conference members found the presentation “very” valuable. One delegate shared her emotions during the report: “Cried the entire time. So emotional. We are all connected. So incredible to hear from our trustees-at-large. Inspiring, Hopeful, Insightful, Goosebumps all over, loved it,” while another member shared the specifics of what they found valuable: “It was great to hear about how the process came about and how the World Conference members came together spiritually even though they couldn't physically.” As with other presentation comments, a very small minority of members wanted more time for “Committee Reports and Discussion/Voting,” but by and large, most comments seemed to agree with another’s thought:

“... This is a nice break from the regular business reports...To hear some of the stories and things that our Trustees-at-Large/US and Canada are doing and have been doing is inspiring. The work that you all did to get the World Service Meeting coordinated in 7 weeks is astonishing. We are the 'mother ship' so leading by example is vital and we need to hear the positive things that are happening. Maybe some of us will stop nitpicking and start focusing on helping the people that are suffering. Isn't that why we are all here?”

General Sharing Session - What's on Your Mind?:

Please rate and comment on the General Sharing Session.

Very valuable:	n/a
Somewhat valuable:	n/a
Not valuable:	n/a
Times answered:	n/a
Times skipped:	n/a

Comments:

While data on whether participants found the session Very Valuable, Somewhat Valuable, or Not Valuable was not captured, the general feeling of the comments written tended toward a majority of “very valuable.”

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- “Very valuable.”
- “I loved this as I heard things [that] I have an interest in and the question I asked was answered well.”
- “Great questions and answers! Gained a greater appreciation for fellow delegates and our incredible team at G.S.O.”
- “Went more smoothly than when we are live. Lots of questions across a variety of subjects with excellent answers among a variety of staff.”
- “Very valuable! I think more time for sharing sessions throughout the week would be a good idea.”

Not everyone valued the General Sharing Session at such a high level, however. Some delegates thought that time should be utilized elsewhere: “We need more time in the Conference Committee meetings. We are working hard to get through our Agenda items but we just don't have enough time, even though we have worked a half hour into our break both days.” A few Conference members conveyed frustration at the amount of time taken for multiple questions from individuals: “Need to limit it to ONE question per person to allow more people time to share” and “...the same people who always have to speak (in every meeting) still raised their hands early. This takes time away from others. I believe there were 5-6 people who did not get the opportunity to ask a question.”

Momentary frustrations aside, most Conference members conveyed the value they found in the session, and a few summed it up in just a few sentences: “The expressions of as many conferees' consciences as possible, is the spiritual fulfillment of our warranties” and “Hearing the sharing from other Conference members helped guide my ears to points of interest during later events. This was a really good opportunity to learn from the experience of 2nd year Delegates.”

Tuesday, April 20, 2021

There were seventy-four (74) responses to the Conference Workshop session: Inform—Communicate, Involve—Act, Inspire—Attract.

Delegates	63
Directors	3
Staff	2
Trustees	7
Times answered	74
Times skipped	0

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Response Summary:

Total Responses: 74
Complete Responses: 74
Incomplete Responses: 0

71st General Service Conference Workshop:

Inform – Communicate

Involve – Act

Inspire – Attract

Please rate and comment on the Conference Workshop: *Inform – Communicate/Involve – Act/Inspire – Attract.*

Very valuable: 45
Somewhat valuable: 27
Not valuable: 2
Times answered: 74
Times skipped: 0

Comments:

This workshop, as well as with other events during Conference week, had opinions and values on both sides of the spectrum — as well as in-between. In the majority were comments from those who really valued the workshop and found it helpful: “Oh, I absolutely loved this. To be able to share opening without worry. To brainstorm ideas. So much fun. Will be awesome to see what comes of it. There were so many great ideas” and “Very effective workshop idea. Enjoyed thinking out of the box and hearing all the out of box ideas. The workshop on Inspire - Attract reminded me that we may need to go back to the basics. Great workshops.” Single words most often used to describe this workshop were “fun” and “great.”

Others were neither strongly enthusiastic nor completely negative; they simply thought time could be better spent elsewhere: “Workshops took up valuable time I did not attend. I would strongly recommend for future Conferences that workshop be moved to the end of the week after all our business is completed.” Another thought that mechanics of workshop topics could be improved: “topics were pretty broad, could have been a bit more focused.” One member thought the time definitely could have been utilized differently:

“I REALLY wish that time during Conference was devoted to discussion of policy decisions and pressing issues. Thus, I would rather talk about safety, inclusivity, relevance, technology than typical recovery or routine service topics.

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In the future, if A.A. diminishes in its relevance or utility, what will we look back and say, 'We should've talked about that.' THAT is what we should be talking about.”

Conference members also appreciated “Get in the Car” campaign and the challenges to think “bolder,” as one commentor wrote: “It took a bit to think outside the box, and most of the 'bold' ideas that I had fell within our Traditions. The cafe experience was invigorating. It was useful to be with different groups/different personalities. I'm taking many of these suggestions back with me, especially the 'Get in the Car' campaign.”

Wednesday, April 21, 2021

There were seventy-nine (79) total responses to the Trustee Elections Process virtual process effectiveness questionnaire.

Delegates	68
Directors	1
Staff	3
Trustees	8
Times answered	79
Times skipped	1

Response Summary:

Total Responses:	79
Complete Responses:	80
Incomplete Responses:	0

Trustee Elections Process

How effective was the virtual process for the Trustee Elections?

Very effective:	67
Somewhat effective:	8
Not effective:	5
Times answered:	80
Times skipped:	0

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Comments:

A very high percentage (almost 84%) of respondents thought that the trustees' elections process was "very effective," and the positive responses are almost too numerous to list. A dominant theme was the gratitude and amazement at the smooth electronic voting process. One delegate wondered, "I cannot imagine what it must have been like prior to electronic voting." Many really loved the absence of the whiteboard: "I love this polling process on Zoom. Calling out each vote is nerve wracking! It's quick and precise" and "Much more smoothly than using a whiteboard & slips of paper." One French speaking delegate enthused, "It is a beautiful virtual experience. Easy to follow and coherent. Thank God we are not voting on paper anymore."

Even those who did not vote were "Amazed at the process. Even with minor glitches...it was awesome. Not a voting participant, having the opportunity to participate throughout the process with observing was incredible. If anyone complains...ignore them. It was awesome!!!"

Many respondents were so impressed with the efficiency that they called out the tech team by name: "I am very impressed that Tech 12 figured out how to allow us to watch" and "Great transitions and moving of people in and out of the break rooms by Tech 12."

Finally, though one delegate confirmed that the process was, indeed, very effective, they cautioned: "Just because it is effective does not mean we don't want to do it in person! In fact, in-person as soon as possible is the preferred!" Along this line of thinking — that in-person is always better, some gentle suggestions were given regarding getting to know the candidate: "I think that person to person discussions with fellow delegates, getting to know them and having them share person to person in the halls and just in general with folks they chat with would have given me a much better feel for whom to vote for TAL. The two minutes on camera was too formal to learn more about each person who I would have talked to in person." Also, "I felt like I really didn't know much about the candidates for TAL, but after it was over, I thought we reached a really good decision!"

Thursday, April 22, 2021

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

There were sixty-nine (69) total responses to the Presentations portion of the evaluation.

Delegates	59
Directors	3
Staff	2

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Trustees	6
Times answered	68
Times skipped	1

Response Summary:

Total Responses:	69
Complete Responses:	69
Incomplete Responses:	0

1. "Recovery in a Changing World"

Please rate and comment on the presentation "Recovery in a Changing World"

Very valuable:	27
Somewhat valuable:	34
Not valuable:	8
Times answered:	69
Times skipped:	0

Comments:

In this presentation, the largest aggregate of Conference members (49.3%) found the presentation "somewhat valuable" and the one comment that can sum up this thought is:

"Interesting, and honestly can be done at ANY time, but pales in importance compared to the amount of work we need to address by the end of Conference. The Conference committees have done a huge amount of work and it would be unfortunate to not get to it all by the end of Conference."

The harshest criticisms focused on the misuse of time ("waste of time"), though many thought the material presented was "interesting." "Nice, but not worth the time" and "The presentation was informative, I feel we could have used the time better since we were behind on committee reports."

However, some comments offered only praise ("I loved these presentations"; "it was very good, will bring it back to my area"; "it was good to hear that my Area is not alone in seeing a change in the world around our recovery"; and "Great presentation. Cynthia was well-prepared, and I hope this will be in the final Conference report.")

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2. “Unity in a Changing World”

Please rate and comment on the presentation “Unity in a Changing World”

Very valuable:	28
Somewhat valuable:	33
Not valuable:	8
Times answered:	69
Times skipped:	0

Comments:

In this presentation, the largest aggregate of Conference members (47.8%) found the presentation “somewhat valuable” and the one comment that can sum up this thought is: “We should always make time for the theme presentations, and this one was key. I also appreciate that after hearing presentations, everyone seemed to recognize the need to get back to business (no one raised hands to discuss).”

Conference members, cognizant of the work at hand and the time restraints imposed, rated this presentation similarly valuable to the first presentation, and informed Conference planners that they thought their time could be better used: “Carlos’s presentation was great, but the placement of the event within the Conference week and the lack of discussion kept the session from having a lot of value.” Similarly, respondents wrote “This could be for Pre-Conference?” and “Nice, but not worth the time.”

While more than a few thought the time could be better spent, a significant portion found value in the presentation, thus proving that many views and experiences make up the whole of the Conference body: “Spoke truth and from the heart—his presentation was incredibly moving and hit home I think with most of us at the Conference” and “Very personal sharing which guides the Conference on important issues to the Fellowship. Unity in a most divisive world is challenging but now most important to A.A.”

3. “Service in a Changing World”

Please rate and comment on the presentation “Unity in a Changing World”

Very valuable:	25
Somewhat valuable:	32
Not valuable:	9
Times answered:	69
Times skipped:	0

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Comments:

In this presentation, nearly half of the respondents (48.4%) again found the presentation “somewhat valuable.” While some Conference members were appreciative of the presentation “great points from this short presentation” and “overall good,” many seemed to agree with one member’s comment: “Wait until the business of A.A. is complete before distractions” — and shared this sentiment with such comments as “Nice, but not worth the time.”

Delegate Sharing Session

Innovative Area Service or Significant Area Challenges Overcome:

Please rate and comment on the new sharing session.

Very valuable:	40
Somewhat valuable:	19
Not valuable:	9
Times answered:	68
Times skipped:	1

Comments:

In this presentation, the largest subset of respondents (58.8%) found the presentation “very valuable,” and many had glowing praises for the utilization of the “wheel of fortune.” However, more than a few repeated comments that the topic might have been interesting or useful, but “Given our agenda and time constraints, our time would be better served addressing the business. This applies to all the presentations.” Other critical comments mentioned, in various words, similar thoughts to this one: “We could have used that time in so many other places.”

Time issues aside, commentors rated the wheel as “really a lot of fun!” One comment that summed up all positive responses:

“I appreciated the opportunity to hear from the delegates, get a better sense of the similarities and differences in our areas, and foster more connection. This is way better than spending time on area highlights. I was not chosen to share by the wheel of fortune but making myself available and preparing for the chance to do so was still a worthwhile exercise.”

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Friday, April 23, 2021

Presentation: Share Audio Content: 26th World Service Meeting

There were sixty-nine (69) total responses to the Presentations portion of the evaluation.

Delegates	42
Directors	4
Staff	0
Trustees	6
Times answered	52
Times skipped	1

Response Summary:

Total Responses:	53
Complete Responses:	53
Incomplete Responses:	0

26th World Service Meeting Gratitude Meeting.

Please rate the value of listening to this audio content during this Conference week.

Very valuable:	11
Somewhat valuable:	6
Not valuable:	13
Times answered:	30
Times skipped:	22

Comment:

A change in scheduling pulled this audio content from the General Service Conference. According to comments, the meeting “didn't happen :) And appropriately so, given all the work we had.” Another responder signaled that they were “glad that this was removed in order to allow more time for committee reports.” Therefore, the ratings regarding the “value” of the audio content cannot accurately reflect the thoughts of Conference participants on what was contained within the audio, since no one had an opportunity to listen.

However, members did post comments that mirrored one delegate’s thought: “I was really disappointed to not hear this. I understand why and I am in total agreement, but it would have been wonderful to hear it.” A few more shared the hope that it would be posted to the dashboard or that it would be shared at another time.

Saturday, April 24, 2021

Committee Reports and Discussion

There were sixty-nine (69) total responses to the Presentations portion of the evaluation.

Delegates	45
Directors	2
Staff	1
Trustees	7
Times answered	55
Times skipped	1

Response Summary:

Total Responses:	56
Complete Responses:	56
Incomplete Responses:	0

Committee Reports and Discussion

Was there enough time for discussion of Conference Committee reports?

Not enough:	26
Just right:	24
Too much:	6
Times answered:	56
Times skipped:	0

Comments:

Many Conference members took the time to clearly and thoughtfully give their full assessment on whether or not there was enough time for discussion of Conference Committee reports. But one member briefly and humorously answered the question this way: "There was lots of time once we went into overtime." Another answered: "Obviously not. Some delegate sharing sessions and meetings, as well as time to [for] questions and answers were eliminated as the Conference went into the final days. Saying that, we did get to finish..."

Many seemed to imply that there wasn't enough time, but that it was used as well as possible given present circumstances. For instance, as a French-speaking delegate wrote: "Well... there was the fact that there were many items from the 70th Conference we didn't treat because of lack of time, on top of the items from this year, so considering the amount of work for this year, I think we did very well." Similarly, many others noted that time was short in supply, and attributed this to having "2 years of agenda items crammed in. Our

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planning mistake. We needed more time, and the Conference took it— which was their right, in my view. The GSC did huge and courageous work.”

Many delegates voiced concern against time-restrictions on discussion. On Saturday night, discussions went on until past 2 a.m., and this was not because there was not enough time, but because time was not used effectively:

“...The issue, I believe, was not extending the sessions earlier. The first evening, I don't believe we got through one entire recommendation. It is my understanding that last year's Conference spoke against 'hard stops,' but we still seemed to have them until the last two days. I don't believe that telling us we had progressively less time for each recommendation had what seemed to be the intended effect -- shortening the discussion time -- and it's good that it didn't.

Our job was to thoroughly discuss each recommendation and arrive at the best course of action for, first, A.A. as a whole, and then for our areas. I experienced myself and witnessed in others the change of heart when some new perspective opened our eyes. I shared the side conversation that went like this: 'How am I ever going to explain this vote to my area?' But 'this vote' was the right thing for A.A. So many times, had we had cursory discussion and stuck to the marching orders from our respective areas, the best for A.A. may not have prevailed. We would have been reduced to box checkers, not trusted servant leaders.

So, my biggest beef is that I'd have rather stayed up until midnight Wednesday through Saturday than to muscle through until 2:14 am. Ultimately, though, if that's the way it had to be, I wouldn't have changed a thing.”

Another delegate agreed with this assessment: “Saturday was a very hard day, there wasn't enough time for the very controversial agenda items. We took the time which was the right thing to do. Everyone was very passionate about the items which took a very long time to discuss. The chairperson towards the end of the evening started asking if you had been to the mic to wait till new people could speak first, that helped. I feel if there wouldn't have been presentations once we started the Committee reports and discussion on Wednesday the timeframe would have been earlier on Saturday.”

A final prevailing thought was shared in many ways within the comments, and it expressed satisfaction and pride: “Unbelievable how much we got done!”

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Presentation/Discussion Sessions

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

Very valuable: n/a
Somewhat valuable: n/a
Not valuable: n/a
Times answered: n/a
Times skipped: n/a

Comments:

No comments or overall data input into the Aventri System for Presentation/Discussion Sessions. However, within the section "Overall Experience Comments," one Conference member shared regarding presentation/discussion sessions, and that thought is transposed here:

An amazing VIRTUAL experience – can't imagine how wonderful IN-Person would have been. There is no substitute for hugs, handshakes, looking into the eye of the other person and the physical in-person experience. ... Build in much extra time for Presentations – it was unacceptable to have a Finance presentation that ended with ZERO time for questions. There were lots of questions and a lot of stuff that need clarification and as it played out almost all our time for questions was consumed with business.

Communication and transparency are big problems – just because the boards and/or office thinks they have informed, doesn't make it true. 'We told you' or 'made information available' (generally) are not good responses to communications that were not fully received or understood."

Conference Participation

How was the participation of Delegates, Directors, Staff and Trustees?

Conference Participation	Delegates	Directors	Staff	Trustees	Count
Not enough:	1	7	9	3	20
Just right:	30	24	21	25	99
Too much:	2	0	2	4	8
Times answered:					32
Times skipped:					23

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Comments: **There is no comment section available for this portion of the evaluation.**

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?

Comments:

The short and very popular consensus regarding the first question is “very easy to use” and was repeated by members throughout. Many Conference members expressed admiration and gratitude for the Conference coordinator’s “exceptional dedication” and offered “kudos!” for technical team’s knowledge and assistance. Both members who were technically knowledgeable and those who were not “tech savvy” were equally impressed. One delegate wrote: “Once I got the hang of it, it was awesome. Getting ready and set up for the Conference, as well as all the way through. The whole experience was overwhelming for me, and I learned a lot. The computer is a new device for me, so I grew big time from this experience.” Another wrote: “I loved all the improvements and I found it easy to use. I am not techy, so I do not have any suggestions except to say thank you! Well done to all.”

Going forward, if this type of technology is used in the future, some members had concerns, cautions, and thoughts: “Zoom worked well for the Conference. However, I wouldn't want the Conference to be moved virtual. Virtual pre-Conference meetings worked out well. Especially committee general sharing. I hope we keep these meetings. It was nice to get to know the rest of the committee and share our thoughts with each other. It made committee work at the Conference flow smoothly.” Another delegate voiced concerns with possible misuse of technology during a virtual Conference: “I am not sure how someone got all the delegates’ and alternate delegates’ emails to send an email on their thoughts on the Plain Language Big Book. I was very frustrated that someone was able to get those emails to push their own agenda. ... that is not the Conference process. If we didn't have to use electronic devices those types of things couldn't happen.”

Repeated frequently was Conference members love of the poll. “There are pieces of the platform that could be used when live, such as poll everywhere for voting.” Similarly positive assessments were shared throughout: “... the voting was smooth and accurate. I would encourage the G.S.B. and all staff and Directors to continue to use the platform even after the pandemic to reach and poll delegates.”

Another concern was the amount of time participants sat in front of the computer: “Even though you made a thoughtful schedule understanding the difficulties in sitting by ourselves in front of a computer, when the Conference committee reports were published, we should have adjusted our days so that we don't ever sit in front of a computer for 16 hours.”

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A few members encountered issues with having enough devices or internet capability to adequately keep up with business: “It worked fine. But it was difficult asking people to go to their dashboard when all their devices were in use” and “Easy to navigate but difficult due to technology and not being able to have two computers hooked to WIFI at the same time without dropping one. So having to print was important for me. ... I wish I didn't have to but being in rural area the need to is great.”

While many praised Tech 12 and cited a few ways to improve the experience of the technology in the future, not wanting the Conference to be virtual was also very clearly stated: “I don't know that it could be better, based on what we know now and the technology available today. It is a valuable tool to use when needed and for improving communication and transparency for the YEAR LONG process. BUT it is not an alternative to the IN-PERSON Conference. If money ever becomes the driving force for us, we can find many other places to cut but the yearly inspection of the offices by the FELLOWSHIP is a high priority.”

Conference Evaluation Form and Process

Please rate the overall value of the evaluation form and process:

Very valuable:	30
Somewhat valuable:	23
Not valuable:	1
Times answered:	54
Times skipped:	2

Comments:

Participants were very definitely positive about the value of the evaluation form: “So many awesome improvements from last year. So, these are super important. You listened to us, and it was much appreciated.” And “Being able to provide input is great and that the Conference planners listen and implement many of the ideas show that they see what is being shared. Provides a great place to bring our concerns and observations.” Another comment, shaded with humor, was “I hate doing these, but until we get a clairvoyant Conference coordinator, they're important.”

Members had numerous recommendations:

- “Much better to use this survey form rather than anything that is more cumbersome. Now if we can post these comments to an internal thread accessible to the Trustees Committee on GSC that would be phenomenal.

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- “I found myself in at least three places where no space was provided for comment; rather there were the three qualitative questions. I also noted that there were specific questions about certain aspects, which is fine, but it did not accommodate comments on other aspects of the Conference where I had input; hence inputting extraneous information into unrelated answer spaces.”
- “The question about participation by attendee categories without a comment box is unfortunate.”
- “Maybe a little too simple.”
- “More room for general comment on daily forms. Adequate room on specific items — room for what went well, what didn't go well, and how could it have been better.”

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:

Some suggestions were brief and focused on additions or improvements:

- “Digital with hyperlinks is a great addition, but I want a binder with a printed Conference week manual, please.”
- “Would prefer focused discussions on workshops and presentations, I felt this year's were pretty much a waste of time.”
- “More committee report time.”
- “More short presentations give the opportunity for more to share.”
- “Better agenda selection to allow time for discussion.”
- “Less agenda items.”
- “...options for focus group or roundtable discussions during the General Service Conference or to hear the results of discussions during the Conference.”
- “Fewer 'what's on your mind' sessions and more time for committee reports/discussion.”
- “Go later sooner if necessary. Improve the meals :)”
- “Better ways to navigate through floor action items.”
- “Trustees need to listen to the committee and take careful consideration not to sway.”

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One of the briefest and most popular suggestions, however, echoed this one: “In person if possible.” Many, however, also included suggestions to keep *some* items virtual, such as “Orientation on Conference process prior to Conference (as in 2021), initial committee joint meeting to help to prepare committee in advance (as in 2021) followed by a short in-person follow up meeting (if meeting in-person).”

Another delegate asked for more information and transparency:

“That the 72nd General Service Conference should look at and evaluate the G.S.O., G.S.B., Grapevine & La Viña, and A.A.W.S. should look at and document their breakout sessions and meetings behind the scenes and be much more open and forthcoming on what was discussed, and any plans or direction they have decided during those meetings, as the Conference is in session.”

Echoing this, a board member expressed a hope that:

“... we engage in a robust conversation about what can continue to exist in the virtual space and perhaps give enough time to the physical Conference week to allow the delegates full opportunity to 'examine from cellar to garret.'”

If we as boards do everything we can to respond to the need for more accessible information (and more detailed information) rather than reporting on the quarter, it will drastically improve the tone and tenor of the annual meeting.”

Finally, one Conference member listed a few digital methods they would like to see utilized in-person: “The Conference Committee Sessions, especially the Conference Committee on Agenda, benefitted from using Google Forms as the way to narrow down and discuss Themes, Presentations/Discussion and Workshop Topics. [This was] much more effective than the easels and paper in a Conference room.”

In addition, the member advised, “Keep the [new to this Conference] Delegate Sharing Session. Simply come up with another impactful and visionary topic that the area Delegates can share about. This should be added in-person. The Wheel of Fun random selection was a great idea.”

A few members listed points that Conference planners may want to consider:

- “Early background for all, especially translated material. Our Spanish and French speakers were not treated fairly in this regard. My large Spanish community felt left out and shunned.”
- “People need to let others talk... the same dozen people up at the mic...”

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- “Allow Panel 70s to attend as observers”
- An additional suggestion was made for having areas’ Panel 70s attend as companions to an area’s Panel 72s — perhaps as “quiet observers.”

Lastly, while attendees were generous in providing suggestions for improvement, they never lost sight of what was truly important: “Keep up the fantastic work to adapt to anything” and “Thanks for a great experience!”

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71st GENERAL SERVICE CONFERENCE EVALUATION SUMMARY – OBSERVERS

This year the Conference Coordinator thought it would be helpful, once again, to collect information from the many Conference Observers who participated in supporting or viewing this second Virtual General Service Conference experience. Ten persons responded to this survey. They were ushers (2), GSO/GV staff (7) and (1) one undefined observer.

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

Comments:

Nine (9) non-voting observers found the Conference Manual was “very valuable” in providing information of the Conference week's events. One observer thought that it was “somewhat valuable.” Another observer called it “Very helpful” but wondered if “the actual schedule could also be incorporated into the manual? I have a separate spreadsheet of schedule and then the manual with Zoom links. I might have missed it, but maybe schedule would also be in manual.”

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

Comments:

All respondents found the value of having an electronic version of the Conference Manual available for use as “very valuable.” Observers said, “Hyperlinks were fantastic!” and “Very helpful to have electronic with the links and zoom information embedded” and “Electronic version is much more easily searchable.”

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?

Most respondents agreed that the Conference platform was easy to use. Comments ranged from the glowing “very easy!” to the grateful “The technology really allowed for us to maximize what we can do during these uncertain times” to the more neutral “It’s fine.” One commentor suggested that “It is easiest having Committee background attached to an email, if possible.”

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

Out of eight written comments, all said “no” and mentioned no bugs or malfunctions.

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

There were nine (9) written responses and all answered this question in the affirmative “yes.” One noted that “the trainings leading up to Conference were extremely helpful and allowed for me to carry out my role successfully.” Another observer qualified their “yes” with “I feel like the Zoom Usher meeting was too close to the actual start of the Conference. Maybe next year it should be about a week before?”

Virtual Conference Week Overall Experience

What was your overall experience at the 71st General Service Conference?

Comments:

- “Wonderful to be a part of the Conference this year!”
- “What I dislike, and find unnecessary, is not being able to observe or take notes during the voting polls. When we re-enter the room, we miss the beginning of the discussion. I'd ask for a reconsideration should we move to a virtual platform in 2022.”
- “Overall experience was good. I think the idea of video of Roberts Rules of Order for not only members but chairs also.”
- “Thank you so much Patrick, Attallah, Maria and all who worked together to put on the virtual Conference. I know it has been many late nights and hours of hard work, and how nerve-wracking it must be. Your service is noted and so greatly appreciated!”
- “The innovation of having Observers put into a break-out room so y'all can tally everything easier is fine. Will you be doing this for Floor voting on Committee Recommendations and Floor Actions? If so, may we ask you to repeat the results of voting for us, when we return?”

- “Great experience.”
- “My overall experience for this year’s conference was great. I look forward to next year’s conference – hopefully in person.”

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:

- “For the worker bees, shortening breaks is just not ideal.”
- “Being moved back and forth between the main room and a breakout room during voting is very disorienting. I felt like a ping pong ball. Also, it was annoying to have to turn on interpretation again after each vote. I suggest that for the 72nd GSC you investigate whether the voting buttons of observers can be disabled as an alternative to moving to a breakout room during votes.”
- “Have presentation has prerecorded and up to member to watch. Conference week for short reports or updated information and rest of week doing business.”

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MEMORANDUM

To: Linda C., Chair of the General Service Board; Jimmy D., Chair of A.A.W.S.; and Josh E., Chair of AA Grapevine

From: Kathi F., Chair of the trustees' Committee on the General Service Conference

Cc: Bob W., G.S.O. General Manager; Sandra W., Director of Staff Services; and Steve S., G.S.O. Staff on the Conference assignment

Re: Board Communications with the Fellowship

Date: November 22, 2021

This memo is a follow up to the trustees' Committee on the General Service Conference, as noted in the committee's third quarter report, to request Board chairs consider exploring communication options with the Fellowship between Conferences.

The committee took no action on the Conference committee on Agenda's suggestion of creating snapshot, anonymity-protected videos after each quarterly Board weekend. The committee noted that by the time production on the videos is done the information contained is old news. Also, the approach could be very expensive and there are current, regular communication mechanisms in place in between Board meetings.

While taking no action on this specific suggestion, the committee agreed that improved communication between Board meetings could be helpful and that perhaps existing report items could be leveraged using various formats, mediums and methods for presentations are considered. The committee suggested that the Board explore mediums and methods of communication, including, but not limited to, audio interviews and podcasts, to share more often between Conferences.

It may be helpful to also note that at their fourth quarter meeting the committee accepted the report from the subcommittee on conference improvement. The report included the suggestion to review the effectiveness of the pre-Conference Board chair videos because the information contained proved to be dated in 2021 and the Conference is scheduled to be in-person for 2022.

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2022 Conference Committee on Agenda

ITEM E: Discuss progress report on Conference improvement.

Background notes:

Excerpts from the January 2022 meeting of the trustees' General Service Conference committee meeting:

The trustees' General Service Conference committee reviewed the progress report of the 2021-22 Subcommittee on Conference Improvements (SCI) and **agreed to forward** the report to the 2022 Conference Committee on Agenda.

Excerpts from the October 2021 trustees' Committee on the General Service Conference:

The committee reviewed the progress report of the 2021 Subcommittee on Conference Improvements. The committee expressed appreciation for the subcommittee's work and noted that numerous items are included and reported on later in the agenda. The committee looks forward to the SCI progress report to be provided at the January 2022 meeting.

The committee reviewed the request to consider alternating the General Service Conference between a virtual and face-to-face format and took no action.

The committee noted the importance of cost-saving approaches and supports ongoing ways to do so by using virtual technology wherever effective in the context of in-person Conferences which are topics being considered by the subcommittee on Conference Improvement.

Excerpt from the July/August 2021 trustees' Committee on the General Service Conference:

The committee discussed a proposed agenda item to "consider the request to alternate the G.S.C. between virtual and face-to-face formats." The chair appointed a subcommittee on Conference Improvements to include Irma V., chair; Christine C. and Carolyn W.

The committee requested that the staff secretary forward this proposed agenda item for consideration by the subcommittee as part of its scope. The committee requested that the subcommittee provide a progress report at the October 2021 meeting.

Background:

1. 2021-22 Subcommittee on Conference Improvements progress report January 2022

**Report from the 2021-2022 Trustees' Committee on the General Service
Conference (TCGSC)
Subcommittee on Conference Improvements (SCI)**

Subcommittee:

Irma V., Chair; Carolyn W., Christine C. and Steve S., Secretary

Scope: The scope of the committee is:

Provide progress reports and recommendations from 2021-22 Subcommittee on Conference Improvements (SCI) including on the following TCGSC agenda items:

- Review 71st G.S.C. Evaluations and Post Conference Sharing Session notes *(See Background Items 2, 3 and 4)*
- Review Draft 2022 Conference Week Schedule *(See Background Items 6a and 6b)*
- Consider a year-over-year statistical and comparative analysis of each evaluation category *(See Background Items 2 and 3)*
- Consider gathering sharing from the Fellowship related to the "Report on Translation and Interpretation of the General Service Conference Material" *(See Background Items 1 and 7)*
- Consider providing "background" material in our three official languages at the same time *(See Background Items 1 and 7a)*
- Consider alternating G.S.C. between a virtual and face-to-face format *(See Background Items 1 and 7b)*
- Consider an annual survey on Conference improvements with goal of obtaining delegate input to the Conference week schedule and the sessions planned *(See Background Items 2, 3, 4 and 5)*

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At the August meeting of the trustees' General Service Conference Committee (TGSCC), the chair appointed a subcommittee, Irma V., with Carolyn W. and Christine C. to perform this evaluation and planning work. The subcommittee met three times and reviewed the 71st G.S.C. Evaluation Summary and Post Conference Sharing Session notes to inform the discussion on Conference improvements.

A decision was made to plan for an in person Conference and develop a "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 being cognizant of what we have learned in the past two Conferences.

A final subcommittee meeting was held January 4, 2021. The following agenda items were covered:

Discuss 2022 Draft Conference Week Schedule

The subcommittee reviewed the 2022 Draft Conference Week schedule and requested the following updates to the Draft schedule provided:

- Open the 72nd General Service Conference Sunday, April 24, 2022 at 10 a.m.
- Schedule the three Board Report Summary with Questions and Sharing on Monday, April 25, 2022 extending the time to an hour and fifteen minutes for the presentations and time for questions and sharing within the allotted time.
- A Special Board Presentation: Online Participation in the Service Structure was added to Tuesday, April 26, 2022.
- Workshops are scheduled Tuesday afternoon with two hours allotted. A reminder was given that the Workshops need to be more fitting, focused and relevant to the level of the Conference.
- Farewells by Rotating Delegates was added to Friday evening just before closing remarks if time warrants.
- A proposed, additional presentation on the purpose of the Conference was not added to the Sunday schedule.
- Various time adjustments were made to support additional time for committee reports and discussions, question and answer time for Board reports and breaks.
- Requested that the secretary, in reference to The A.A. Service Manual, update the schedule's cover page to list appropriate chairpersons and vice chairperson names and roles.

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Discuss Evaluations

The subcommittee agreed to remove the section on the laptop usage because it is dated and irrelevant and for the form to be updated to reflect the subcommittee's revisions and suggestions to the Conference Week Schedule. The subcommittee chair agreed to revise and review the evaluation form to reflect the proposed changes in the agenda following the meeting and send any updates to secretary to include in TGSCC background.

Discuss a year-over-year statistical and comparative analysis of each evaluation category: The subcommittee noted the lack of time on the assignment for background as well as for discussion in the subcommittee meeting and expressed appreciation for the topic to consider a year-over-year statistical and comparative analysis of each evaluation category.

Discuss consideration to gather sharing from the Fellowship related to the "Report on Translation and Interpretation of the General Service Conference Material": The subcommittee noted the lack of time on the assignment for background as well as for discussion in the subcommittee meeting and expressed appreciation for the topic to consider gathering sharing from the Fellowship related to the "Report on Translation and Interpretation of the General Service Conference Material."

Progress Report to the TGSCC: The subcommittee agreed for the chair to produce a progress report to be included with the updated drafts of the Conference Week Schedule and Evaluations and requested the staff secretary include these items in background for the January TGSCC meeting.

Recommend the 2022 Conference Week Schedule:

The Subcommittee on Conference Improvements recommends that the trustees' General Service Conference Committee accept the developed 2022 Conference Week Schedule.

Secretary Note: The TGSCC accepted the schedule with changes.

Recommend the 2022 Conference Week Evaluation:

The Subcommittee on Conference improvements recommends that the trustees' General Service Conference Committee accept the developed 2022 Conference evaluation.

Secretary Note: The TGSCC accepted the evaluation with changes.

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