

**INVENTORY COMPOSITE GROUP MEETING
THURSDAY, JUNE 24, 1993**

Tape 1, Side 1

Rogan opened the meeting opened at 9:15 am with a moment of silence and the serenity prayer. He announced that Ron would not be attending this meeting due to medical complications. He stated that Ron had some recommendations from the support team which would be discussed later during the meeting. He then introduced the consultants: Barbara O'Hearne and Karen Carter.

Committee members present were: Rogan A., Susan B., Jane N., Jamie S-H., Paul T., Jeff B., Mandy F., Leah H., Tom R., and Bob S. John H. arrived at 12:45 pm.

Barbara thanked the committee for the opportunity for being allowed to attend this meeting. Karen stated that they are very pleased to be allowed to participate in this process.

Rogan then discussed the agenda. He stated that item #2 on the agenda (WSO tour) would be scheduled around lunch time. He announced that George H. would be present in the meeting sometime this weekend to clarify what exactly staff does. He then introduced the staff members; Lee M., Steve L., and Marilyn S.

Tom asked if only the minutes would be available or would the tapes be available also.

Rogan stated that decision was up to the committee.

Tom asked if there was a process where that could be put on the agenda.

Rogan stated that yes, there was. He then asked if there were any other questions regarding the recording for the meeting.

Tom asked if the minutes were going to be standard (i.e., taken, approved by committee etc.)

Rogan stated that it was up to the group to decide whether or not to approve the minutes. This could be done by a conference call or mailing the minutes out.

Lee suggested that we discuss how to review and approved the minutes and reports at some point during this meeting.

Bob suggested that we get someone from the support team flown in to discuss this.

Steve L stated that he would be okay with discussing the actual reporting. He reminded the composite group that the reason why there was a designated staff member assigned to the support team.

Bob S. asked if Steve was okay with giving agreements for the support team.

Steve stated that the support team had a problem with this. He stated that the support team does not feel comfortable with any one person making a commitment for the whole support team.

Bob feels that the composite group has to reach some kind of agreement regarding the interaction with the support team.

Rogan stated that the support team wants the composite group's full input.

Lee stated that the support team agreed to be the reporting conduit to the fellowship.

Jeff is unsure about what the composite group's relationship is with the support team.

Bob stated that he believes there should be a member of the support team present. If Steve does not feel comfortable with that role, then the composite group should discuss the possibility of bringing a member here for this meeting.

Steve feels comfortable in acting in this capacity, however, he doesn't feel comfortable with saying "yes the support team will do this", or "no, the support team will not do that."

Jane states she is confused as to why this discussion is taking place. She feels that the two groups have separate responsibilities. That the support team administers what the composite group's direction.

Paul feels that since Ron isn't here that we should get a replacement here from the support team.

Bob feels they are separate issues.

Mandy is also confused. Feels there is an undercurrent of "stuff" going on. Feels that they are not a committee and that they don't need minutes. A report would do fine. Doesn't want to get hung up in all of this "stuff." Feels this is old behavior. Wants to just do their job. Feels she is one of the few who doesn't have a history, background, "turf" or "power."

Paul asked if we decided whether we are going to do minutes or just a report. Asked that whatever is sent out to please make it perfectly clear and concise.

Susan is disappointed in the way the meeting has started. Is not comfortable with it. Says there is a lack of trust. Asked if they could go around and state concerns.

Jamie agrees with Paul on the approach of reporting. Feels that the group has to be careful to not fall into old patterns of behavior. Wants to clearly define the workings of the two groups. Feels it is important to have face to face contact with the support group in order to have a good working relationship with them. He feels that this would alleviate the mistrust.

Leah asked that the first communications from this group be that if anyone in the fellowship wants minutes of this first meeting, let them have it in order to stop the mistrust. Communicate with the fellowship as much as possible.

Steve stated that the minutes being typed into the laptop are not the standard minutes. They are notes that include an overview of what was discussed at the meeting.

Jeff stated that we will be under a lot of scrutiny. Already thinking of what we say and do and how it is going to be perceived elsewhere. We should inventory the good with the bad. If we are concerned with how we will be perceived, he doesn't feel we are going to be able to do what the fellowship commissioned us to do.

Steve stated that it is absolutely essential to have open communication between this group and the fellowship. Stated that the Board of Trustees Traditions Ad Hoc Committee did a lot of work between them and the fellowship.

Rogan recapped the discussion: the taking of the minutes (20 to 25 pages a day), going over them and approving them and to be made available to whoever would like them.

Paul feels that whoever got 100 pages from the first composite group meeting would be distanced from them.

Tape 1, Side 2

Jane feels we should think about contacts with different regions.

Rogan asked if they want the minutes condensed or go with the 100 pages.

Steve said that the notes would help the staff to remember what was said not what we *thought* was said.

Paul hopes that the short report could be short and concise. He feels 100 pages might be too long. He feels that the short report that goes to the fellowship has to be very concise.

Steve reminded the group about the NAS group of three or four years ago. How that committee sent out minutes. He reminded them that the fellowship wanted to see what was being said at the various meetings. At the same time, a comprehensive type of report which included the substance of the meeting was developed. Stated that for the last year-and-a-half of NAS there were no minutes, just the reports.

Rogan asked for a consensus on breaks. Everyone agreed that we would meet for fifty minutes and then break for ten minutes.

The meeting reconvened at 10:20 am.

Rogan said we were back at the point of making a decision on the minutes. Approve the minutes along with a concise report and then sending them out.

Lee asked for clarity on whether or not the group has a problem with the staff preparing the report.

Bob felt that they should leave it up to whoever is assigned to do the report.

Rogan stated that we are talking about the meeting reports and minutes and not any other specific report.

Jamie asked when the detailed minutes would be available for the group.

Steve stated about three days after the meeting.

Jamie then asked who writes the report, staff or a delegated group member, and do we decide that now or are we wasting our time.

Steve said that if staff is going to be responsible then Lee should be at the meeting to hear everything that is going on.

Tom commented on the bulk of the minutes (20-25 pages/day). He proposed that we develop a report and everyone approve it--concise and brief. Then the 100 page would be an unapproved transcript. Then we wouldn't have to go through 100 pages and correct them or clear some point up. Feels this would simplify it.

Rogan asked if the 100 pages could go out without approval.

Tom doesn't have a problem with this. It would be beneficial to the group.

Paul asked Rogan if he could lead us away from this discussion.

Rogan asked for a consensus on the unapproved notes. He asked for clarification on who is going to write the report. Agreement of the group is Lee will write the report and there will be unapproved notes. He asked that anyone having any thoughts on this issue to bring them up now.

Next order of business was getting a consensus on who would be chairperson for this meeting and also the following meetings. In the composite group meeting following the WSC, it was decided to have a rotating chairperson. Rogan asked if there was a difference of opinion on this.

Susan asked what the role of the chairperson was.

Jeff liked the idea of a rotating chairperson even though it would involve more work. Feels it would be a big mistake to get into a rigid committee structure.

Paul agrees with Jeff in recognizing the consensus. Feels it's useful to have a central point person in regards to communications, phone calls, etc. It enables him to focus on the work.

Jamie feels one of the difficult things is avoiding past bad habits. Being the conduit is a huge responsibility for the chairperson. Likes the idea of a rotating chairperson. Allows individuals to experience this role. Feels the chairperson should chair the meeting and delegate various responsibilities and tasks. Would like to see the group go in this direction.

Jane likes the idea of rotation even with the pitfalls. She likes the idea of "co-chairs."

Bob likes the idea of rotating chairs meeting by meeting. Feels we can delegate someone to be staff liaison. Doesn't see anything that would be in conflict.

Susan likes the idea of a rotating chair. Feels the group would feel equal. Let's try it until it doesn't work.

Leah says it sounds good also. This would help keep it cost effective.

Jeff feels that there will be a time when we split into small groups and may be more effective. Feels there is rigidity in the service structure.

Jamie pointed out the division of the chair, the consultants, the staff, and the group as far as seating is concerned at this meeting.

Bob feels that the next chairperson should be voted on by Saturday so they can get ready for the next meeting.

Rogan feels that everyone should have a chance to coordinate a meeting.

Mandy has a problem with the title "chairperson."

Lee suggested considering brainstorming a new title or name that everyone is comfortable with.

Rogan went on to item #4 (the proposal from the RSR working group) in the agenda. He stated it may be difficult to develop the agenda before discussing the plan. Feels that agendas for upcoming work should be done on Sunday.

Jeff would like to see us put off the future agenda until Saturday afternoon.

Steve wanted to discuss one non-related issue: the importance of booking the travel arrangements before the end of Friday for the September meeting. When is the appropriate time to discuss this?

Rogan reiterated Steve's suggestion about the September meeting and suggested this be discussed this afternoon.

Jeff asked if it could be held east of the Mississippi.

Steve informed the group of the possibilities of the locations involved for the September meeting. Stated that the WSC Travel Committee has approved the funding for up to 12 people.

Tape 2, Side 1

Steve (cont.) informed the group that the site should be a hub (New York, Chicago, Baltimore, etc.)

Rogan asked if that was enough information for right now and the group agreed.

Jamie asked if there were other items that needed to be clarified on the agenda. One is making sure we get a recovery meeting during the weekend, also regular internal inventory sessions.

Rogan thinks we should identify when we could have a recovery meeting with the group.

Paul would like to start from basics in order to, as a group, have a common understanding. Wants to be talked to about the plan, not read to.

Leah suggested that Steve walk the group through the plan as he did at WSC'93.

Rogan asked for agreement on this suggestion and an agreement was reached.

Paul felt that notes should be taken on this so the group can get a common understanding.

Steve stated that it would take about twenty to thirty minutes to walk through this.

Rogan called for a ten minute break before the discussion begins.

Meeting reconvened at 11:20 am.

Steve explained and answered questions in regards to the plan by drawing the time line on the board. (for specific information, refer to tape.)

Leah wanted to clarify that whether or not there is a *Conference Agenda Report* next year is still undecided.

Tape 2, Side 2

Jamie said he was sure there would be a *Conference Agenda Report* this year even if only for basic reasons.

Bob asked that we state in the report from this meeting that the composite group will be submitting the final proposal.

Rogan stated that he doesn't feel there is a problem with this.

Jamie disagrees. Jamie feels it would be presumptuous for us to assume that it is the role of this group to do this.

Jeff feels that it makes sense that the composite group make the decision but that there are no fail safe methods incorporated. Could possibly appoint some watchdog ad hoc to watch or come up with paper or letter which can be sent to the fellowship.

Leah feels we wanted someone outside to evaluate the information gathered through the surveys and self-assessments.

Jeff feels there will be paranoia about the way information was gathered.

Susan doesn't understand #H.

Steve explained the procedures involved regarding staff and #H.

Bob feels we're running into problems. All we can deal with is what is on the paper. Feels that it should be decided later what will be done but, for now, all we have is what is written in the plan.

Paul said he looks forward to what the consultants have to say regarding the "compilation of inf." issue. He agrees with Jeff in trying to adopt a more spiritual attitude towards this project. Feels we should do this a little differently. Feels that if we follow the plan which was rushed at the conference, he feels we are doing a disservice to the conference and the fellowship.

Jamie feels there are some problems in the plan. However, as soon as problems appear or are identified, inform the conference participants and possibly change them.

Rogan called for a break at 12:15 pm.

Rogan asked for any additional questions in regards to the plan.

Susan thanked Steve for walking through the plan, stating that now it was clearer to her.

Jeff asked that we talk about specific communications that are to be sent out to the fellowship sometime before we leave.

Leah stated that #M was not on the timeline and asked Steve what his recollection was regarding this.

Steve went on to state that he recalled the working group wanted a system analysis completed by an outside consultant after WSC'94.

Jane was curious about why it was not discussed about who was to be the rep. to the various committees and boards to help them with their self-assessments.

Rogan said it was never addressed. We might want to set that aside and discuss it ourselves.

Jane would like to set it aside for later.

Tom has a small problem with the time frame. He believes the local workshops would not have the information. Wonders who will put on the local workshops.

Leah hopes that the RSRs will go back to their fellowships after the conference and hold these workshops.

Tom stated that he assumes there will be no formal organization of workshops from this level.

Steve recalled that the composite and supports group would provide training and logistical support to the workshops.

Jeff believes that regions are very slow moving creatures. Need to come up with a set of suggestions that regions will abide by.

Paul feels we need to be very clear about this by the end of the meeting. Whatever the plan, the fellowship needs to know when they are expected to participate. Need to develop some kind of communications with the fellowship at large.

Rogan revisits discussion and starts setting up agenda: Minutes and reports, role of the point person, why couldn't we have a member of the PI committee go over to literature etc., systems consultant, #M, suggestions to regions--what their responsibility is, re-re-explaining in simple terms for the fellowship, budget, next meeting, recovery meeting.

Tape 3, Side 1

Jeff wonders how we might communicate to the fellowship at large.

Steve - roles and interaction of the support team and the composite group.

Rogan stated that we should go in sequence. He suggests to start at #6 on current agenda and to bring on Barbara and Karen.

Jeff would like to see Vaughan K.'s paper discussed at that point.

Priority items for today's meeting:

1. Consultant's perception of plan
2. Vaughan's paper
3. Definitions of information being sought

September meeting (end of today)

Composite group/support team/Interim/staff

Recovery meeting (today)

Budget

Role of point person

Self-assessment reps.

Survey instruments

Systems analysis

Process for altering plan

Communication to fellowship

Staff capacity

Local workshops

Proposal development (who)

Tools (self-assessment)
Comprehensive history
Goals for next meeting
Liaisons to WS.

Rogan said there has to be a balance between work and expectations. Discussion followed in regards to how long today's session would last.

Tom feels that more items should be discussed today than the top three. He feels that there are some items that can be discussed without the consultants and without minutes being taken.

Steve informed the group that if the group splits up into small groups, minutes would not be taken.

Tom agreed to shoot for 7:00 pm and if needed go into small groups.

Meeting adjourned for lunch at 1:25 pm.

The meeting resumed at 2:40 pm.

Rogan suggested that Vaughan's paper be discussed first. He asked if there was any problem with this switch in the agenda.

Jeff began the discussion on Vaughan's paper saying that some people were put off by the language in his paper. Good points, very specific recommendations on how to search for things with minimal outside consultation. Believes there are some points which could be very useful.

Tom wanted to know if there was anything more specific along those lines.

Jeff likes the way it's broken down but is not sure about the demographic survey section. Likes mandate section and its focus on whether the boards and committees are fulfilling those mandates. Divisions make a lot of sense and are applicable to service structure that would pertain to the inventory. Likes division of information.

Susan also liked parts of Vaughan's paper. Thought it was very interesting. Objectives were clear and to the point. Hopes to reflect back on it.

Paul feels there is a lot of good stuff. Very worthy. Feels one area is missing; question of how do we want to see the spiritual principles of NA reflected in our service structure. Would like to see how far we want to take our spiritual principles. We are very insufficient in our service structure because we are democratic about it. There is a stark lack of spirituality in our service structure.

Jamie feels that the type of system world services is systematically (dysfunctional?).. Feels you cannot make a structure spiritual. He agrees with Paul with the question needs to be asked. However, it is a dangerous situation.

Paul thinks it is a very basic question. . .

Tape 3, Side 2

Paul (cont.) believes this is a key issue.

Jeff feels that the paper is set up along the lines of a system analysis.

Lee feels Vaughan put careful thinking into the paper, however, there is no mention of consultants.

Jane has a concern that they are even discussing this paper. Feels that they are experiencing Step Two. Didn't discuss Interim Committee paper at the conference. Walked out with this plan without a lot of discussion. Feels we already have an approach to world services inventory from the conference. We didn't ask for a discussion paper from one member of the support team. Thought we were coming here based on the RSR working group. Has a problem with this.

Paul asked if the in-house resources mentioned in Vaughan's paper work along with staff.

Jeff feels that is it not entirely the support team's decision. Believes paper is supplemental. One method of carrying it out. Doesn't understand Jane's concern about the paper taking the conference decision's place.

Jamie doesn't feel that Vaughan is suggesting to use the paper as a substitute. Some of the questions raised had him thinking in a positive way.

John saw a lot of good things in it but wants to know why we're discussing it now.

Mandy asked Rogan if the decision was already made about using consultants.

Rogan stated that we are here to work with the consultants. He then asked if there were any problems with moving on.

Bob stated that this paper was not supposed to replace the RSR plan, but to use it at framework for implementing it.

Jeff is not clear. Wanted to know if we are mandated by the conference to employ outside consultants.

Steve stated that they are certainly inside the boundaries established by the plan.

Leah feels that we should utilize the money on outside resources because they will be totally objective.

Jamie asked Steve why he was so careful in his answer regarding the mandate from the conference.

Steve said that it was the group's decision about which way to follow the plan.

Paul suggested that we move on with the consultants and compare and use the good points of Vaughan's paper.

Rogan turned the meeting over to the consultants: Barbara O'Hearne and Karen Carter.

Barbara stated they would appreciate the group's endorsement for their facilitating the meeting.

Rogan asked if everyone was comfortable with this. Agreement was reached.

Karen stated that it was their procedure to work as part of the team, and asked if the group felt comfortable with them using the term "we" in their facilitation.

Various group members voiced their objection to the use of "we".

Barbara perceives the great deal of time and effort that have gone into the plan. Believes that what they are doing is part of a process. The plan may need slight adjustments along the way. States that the group has to trust the process in order for it to be successful.

Karen stated that they outlined certain items. Clarified that what we want done in the two years. Has to be a dynamic process. Group should recognize the possibility of changes throughout the two years. Mandate to create tools is a very serious process. Creation of instruments is highly important.

Barbara stated we should become task oriented.

Susan asked the consultants about their opinions of our plan.

Barbara said yes as long as the plan meets the needs.

Mandy asked if we gave ourselves the flexibility to meet the needs.

Barbara said she was not comfortable answering that question for the group.

Paul asked if they have some method or system to make that process a little easier or streamlined.

Rogan announced a ten minute break at 2:25 pm.

The meeting resumed at 3:50 pm.

The meeting was turned over to the consultants, Barbara and Karen.

Karen announced that during the break they passed out a set of papers to be worked on. The paper will allow the group to develop a consensus of what is to be developed. She instructed the group to write down their comments pertaining to the individual questions.

Karen asked if there was any discussion on the history of how the group arrived at this meeting.

Paul stated that the current system is too large, too political, and previous events have lead to distrust within the service structure.

Tape 4, Side 1

Jeff feels there are pockets of members who felt a world service inventory was necessary, but the issue was never fully addressed until world services itself felt that it was time for an inventory.

Susan said lack of long range planning, lack of clearly defined roles.

Jamie feels we're missing something. Believes fast growth has highlighted the problem. Minority is dissatisfied with not having its needs met, created by the inability to communicate properly. Minority does not like to bow to the majority vote. Resentments.

Leah stated that that's her situation. Dissatisfaction with world services in general. Hopes that the inventory will bring world services back to its primary purpose. Very little accountability. No clear structure or lines of responsibility.

Jeff wonders why there has to be such an adherence to a majority rule. Many presuppositions to what NA is.

John feels world services is task oriented. Instead of going with the majority, we go along with the one who is speaking the loudest.

Jamie stated another factor is turf battles within world services. Protecting your turf because of a vested interest. Turf battles about resources (money).

Rogan feels we have lost sight of our spiritual principles. Have become too internal or policy driven and have not looked at how we grow as a fellowship.

Bob stated overspending by the Interim Committee. Over allocate for requested money.

Tom stated that service board and committees are serving for their own purpose. Never seem to be clear on what our membership want. We decide for them what they need or what they think they want. Never any clear indication.

Lee asked Karen of clarification on what we're doing.

Karen state that this is a preliminary step and lets the group identify what's going on in the organization.

John claims he has a problem discerning wants from needs. Claims fellowship has the same problem.

Karen asked for verification that the basic issues have been covered. Read the written items to the group.

Rogan says fund flow is a big issue also. When contributions slow down, there is a big problem.

Jeff suggested we also look at the things that work well instead of only looking at what is not working.

Barbara asked the group to write down their individual perspective on the overall purpose for this series of meetings and give their viewpoints..

Rogan - begin healing process between world service and the fellowship.

John - long range plan being utilization of resources. Mending fences. Being able to communicate that.

Jeff - gather or determine our overall purpose.

Mandy - determine what is working well and what isn't. How can we get better. Apply things that are working to the things that are not working.

Jane - develop survey and assessments tools. Implementation how's. Work through bugs, questions, and concerns.

Bob - nothing to add. (ditto)

Paul - to clarify the plan. Develop the inventory and self-assessment tools. Learn to work together as a group.

Leah - agrees with Jane and Bob

Tom - try to develop a more definitive mean. Answer long standing questions and solve problems.

Jamie - To establish the composite group as the central resource in developing tools and process where world services inventory may be taken by those involved. Set new precedence as how we can function together.

Susan - create tools to begin the inventory process.

Lee - initialize the group. self-assessment tools, start and maybe finish surveys.

Steve - evaluate and adjust inventory plan and develop the survey and assessment tools.

Susan believes that by creating the tools will help resolve our lack of organization.

Jeff feels one of the dangers is basing the tool exclusively on "History One and Two." (pasted on wall)

Rogan feels we're looking for a change in the road.

Barbara asked that we think about the "desired outcomes" in the paper that was handed out.

Meeting broke at 4:40 pm.

Upon returning from the break, Karen asked if there was any questions on the first four items.

A short question and answer period followed.

Tape 4, Side 2

Continuation of question and answer period.

Karen asked that the members to fill out and share their "desired outcomes."

Leah - to complete the task assigned to us by the conference.

Susan - feel good about the process we're using, about the trust.

Paul - flexibility with changes to the inventory plan.

Jeff - wants to know the necessity of involvement with the consultants.

Jamie - clearer understanding of roles and responsibilities, clear communication system within the group, and to feel like a team.

Jeff - emphasize simplicity, inform fellowship from our understanding with any decisions made about the process.

Tom - complete the relationship of our staff to the group project and define that comprehensive history question.

John - become knowledgeable about the process in order to answer questions. Becoming a part of.

Karen asked for identification of desired outcomes which would allow the consultants to know which items may be tabled until after they are done.

There was a question about why the staff capacity and comprehensive history issues are on the list.

Steve stated that the composite group needs to hear about the capacity of staff, daily workload, basic services that WSO is taking care of during this process. Composite group might have to take the heat if workload is stopped. WSO office inventory has been left out. WSO office cannot do its assessment at the same time. Needs to know scheduled meeting and staff availability during these other meetings. George needs to hear from the composite group just what it is they need to do for a comprehensive history.

Jamie asked for definition of what exactly is a "comprehensive history".

Barbara states that it is a part of a triangle of information needed.

Barbara then moved on to "group protocol" on the sheet. Asked if anything needed to be added.

Group protocol

- This is a safe zone.
- Maintain confidentiality
- Everyone participates. No one dominates.
- Help us stay on track
- Keep an open mind.
- Attack the issue, not the person.
- Have fun

Barbara asked for any additions to the "group protocol."

Bob - regular breaks

Jeff - "have fun" needs more explanation

Jamie - be brief, do not reiterate

Mandy - go beyond our normal mind set.

Barbara asked for ways in which "group protocol" can be ruined.

Many members responded to this with giving definitions of old behavioral patterns.

Mandy feels this is a safe zone otherwise she wouldn't feel very productive.

Jeff feel that the group will be under scrutiny and that they have to pull together as a group.

Barbara pointed out the last sheet--"Issue Bin." Items that need to be addressed later, future agenda items, etc. Very useful tool for moving the process along. It makes sure nothing falls in the cracks.

Karen posed this question--"What is your willingness and ability to establish the research objectives?" Wants to address an elementary process to conducting research. Three types of objectives.

- Exploratory - gathering preliminary data for the purpose of throwing light on some problem.
- Descriptive -describe certain phenomenon
- Causal - if this happens, then what

Jane feels that this is a descriptive objective.

Jeff disagrees. Feels it is exploratory and descriptive.

Lee feels there is one element which we might test with causal. Can see all three types of research.

Jamie feels there are a lot of hypothesis that need to be tested. Feels for the first survey it should be exploratory and descriptive.

Bob doesn't feel we have time to do exploratory.

Tom says we have the same questions coming up with no satisfactory answers.

Tape 5, Side 1

Rogan wonders if we are serious about coming up with instruments, tools, and questions that really work. Testing them on a small group to see if we are on the right track. Wants to make sure that whatever we come up with has a good chance of working.

Leah brought up test and retest which are done in surveys. How are these done?

Bob wants to clarify exploratory. Getting confused about the comments. Believes exploratory is when you set out to find information and then develop a set of questions with what you find. You can define the other two without getting into exploratory.

Karen realizes this is confusing at the start.

Susan believes that exploratory is not an option for the group.

Jeff understands what Bob is saying but it seems like the group is trying to write guidelines. Feels it is premature on what we can or cannot do.

Paul asked the consultants if they feel it is possible to be effective by gathering information with only one set of surveys.

Karen explained that if the individuals designing the survey fully know all the questions to ask then it can be effective in a written instrument such as a questionnaire.

Barbara expanded on Karen's statement by discussing focus groups which may follow up questionnaires..

Paul asked what if the reverse happened. Questions didn't come up twice.

Barbara -A good facilitator knows how to get the group to respond with the correct questions.

John -one problem in surveys is the squeaky wheel.

Jeff asked if it is possible for someone to go through the types of instruments available.

Steve - what is a "good" response to a questionnaire.

Karen - it's based on how representative your response is. Problem in this group due to a lack of demographic data. One possible solution may be to make someone responsible for area or region's responses.

Susan asked if they have a suggestion as to which type of research objective be appropriate for the group.

Consultants would not agree to give a suggestion, and started a presentation about research processes.

Research process

- define the problem and research objectives.
- develop the information source
- collect the information
- analyze the information
- present the findings

Approaches - observations, experiment, survey

Instruments - questionnaire, mechanical instruments

Plan - sampling unit, sample size, sampling procedures

Contact methods - telephone, mail, personal, fax

Paul feels there will be a problem in the difference in the level of sophistication among various areas and groups in different segments of the world.

Jeff doesn't believe that statement is true. Different ways of gathering information. Can get fair amount of information from other than groups.

Susan - how are we going to ensure that the responses are representative?

Karen - assign responsibility to various ASRs.

Lee - problem is that this is an organization with no discipline.

Karen - must be some method of enforcement or sending out follow-up surveys shortly after the first.

Steve - time line is a big problem.

Susan feels that everyone agrees that the past surveys haven't worked.

Jamie feels that questions in previous surveys have led individuals to specific answers.

Paul - problem with not knowing how to analyze the results.

Karen asked if we have basic information such as reading level.

Lee stated that we have not done documented surveys.

Jane says we might consider sixth grade reading level.

Tom discussed a survey which had asked very specific questions which made the fellowship very angry, and the problems with overstepping boundaries. Fellowship felt we asked too many personal questions.

Jamie mentioned that 8th grade is used for the reading level. Big danger in alienating groups with condescending questions.

Tape 5, Side 2

Steve said that development of these questions will be going to all of the groups, not just English speaking groups. Have to be readily translatable.

Paul says if we want that it has to be kept real simple.

Karen asked the group to give thought to the objectives for each of the surveys; what you want to know at the group, area and region level and how you are going to use that. She asked the group to think about other items discussed today and to decide where they want to start tomorrow.

Ten minute break at 6:55.

Meeting reconvened at 7:00

Barbara stated that there is a process used at the end of the day called "Plus-Delta." Overview of the day and what needs to be changed for the next day.

Rogan asked if a nine hour day is okay. Everyone agreed.

Mandy suggested set lunch times.

Tom would like to see a little more control from the consultants in shortening some of the responses.

Karen feels that they would have to be very careful because they would not want to influence the groups decision.

Lee told the group that he was astounded at how well the first day went and that he is proud to be working with them.

Susan liked writing and posting of the information.

Jeff asked about possibly splitting up into small working groups for the next day.

Barbara said we will develop a model and then split into small groups.

Consultants left at 7:10 pm.

Rogan stated that there are two issues left to be resolved. Start time on Friday will be 9:00 am. Also four fifty minutes sessions and then break for lunch from 1-2:30 pm. Five sessions tomorrow afternoon. Recovery meeting time will be discussed after the September meeting is discussed.

Rogan went on to discuss the needs of the September meeting and presented meeting site options of Chicago, Baltimore, Atlanta, and Washington, DC as places for the September meeting.

Susan asked what the most cost-efficient one is.

Steve stated New York because it is the single largest hub. However, the lodging there is higher than any of the other ones.

Tape 6, Side 1

The cities were voted on and it was decided that the September meeting will be held in Atlanta, Georgia. It was decided to make it a three day meeting (Thursday, Friday and Saturday) and make Sunday a travel day. The meeting dates will be decided on sometime this weekend.

Meeting adjourned at 8:00 pm.