

# NAATW 2020 Collaborative Virtual Gathering Report

## By Zoom - Sep 12, 2020

This document is for collaboratively creating notes on the virtual gathering presentations and sessions - please be respectful and add notes - conflicting information will be resolved as the document is finalized.

For reference on what we published last year, see [this PDF document](#).

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**11:00 - Opening Remarks**      **Welcome to our**  
**11:15 am**                              **Virtual Gathering**

**Doug G., NAATW Steering Committee Chair**

**Notes:**

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*The workshop is recorded and will be published online. If someone mentions their full name, please point it out so that it can be redacted in post-editing.*

*Zoom Etiquette. Slack chat. Slack channel. Chat in Hospitality room.*

**11:15 -  
12:15 pm**

**AA Technology  
Comes of Age: three  
perspectives**

**Three members share  
how the general use of  
technology has evolved  
in their areas**

***Hiroyuki K., Tokyo, Japan***

***Cindy M, Hazlewood, MO***

***Chris M., Atlanta, GA***

**Notes:**

***Hiroyuki K.: "How the general use of Technology has evolved in Tokyo, Japan".***

- ***"VIRTUAL TOKYO YOUNG PEOPLE'S GROUP" - Every Saturday @ 22:30 Japan time. Collecting 7th Tradition over PayPal.***
  - ***Zoom Meeting ID: 318 391 954***
  - ***Password: TYPG2020***
- ***AATokyo.org. Webmaster put meeting information here with Zoom link to join meetings. Tokyo (but not rest of Japan) is linked with MeetingGuide app.***
- ***AZYPAA - Asian Young People In AA convention***
- ***AA in Japan celebrating its 45th Anniversary (AA in Japan founded in 1975) with a special edition of "Dr. Bob & The Good Old-timers"***

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- *Question: how can GSO provide this book? Made a quick online bookshop during pandemic w/ online payment method (also bank transfer). Office is receiving 10 orders/day.*
- *Hiroyuki serves on GSB*
- *Two separate online intergroups were set up - one each in English and Japanese languages*
- *Aids were created for users providing instructions on how to do digital payments.*
- *Intergroup registered with GSO in Japan*

### **Questions for Hiro that we didn't get to during the session:**

1. We also use the TSML plugin, but do not get the Join Online Meeting button on the meeting page like I saw during your presentation. We entered the Zoom meeting number in the backend of TSML which lists it as an Online Meeting but does not give us the one click button. Maybe it needs to be a one click link added to the backend?
2. Please reproduce your appeal (on first or second of Hiroyuki's slide) to financial donation. Excellent appeal
3. How many people are volunteering with you? (I'd like to ask you each one of you? )

### ***Cindy M.***

- *Special worker for North County Intergroup in Hazelwood Missouri*
- *Started w/ Paper-based system. No inventory tracking. Mostly a cash-based operation. Mistakes in accounting.*
- *Improvements made: online banking, Quickbooks. USPS bills became emailed bills. Auto-withdrawal of fixed expenses. Procedures written down and used to onboard new special workers.*
- *Shutdown & transition to remote-working*
- *Intuit stopped supporting QuickBooks 2014. Cindy bought 2020 version w/ in-the-cloud data storage*

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- **Squarespace website. Tried to put PayPal donation button up. Squarespace Support couldn't even get PayPal button working... Decided to get a new website.**
- **Webdev wizard gave a quote of \$400 for upgrade: nco-aa.org**
  - **Zoom meeting listings,**
  - **meeting submission form,**
  - **donations (PayPal, CC, supporting specific group recipients)**
  - **Online bookstore (tracks inventory!)**

### Questions for Cindy that we didn't get to during the session:

1. Does GSO allow the use of the copyrighted (or trademarked) "blue people" on the aa.org website by other AA entities?
2. Tech Soup offers QuickBooks for about \$99. for 3 seats desktop preferred due to data ownership / access with QB online version?
3. Please provide your Contact info. My email is alicia.g.renner@ gmail.com

### **Chris "Crispy" M. - Atlanta Area Intergroup**

- **Contact:**
  - **Email: [crispy@atlantaaa.org](mailto:crispy@atlantaaa.org)**
  - **NAATW Slack: [Crispy](#)**
  - **TIAA: [@Crispy](#)**
- **Challenges:**
  - **Resistance to change - "We've always done it this way!"**
  - **Lack of knowledge - "What if an ad for alcohol appears in the Meeting Guide app?"**
  - **Fear - "Our anonymity will be destroyed online!"**
  - **"AA Speed" - Technologists are not used to moving so slowly!**
- **Hotline:**
  - **Overview:**

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- *Atlanta AA has a 15-hour/day (9am - midnight) AA hotline*
- *Paid answering service (\$500/mo)*
- *A/S calls volunteers - If one does not answer, they call another, etc.*
- *Once connected, the caller is transferred to the volunteer*
- *Inherited problems:*
  - *Contact lists out of date*
  - *Lots of info written on paper*
  - *Keeping up-to-date volunteer contacts*
  - *Lack of accessibility to accurate information*
  - *No backup volunteers*
  - *Volunteers forgetting their shifts*
  - *Statistics calculated by hand*
- *Improvements:*
  - *Google Sheets to track volunteers, shifts, Google Maps API used to visualize where calls are coming from*
  - *InGoogle Voice number & Gmail address (both free) shared between hotline chairs (not volunteers) so they see the same incoming SMS / emails*
  - *Google Drive to share reports, information, documents, data with volunteers and Intergroup reps*
  - *[Hotline Committee Web Page](#) with accurate information*
  - *Online Google form for sign-up*
  - *Printed flyers distributed and posted at physical meetings with QR code and [bit.ly](#) shortlink to hotline web page & sign-up form*
  - *[Twilio](#) (paid service, ~\$5/mo) used to automatically send out reminder SMS to volunteers before their shifts start (custom python code on droplet)*
  - *CSV file output from paid answering service, automatically processed (custom python code on droplet), and imported into Excel for reporting (moving to G Sheets soon)*
  - *G Maps API for “heat map” of caller locations*

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- *Future improvements:*
  - *When a volunteer calls to find a 12-step volunteer, the callee doesn't recognize the caller's number, so often they don't answer (suspected spam). Use some type of messaging app to allow direct messaging between volunteers*
  - *Move from A/S to automated call routing technology*
- *Virtual Meetings:*
  - [Zoom:](#)
    - *Over 200 meetings in the area have gone online via Zoom*
    - *For IG meetings, steering committee meetings*
    - *Using Zoom's native voting feature for committee elections*
    - *Some considerations to protect against [Zoom Bombing](#)*
  - *Digital Contributions:*
    - *Lack of donations now that the physical basket is not being passed around :-)*
    - *Preso on various online contribution opts, how to set them up, advantages/disadvantages, and how to get going:*  
<https://atlantaaa.org/2020/07/20/virtual-basket-keeping-aas-7th-tradition-online>
    - *Covered: G Suite, Venmo, CashApp, PayPal & Zelle*
    - *PayPal money pool does not charge a fee*
  - [QuarantinedAndSober.org:](#)
    - *Crispy's homegroup*
    - *Formed at beginning of COVID-19 Pandemic*
    - *Meetings twice per day*
    - *Online contributions, meeting script, service sign-up, literature readings all online and linked from web page*
    - *Virtual automated Zoom bot host: [UsherBot](#) (free)*
    - *Using [MailChimp](#) for newsletter/contact management (free)*

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- **Central Office:**
  - [Atlantaaa.org](http://Atlantaaa.org) - Atlanta Area Intergroup
    - [Digital Ocean](#) droplet for hosting (~\$8/mo)
      - *Advantage: Backups, lots of control, custom scripting, etc.*
      - *Disadvantage: Requires technical expertise with Linux, scripting, etc.*
    - [Wordpress](#)
      - *Very easy to use, especially for non-technical folks*
    - [12-Step Meeting Plugin](#) with data feed to [Meeting Guide](#) app
      - [Listings](#) for physical and virtual meetings and temporarily closure information
      - *Added support via custom code (PHP) for virtual meetings*
      - *Added site-wide password to meeting information to protect against Zoom bombers (Who is the founder of AA?)*
      - *Online submission for new meeting submissions, updates to existing meetings, and to report incorrect/folded meeting information*
    - **G Suite (Free for 501c3's)**
      - *Emails and distribution lists for committees and roles rather than individuals (Ex: [staff@atlantaaa.org](mailto:staff@atlantaaa.org), [tech@atlantaaa.org](mailto:tech@atlantaaa.org) instead of joej@..., chrism@...)*
      - **Google Drive for shared docs**
        - *Password-protected read-only G Drive for IGRs*
        - *Password-protected read/write G Drive for staff*
        - *GSuite's secure for Non-profits not for gmail accounts*

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- *Password-protected read/write G Drive for steering committee members (also r/w to IGR & staff drives)*
  - *DNS hosting*
  - *SSL certificates from [letsencrypt.org](https://letsencrypt.org) (free)*
  - *CDN caching by [cloudflare.com](https://cloudflare.com) (free)*
- *Contributions - Paypal:*
  - *Various types:*
    - *Individual one-time contributions*
    - *Groups*
    - *“Faithful Fivers” - Automatic recurring \$5+/mo contributions*
  - *Processing charge, but lower rates for non-profit*
  - *FUTURE: Venmo, CashApp, etc. (No processing charge!)*
- *“[Tech Soup](#)” - if you register as or already are a non-profit, you get access software, services and hardware for free or cheap. For example, the full G Suite is free through Tech Soup for 501c3’s*
- *Closing Suggestion:*
  - *No single person should sole have control/access over technology, accounts, money, or anything else. This is a program that enables us to live full lives, and during a full lifetime we can expect people to relapse, get sick, lose interest, move away, even pass away. If only single individuals have control/access, the individual may take that with them*
  - *This has played out over and over again in AA’s history. Just ask anyone who has been in service for an extended period of time*
  - *Our local Intergroup and a number of local groups are actively minting and recruiting for co-chairs for every chair position for this purpose*

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## Questions for Chris that we didn't get to during the session:

1. What is Your response to the member who is concerned about Google collecting data on google users - eg on themselves. they are Concerned that the resultant info is "sold"/ used to target online marketing to the user. Hence the member refrains from create a Google login. Currently, our meeting has put most documents are now stored on google software...all our names phones emails are in those documents. Secondly, to use the documents, members have to create google account, thereby giving google awareness of their identity
  - a. There are a few mitigation options I am aware of:
    - i. As an AA group or entity, use of a G Suite account (free for nonprofits) provides you with the same privacy that a corporation would have.
    - ii. If you share your document to "anyone with a link", then anyone can access the document without having to log in or have a Google account.
    - iii. Don't store the information online. You can always track it in a local Excel spreadsheet, or text file.
  - b. Addressing the concern itself:
    - i. Play the tape forward - what is the concern? Are you afraid Google is going to expose you as an alcoholic, or put you on some sort of "black list"? What do you think that would do to Google's reputation?
    - ii. Almost all modern technology offers convenience in exchange for privacy, and it seems that ship has already sailed. Just think about what happens when 50 people congregate at a physical meeting and each of their phones/devices have location tracking on ;).
    - iii. Anyone who wishes to can always choose to *not* use Google, or for that matter, any other online service or technology that introduces any privacy concerns.

2. Have you submitted your Digital Contributions ideas as a suggestion for a Service Material piece?

If you are referring to the GSO, I did email them the document shortly after I published it, but have not received a response.

3. Are you willing to be a G Suite Admin Sponsor? ;-)

In general, we call that being a "service sponsor". You bet! Hit me up on email. My only condition is that, once you become proficient, be willing to be a service sponsor to someone else :).

4. Chris, How does qurstion work on zoom. Does it work with meeting guide app?

Sorry, unless "qurstion" is some kind of new tech/site/app I haven't heard of (I Googled it but couldn't find anything), I cannot understand the question :).

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**12:15 - 1:00 pm      3D Virtual Reality Meeting Demo      Experience what an AA meeting looks like in Alt Space**

**Kalen C., Mike N., Scott F. and Margie D., Port Clinton, OH**

**Notes:**

**Kalen & Mike: AA in Virtual Reality (3D space)**

- **Dana S. sharing about Oculus Quest - immersive. Attended a “Campfire world on” Alt-space VR. It occurred to him that this might be a suitable platform for AA meetings/gatherings. Warren JOY (LAST NAME USED?) helped him get set up.**
- **Kalen C. started a meeting in Alt-space in March.**
  - **You can ‘physically’ move around.**
  - **Alt-space already had meeting spaces prior to Covid-19**
  - **Started to have people attend regularly**
- **Mike N. got VR equipment to help with his therapy following a stroke**
  - **Discovered Dana’s meeting. Texted Scott**
- **Scott F.**
  - **7 years of meetings on Skype, helping Mike N following his stroke**
  - **Helped Mike with meetings in Alt-space.**
  - **You can put banners in the room!**
  - **He says “we need our own world”**
- **Margie D. - one of the founding members of AA in Alt-space**
  - **Volunteered to teach Alt-space 101 to newcomers to Alt-space.**
  - **Covid-19 hit & she joined the Alt-space AA meetings**
  - **Realised that she & others missed their home meeting venues**

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- *Put out a request on Discord for a world-builder, (named “Trash Panda” on Alt-space).*
- *Trash Panda created 1 home for AA meeting space, and 1 home created for AA museum*
- *5 meetings / week in Alt-space VR.*
- *(Virtual meeting tour given by Mike N.)*
  - *Main meeting space w/ readings, schedule, traditions/steps*
  - *Outdoor space for chatting*
  - *Kitchen*
- *Dana: Adding the custom virtual world was a huge leap forward and made the experience far more personal.*

*They said to get started visit [www.altvr.com](http://www.altvr.com)*

*Notes: AA in VR in Altspcae Link:*

[\*AA in AltspcaeVR\*](#)

[\*Get AltspcaeVR in 2\*](#)

[\*AA in AltspcaeVR FB group\*](#)

*Scroll to bottom and links are in page to download*

<b>1:30 - 2:45 pm</b>	<b>Meeting Formats: Online, In-person or Both!</b>	<b>Three members share their experiences with various formats for Recovery Meetings, Service Meetings &amp; Assemblies and members with accessibility needs benefit from online formats</b>
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**Royce E., Freehold, NJ**

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**Monica F., Chicago, IL**

**Ginger S., Area 47 NY**

**Notes:**

- **Due to covid- zoom became the go to meetings**
  - **ZOOM PRO \$14.99 LIMIT 100 PEOPLE**
  - **\$50.00 500 PEOPLE**
  - **\$90.00 1000 PEOPLE**
- **TECHSOUP PROVIDES DISCOUNT FOR ZOOM MUST HAVE 501c3 NON-PROFIT**
- **ZOOM IS "EASY TRAVEL" FOR OUT OF TOWN SPEAKERS**
  - **BRING SPEAKERS AND ATTENDEES FROM AROUND THE WORLD**
  - **ALLOWS PEOPLE IN SELF QUARANTINE TO ATTEND**
  - **MAY ATTRACT NEWCOMERS**
- **ANONYMITY A CONCERN- MAY BE ABLE TO STAY MORE ANONYMOUS**
- **HYBRID- HAVE BOTH PHYSICAL AND ZOOM MEETING AT THE SAME TIME**
  - **PHYSICAL MEETING FOLLOWING COUNTY GUIDELINES FOR COVID SAFETY**
  - **ZOOM MEETING- ALL IN ATTENDANCE CAN HERE WHAT IS GOING ON DURING THE MEETING**
  - **COMMITTEE MEETING BE HELD FACE TO FACE- VISITORS ATTEND VIA ZOOM**
- **CHICAGO AREA 19- 20 DISTRICTS [CHICAGOAA.ORG](http://CHICAGOAA.ORG)**
  - **250 ONLINE MEETINGS**
  - **2974 PHYSICAL MEETINGS**
- **NEED TO GET MORE PARTICIPATION IN SERVICE COMMITTEES GREW OUT OF TRAFFIC, PARKING, AND THE FACT THAT OFFICE WAS LOCATED DOWNTOWN, IN 2018**

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- *They doubled participation in service once they went online*
  
- **THEY HAVE HAD CONFERENCES, EVENTS, ASSEMBLIES, AND MORE ALL VIRTUALLY**
- **AREA SERVICE SHARING SESSIONS- VIRTUAL**
  
- AREA 47 GINGER S. ACCESSIBILITY CHAIR**
  
- **HEARING IMPAIRED**
  - **READING LIPS JUST AS IMPORTANT AS HEARING WHAT IS SAID**
  - **COVID-WEARING MASK IS HINDERING THE ABILITY TO COMMUNICATE**
  - **AUTOMATED CAPTIONING- TRANSLATING TEXT**
  - **VIRTUAL MEETINGS PREFERRED**
  
- **VISUALLY IMPAIRED**
  - **ANDROID ACCESSIBILITY SUITE**
  - **APPLE- VOICE OVER**
  
- **ACCESSIBILITY MEETING**
  - **2ND AND 4TH MONDAY**
  - **7-8PM EST**
  - **690 393 7306 pwd: AREA 45**
  - **If anyone wishes to be added to the All Area Accessibilities Meeting Contact List please feel free to email me at [Area47aacontact@gmail.com](mailto:Area47aacontact@gmail.com)**

### **Questions for Royce that we didn't get to during the session:**

1. I've seen some hybrid meetings where the in person group will break off during the meeting to have their "own" meeting separate from the Zoom meeting. Have you heard of groups addressing this? I've heard that people in the room feel disconnected from the zoom meeting and they have a preference for in person rather than join in on the online meeting.

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2. Re: hybrid mtgs. What have you found to be the best spot for the mtg chair and secretary to be during the mtg - Online, or in the building?
3. Do you have experience using Projector Screen Paint - High Definition 4K Ultra White or such to project on a smooth wall for Hybrid meetings in a large room?

### Questions for Monica that we didn't get to during the session:

1. How do you do ASL and Spanish Language Translation in Zoom meetings?
2. Are minutes from earlier Area Service Sharing Sessions available? Thank you.

### Questions for Ginger that we didn't get to during the session:

1. The idea of "Broadcasting" a meeting has not been received well here - that is, a laptop with a zoom connection sharing the audio (only) of the meeting instead of using/managing 2 way meeting participation.
2. are there regular meetings that are offering live closed captioning? or just regular closed captioning?

**2:45 - TIAA Update** *What's new, what might be coming and  
3:15 what people would like to see in the  
pm future (poll)*

**Lew G., Westminster, CO**

**Notes:**

**TIAA- FORUM: <https://ttaa-forum.org>**

- **42% of attendees already are members of TIAA Forum**
- **Online Community to support our primary purpose**
- **Was born out of the NAATW to see if we could keep the conversation about technology going between conferences**

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- *½ of membership are tech professionals; ⅓ are interested parties*
- *Between 2015 - 2019, forum membership was around 600 members. We are currently at 1,700 members.*
- *Discourse Software used for forum*
- *TIAA-FORUM became a registered Colorado Association. We have applied for and received a 501(c)(3) non-profit designation by the IRS.*
- *Support structure includes Administrators, Moderators and an elected Board.*
- *Winter 2019 Box 459 Article featuring both NAATW and the TIAA Forum was published and increased interest / growth in TIAA membership. (Article can be found here: [https://www.aa.org/newsletters/en\\_US/en\\_box459\\_holiday19.pdf](https://www.aa.org/newsletters/en_US/en_box459_holiday19.pdf))*
- *Significant growth after March 2020 (COVID)*
- *Self-supporting through member contributions*
- *Question - relationship between TIAA and GSO?*
  - *No formal relationship, although there are some members of forum that are GSO employees.*
  - *Policy is that Forum members are only AA members and outsiders that are doing direct service to AA*
- *Questions - Linking to TIAA?*
  - *Anyone is welcome to link to the TIAA page*
  - *Encourage participation in forum*

### **Discussion about G-Suite**

- *Google GSuite product is a commercial product and therefore provides commercial-level security (i.e. does no data mining) if using the paid version. The G-Suite product for non-profits is exactly the paid version, just "free" for nonprofits.*
- *TechSoup Screening from GSuite. Once approved by TechSoup, you will have access to GSuite.*
- *No Special Access for AA. GSuite access is for all non-profits (IRS recognized 501(c)3 organizations*

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Questions that came in for Lew that we didn't get to during the session:

**3:30 -  
4:00 pm**

***Protecting our traditions and  
implementing technology  
through an informed group  
conscience***

***While conducting  
different types of  
virtual meetings, do  
we consider safety,  
security and  
anonymity and what's  
healthy for our  
membership versus  
right or wrong?***

***Buck R., Lewes, DE***

***Read more about it: The AA Guidelines – Finance:***

**[MG-15 - AA Guidelines Finance](#)**

**[EIN Individual Request - Online Application](#)**

***select “view additional types”***

***select “community or volunteer group”***

***Receive EIN within 24 hours to email of your choice.***

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***Safety card for AA Groups***

**[F-211 - Safety Card for AA Groups](#)**

***A.A. press release regarding digital platforms***

**[AA Groups Using Digital Platforms to Find Sobriety During Coronavirus \(COVID-19\) Outbreak](#)**

***The brochure “A.A. Self Support: Where Money and Spirituality Mix”***

**[F-3 - Self-Support Where Money & Spirituality Mix](#)**

***Read more about it: AA Guidelines - Internet***

**[AA® Guidelines - Internet](#)**

***Service Material from the General Service Office***

***FREQUENTLY ASKED QUESTIONS ON PRACTICING THE SEVENTH TRADITION AT VIRTUAL MEETINGS:***

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**[SMF-223 - FAQ on Practicing the Seventh Tradition at Virtual Meetings](#)**

***NY Intergroup Best Practices:***

**[Remote Meeting 7th Tradition Best Practices – New York Inter-Group](#)**

**Delaware's Box of Technology**

**[Delaware General Service Assembly](#)**

***Platforms from SF/Marin Intergroup***

**[Digital Contribution Platforms - Intergroup | Central Office serving SF & Marin](#)**

***Technology, Professionals and A.A. (a sample from the General Service Office)***

**[F-13 - About AA - A Newsletter for Professionals - Summer 2020](#)**

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### Considerations: Calls to Actions?

1. Are we sharing these issues *completely* with our home group, our district, our Assembly, our Intergroup or Central Office? Are we making the necessary changes suggested by the majority? Did we give the minority a fair hearing?
2. Do we wish to reconfigure how we work our own personal program and consider what meetings we attend to feel safe? (such as more Zoom vs less face-to-face?)
3. How best should we talk about weaving our 36 principles with our technology opportunities or technology needs.

### Questions that came in for Buck during the presentation that we didn't get to:

1. I have noticed that members are not as careful with anonymity when using technology. Many shrug and say something like "I don't understand this technology stuff", seemingly naive about the real risks to themselves and others. How do we persuade members to apply the same caution to technology tools that they do when meeting in person? More generally, is there a discussion about technology adoption vs adaptation in AA?
2. what is the way to approach 'Insurance liabilities' with face2face meetings? Do districts or areas offer an umbrella policy? This issue has come up with establishing brick n mortar locations....i ask this in this forum as it is a cost or an exclusion? any suggestions on investigations or solutions? some recommendations besides health mandates for safety is insurance.
3. As an intergroup office mgr, I am often asked during the Pandemic who is contributing & who is not. My answer? None of your f-ing business. No, these donations are not anonymous either by check or Pay Pal-I WILL NOT DISCUSS WITH ANYONE who is/isn't donating or how much. My lip is zipped on this one.
4. Very few groups are set up to have a group bank account. I doubt they will. Especially with smaller groups. This has historically been part of our unorganized system. And yes, treasurer's have taken the money. And people have gotten drunk. But we go on and end up okay. I am not sure how we change this.
5. Regarding outside contributions - when receiving a check in the mail do you contact the person who wrote it to ask "are you an aa?" what if the check is drawn from a bank (not a personal account) and the person you contact is a 3rd party check writer (like a trust manager) and they won't give out the giver's info - and we aren't going to ask that

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3rd party if the giver is an AA... This is becoming more common, especially with 3rd party check writing services where it may not be possible to directly contact the giver.

6. Tech related because of the 3rd party check writing services out there...
7. Can we please have a copy of this presentation so we can easily access the links?
8. Goods/Service or Friends/Family? Different online payment options allow one to designate payment as service or friends. Service incurs processing fee, friends doesn't. Implications for AA principles in choosing friends for 7th tradition?

**4:00 -  
4:15 pm**

***Designing the Online User  
Experience: How Pro's Do It***

***What AA can  
learn from  
professional UX  
designers***

***Lisa R., Albany CA***

### ***Notes:***

- ***UX Design - How do users interact with technology? How does the interface change the experience?***
- ***UX Design is online and off-line (not just technology based)***
- ***YOU are not the user! (we all bring biases to the process)***
- ***Can the user complete the task and was it a good experience - did they come back?***
- ***UX experience starts with the "thought" to do something***
- ***Test and Iterate often***
- ***Questions to be posted below:***

### **Questions for Lisa that we didn't get to during the session:**

1. How do we go about finding participants for user testing for AA sites? What UX testing/design parameters change within the anonymous nature of our program?
2. What are best practices for gathering usability input from users?

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**B**

**4:15 - Wagtail vs Wordpress Another way to easily  
4:45 propagate meetings to the  
pm Meeting Guide**

**Timothy A., Philadelphia, PA**

**Notes:**

***Many thought online meetings would mean we would miss newcomers. Some of us went the extra step of making sure there were lots of information available on how to get online, having a toll-free number for folks who had run out of minutes on their plans.***

***What we found was the opposite and that we had actually removed some obstacles for newcomers to attend meetings.***

***Many AA webpages are still using the Wordpress meeting list. This list provides a JSON feed that is needed to populate meetings on the Meeting Guide app.***

***This presentation has a demo showing what they could do for a meeting finder in python and django***

***Here's a link to a project which allows you to print booklets from the Meeting Guide JSON feed: <https://github.com/code4recovery/booklet-generator>***

**NAATW 2020 Collaborative Virtual Gathering Report  
By Zoom - Sep 12, 2020**

**4:45 - 5:15 pm**    **Future AA technologies post COVID19**    **This session will cover potential future technologies AA might need post COVID19.**

**Lois L., St. Louis, MO**

**Notes:**

**Future will not be the past**

**Build Back Better**

**Scenario Planning**

**How Might AA Change Post-Covid?**

**Experience**

- **What is the newcomer's experience?**
  - **Digital outreach?**
- **Will online groups and "hybrid" meetings be integrated into AA?**
- **Will we expand or change the way that we do institutional work?**
  - **Entry to facilities are limited**
  - **Institutional compliant technology - i.e. HIPPA**

**Economic**

- **Will some entities collapse or grow due to digital adoption?**
- **How do we adopt to support services or more affordable ways of doing things?**
  - **Physical offices**
  - **7th Tradition Collection**
- **Will we change how we use our contributions?**
  - **Hardware/Zoom fees**

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- SAAS
- AA-informed vendors (i.e. preservation of anonymity)

***New Channels of communications***

- ***Keep or expand the use of more immediate forms of communication***
  - WhatsApp
  - Facebook Groups
- ***Should we maintain or operationalize some of the things that we use to share information***
  - Some meetings (i.e. Boozers in Bathrobes) makes all meeting files available for download
  - Mailing Lists?
- ***What does communication look like at scale?***

***Cross-Pollination of AA***

- ***We are now able to share how we solve issues***
- ***Will remote service meetings and workshops become the norm?***
- ***How do natively online groups fit into the service structure?***
  - ***Are online groups tied to any “geographic” area?***
- ***Will we start serving not where we live or where we are needed?***
- ***Do we need a truly international service structure?***
  - ***AAWS is really focused on US and Canada***
- ***Time Zones...***
- ***Streaming and Hosting Services***
- ***Session Software - HIPPA Compliant***
  - ***De-Identified Video - synthetic anonymity***
- ***“AA-Informed” practices***

***How Might AA’s use of Technologies evolve to support the changes??***

***Prepare for a wide variety of unplanned futures***

***Do the next right thing***

# NAATW 2020 Collaborative Virtual Gathering Report

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- *Ask for help*
- *Pay attention to “news for the future”*
- *research , experiment, guide, advise*
- *Ground ourselves in the traditions and concepts*

## **Foundational Questions**

- *Is the spirit of AA continuing?*
- 

## **Questions for Lois submitted during the session:**

1. *I'm an archivist in Area 72. I'm looking at implementing running a server And using Win 10 Pro on 3 machines at the repository for 5 archivists to work virtually from home to build our digital presence. When will the two communities Archives and AA tech work collaboratively to ensure what we do will go forward hand in hand to preserve the histories being created in the digital world. (For example. The platforms changed in 2002—we in archives don't have those digital records...)*
2. *I am a special worker at an AA Central Office. How can we still offer opportunities for the fellowship at large when some of the needs we have in Technology do require a special skills? How can we make service opportunities available to the majority of the fellowship?*
3. *do you have a URL for a digital newcomer packet? i would like to suggest to my group*
4. *I'm seeing a share screen popover*
5. *We clearly need a way to find a meeting that does NOT lead us astray. I tried recently to find meeting I knew of in Eureka, CA and was misled to a commercial site sponsored by treatment center.....their 800 number had NO meeting info. The local Central office URL was quite obscure, without the name Eureka in it (I would have had to know the COUNTY name of the Eureka meeting to find it) so I was unable to find it by search engine. I would suggest some kind of MARKER or even a TradeMark that helps us KNOW we are at an AA URL.*
6. *Do you see specialized AA technical services like specialized AA conference tapers arising? (Paid businesses which cater to AA?)*
7. *Has anyone considered creating a nonprofit with the specific goal of servicing other AA groups and entities from a technology perspective? I'm not talking about sharing information (like NAATW), I'm talking about setting up Zoom accounts, G Suite, PayPal etc. directly under the nonprofit and providing the service to AA groups. Can you see any challenges with this kind of setup?*

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8. 50% to 60 % of the people in the U.S. with Alcoholism or Alcohol use disorder die without knowing about A.A. or what it does per NIH. How can we address that as a Fellowship?
9. Service Entities are paying lots of fees when dealing with digital contributions. How can we work cooperatively to cut cost of getting funds?

**5:30 - 6:45 pm**      **GSO & Grapevine Panel**      **We'll hear from GSO staff on status, planning and updates for Netsuite, AA.org, Meeting Guide Social Media and general updates on additional technology related topics from GSO**

**Lorna G, Director of Technology Services, GSO**

**Clement C., Senior Manager of Communication Services, GSO**

**Racy J., Public Information Coordinator, GSO**

**Jeff W., Group Services Coordinator, GSO**

**Niurka M., Web Coordinator – AA Grapevine**

**Notes:**

**6:45pm -7:00 pm**      **Closing and Fellowship**      **Wind up**

**Steering Committee and Participants**

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*All session audio and computer presentation video (images and content presented on screen by presenters) will be recorded.*

*To maintain AA's tradition of anonymity, NAATW will not publish anyone's last name or face.*