

WSO Information Technology Committee Report

August 2020

About WSO IT

Volunteers: Sharon F (chair), Brad L, Cheryl F, Christine B. Toronto, Mary Jo L
Content Audit Volunteers: Danielle J and Megan D

The WSO IT Committee supports the work of the Board, WSO Committees, and special workers by assisting with technological solutions. We maintain adultchildren.org, shop.adultchildren.org, acawso.org, acawsoec.com, and acaworldconvention.org.

We meet weekly on Wednesdays at 1pm ET via Zoom and use our channel on Slack for work between meetings. If you're interested in joining us, please send an email to webservant@adultchildren.org. We welcome anyone who is interested in becoming involved, especially those experienced in database, graphics and web design, particularly WordPress.

Status of IT Goals from the 2020 ABC

- Completed - 2020 ABC/AWC APP for program schedule and documentation
 - The Committee set up YAPP, ready to use - due to COVID, no 2020 in-person convention
- In Progress - Dynamic content, including ComLine Blog, on adultchildren.org
- Completed - Review and maintain our Privacy Policies
- Completed - Address time zone issues for Meeting Listings

Activities for August

Websites

- ACAWorldConvention.org
 - Completed - created 2020 AWC page which includes audio and handout links
- Adultchildren.org
 - Completed - Added assistance form for "Update Intergroup and Region Information" on Adultchildren.org
 - Completed - Audited existing content on Adultchildren.org, a major stepping stone toward the redesign of the site
 - In progress - Began testing and feedback process for upgrades to Meeting List
 - Search by State dropdown feature
 - Search by Type feature
 - Meeting list display features
 - Backend, administrative features
 - In progress - Continued work on redesign:
 - The Content Audit Working Group began defining site goals, user requirements, features, etc.
 - Defining functionality requirements - working with other committees
 - Incorporate WSO News to maximize fellowship awareness
 - On hold due to software conflict - Incorporate calendar for Recovery events and WSO Key Dates
 - On hold for designer - new images

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- Aawso.org
 - Completed - Updated Category - from “Diversity” to “Diversity, Inclusiveness and Accessibility” for that committee
 - Completed - Updated Committees Calendar to reflect recent Zoom changes
 - Completed - Created online form and developed process for WSO Partnered Online Events
- All sites - Security updates/backups

Support for Other WSO Committees and Special Workers

General

- Completed - Literature Committee - processed approval for LPG workshop recording and posted to website
- Completed - Zoom hosting expansion, realignment and guidance for committees
- Completed - Partnered with Connecticut and National Capital Area Intergroups to present workshops for the Fellowship
- In Progress - Special Workers/IT/Finance - set up meeting with an IT Business Analyst to help determine needs for CRM
- In progress - All Committees - Committee Chair Portal
 - Provide IT Onboarding for new Committee Chairs
 - Provide a centralized location for WSO IT (Guides, Forms, etc)
 - Resources for training for GSuite for Committee Collaboration

Documentation

- Completed – Updating Zoom Meeting Guide (procedures for scheduling and recording) for committees
- Completed - Creating guidelines for Event and Committee calendars and WSO News (Fellowship alerts) postings
- Completed - Process for Mailings to Meeting/IG/Region/Delegate WSO Contacts in

Projects on Hold

- Investigation of other software for meeting list database – more research needed – additional site purchased for development
- ACA Meeting List App
- Updating or removing Public contact emails with first & last names

Looking for Volunteers

- Graphics, Web Design and UX
- Content editors to update existing pages
- MailChimp design and/or audience maintenance
- Document creation for procedure and “best practices” manuals
- CRM implementation and transition
- Zoho Forms integrations
- Project timeline and task coordination with project management software
- And yes, web developers, PHP programmers, WordPress, and database

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Website Usage Statistics



Users 64,510	New Users 54,827	Sessions 138,973	Number of Sessions per User 2.15
Pageviews 414,253	Pages / Session 2.98	Avg. Session Duration 00:02:44	Bounce Rate 50.79%







Types of Devices accessing our site











Device Category ?	Acquisition	
	Users ? ↓	New Users ?
	64,510 % of Total: 100.00% (64,510)	54,865 % of Total: 100.07% (54,827)
1. mobile	39,328 (61.29%)	34,481 (62.85%)
2. desktop	22,791 (35.52%)	18,718 (34.12%)
3. tablet	2,051 (3.20%)	1,666 (3.04%)

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Top Visiting Countries

Country ?	Users ? ↓
	64,510 % of Total: 100.00% (64,510)
1.  United States	51,245 (79.74%)
2.  United Kingdom	3,518 (5.47%)
3.  Canada	2,529 (3.94%)
4.  Australia	1,412 (2.20%)
5.  Sweden	482 (0.75%)
6.  Germany	441 (0.69%)
7.  Netherlands	371 (0.58%)
8.  India	311 (0.48%)
9.  Ireland	293 (0.46%)
10.  New Zealand	240 (0.37%)

Top Pages Visited

Page ?	Pageviews ? ↓
	93,514 % of Total: 100.00% (93,514)
1. /quick-search/?onlinebt=Click+Here 	14,137 (15.12%)
2. / 	9,386 (10.04%)
3. /meditation/ 	7,247 (7.75%)
4. /quick-search/?telephonebt=Click+Here 	6,910 (7.39%)
5. /meeting-search/ 	6,347 (6.79%)
6. /mtsearch 	5,516 (5.90%)
7. /literature/laundry-list/ 	4,427 (4.73%)
8. /find-a-meeting-contact/ 	4,205 (4.50%)
9. /resources/find-a-meeting/ 	3,603 (3.85%)
10. /quick-search/ 	2,663 (2.85%)