

# WSO Information Technology Committee Report Activities for July 2023

## About WSO IT

**Chair:** Marcin C. (UK)

**Vice-chair:** Brad L(MD, USA)

**Volunteers:** Boaz (FL, USA), Clare W (AUS), Kathy T (CA, USA), Lisa B (NV, USA), Mary Jo (IL, USA)

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

We meet weekly on Mondays at 4pm 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 [itchair@acawso.org](mailto:itchair@acawso.org). We welcome anyone who is interested in becoming involved, especially those experienced in database, graphics and web design, particularly WordPress.

## IT Activities in June

- Researched and purchased cookie policy plugin for all websites - The Privacy Suite
- Created and adopted guidelines for potential new volunteers for the IT Committee
- Assisted ABC Committee with preparations for the August QDM- that included updating web pages and documents
- Reviewed and implemented findings from the initial security audit of [adultchildren.org](http://adultchildren.org) website

- Researched a new exit notifier plugin (one of the items highlighted in the mini security audit) WP Popups, as the previous notifier was no longer receiving updates.
- Reviewed and updated the member list of the #it\_request slack channel
- Designed and deployed the AWC convention page and relevant forms in coordination with the AWC planning team
- Created a registration page for the Boca Raton event in October.
  
- *Website Design Subcommittee*
  - Actively reviewing pages from the Next Level contractor and adding pages to their test servers
  - Meeting with Paul from Next Level to assist them in finishing the outstanding items in preparation for moving the new website to the WSO servers
  - More committees have transitioned to the new design on acawso.org
  
- *Business IT Subcommittee*
  - Working to develop a registration page for the upcoming Florida Regional Event
  - Coordinating with the Finance Committee to setup and test Fishbowl, our new inventory management software
  - Resolving remaining issues for the new Canada WSO webstore
  
- *Meeting List Maintenance (MLM) Subcommittee*
  - New rotation member started their first rotation
  - Ongoing support for new meeting registrations and updates as well as daily answering of emails coming to the committee. Cooperating with other WSO bodies as needed in regards to meetings, intergroups and events listings
  
- *Policy and Procedures Working Group*
  - Created a document with requirements for new IT Committee members
  - Continuing work on the IT Committee policies and procedures

- Acawso.org
    - Updates to committee pages on website - ongoing
    - Posting monthly committee reports - ongoing
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*IT Goals for the 2023 year:*

- Deployment of the new adultchildren.org website
- Hiring of a long term contractor to support and enhance the WSO meeting plugin
- Continue to harden our websites against attack
- New pathways for inviting and supporting WSO volunteers
- Continued support of ALL WSO committees, the Board, and the WSO Office

*Status of IT Goals from the 2022 ABC*

- In progress- Complete redesign and deployment of a modern adultchildren.org website
    - Content Update Project - Website Redesign Subcommittee continues to update, add, and remove content with input from WSO committees.
    - Next Level has been contracted by WSO
      - Implement modern attractive design
      - Utilize content update project material
      - Optimize site for faster response
      - Improve accessibility
  - In progress - Contract support for the meeting list plugin
  - Continue to harden our websites against attack
    - Deployed Web Application and Endpoint Firewalls
    - Continue to Monitor Scans and Alerts
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87,854

78,895

201,081

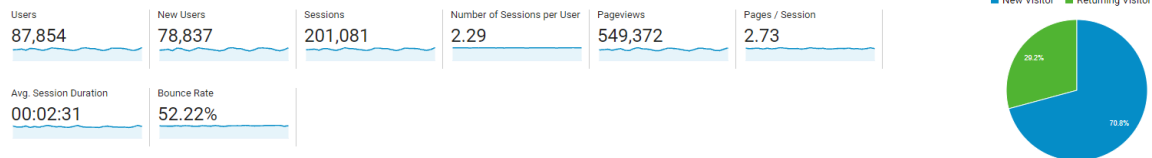
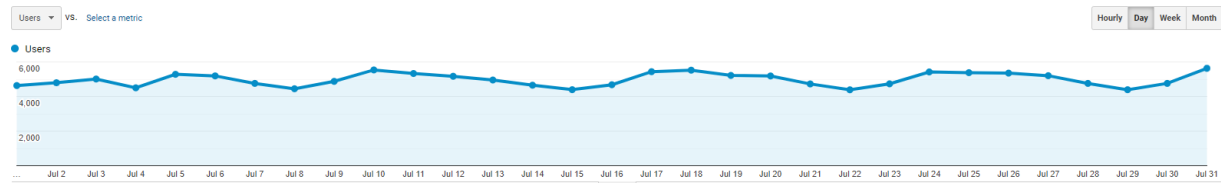
52.22%

2.73

00:02:31

Default Channel Grouping		Acquisition			Behavior		
		Users ?	New Users ?	Sessions ?	Bounce Rate ?	Pages / Session ?	Avg. Session Duration ?
		87,854 % of Total: 100.00% (87,854)	78,895 % of Total: 100.07% (78,837)	201,081 % of Total: 100.00% (201,081)	52.22% Avg for View: 52.22% (0.00%)	2.73 Avg for View: 2.73 (0.00%)	00:02:31 Avg for View: 00:02:31 (0.00%)
<input type="checkbox"/>	1. Organic Search	49,322 (53.76%)	40,731 (51.63%)	116,381 (57.88%)	47.66%	2.96	00:02:50
<input type="checkbox"/>	2. Direct	35,515 (38.71%)	33,029 (41.86%)	71,486 (35.55%)	59.34%	2.32	00:01:59
<input type="checkbox"/>	3. Referral	5,151 (5.61%)	3,544 (4.49%)	10,901 (5.42%)	53.33%	3.04	00:02:35
<input type="checkbox"/>	4. Social	1,721 (1.88%)	1,556 (1.97%)	2,249 (1.12%)	57.63%	2.68	00:02:07
<input type="checkbox"/>	5. (Other)	33 (0.04%)	32 (0.04%)	53 (0.03%)	0.00%	5.02	00:01:35
<input type="checkbox"/>	6. Email	6 (0.01%)	3 (0.00%)	11 (0.01%)	54.55%	4.45	00:01:36

## Overview



## Country

	Country	Users	% Users
1.	United States	69,403	77.52%
2.	United Kingdom	4,407	4.92%
3.	Canada	3,912	4.37%
4.	Australia	1,833	2.05%
5.	Sweden	1,293	1.44%
6.	Germany	750	0.84%
7.	Ireland	669	0.75%
8.	Netherlands	533	0.60%
9.	India	373	0.42%
10.	Spain	364	0.41%

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	549,372 % of Total: 100.00% (549,372)	335,989 % of Total: 100.00% (335,989)	00:01:27 Avg for View: 00:01:27 (0.00%)	200,950 % of Total: 100.00% (200,950)	52.22% Avg for View: 52.22% (0.00%)	36.58% Avg for View: 36.58% (0.00%)	\$2.03 % of Total: 100.00% (\$2.03)
<input type="checkbox"/>	1. /meeting-search/	175,200 (31.89%)	69,285 (20.62%)	00:01:38	52,538 (26.14%)	39.54%	\$0.08 (4.09%)
<input type="checkbox"/>	2. /	63,612 (11.58%)	46,008 (13.69%)	00:00:44	38,001 (18.91%)	33.89%	\$1.37 (67.71%)
<input type="checkbox"/>	3. /meditation/	47,186 (8.59%)	39,930 (11.88%)	00:03:29	35,026 (17.43%)	78.20%	\$0.07 (3.44%)
<input type="checkbox"/>	4. /literature/laundry-list/	26,921 (4.90%)	23,858 (7.10%)	00:03:54	15,658 (7.79%)	79.26%	\$0.09 (4.65%)
<input type="checkbox"/>	5. /quick-search/	18,588 (3.38%)	7,899 (2.35%)	00:01:41	6,225 (3.10%)	41.99%	\$0.05 (2.25%)
<input type="checkbox"/>	6. /find-a-meeting-contact/	17,441 (3.17%)	6,812 (2.03%)	00:01:07	1,663 (0.83%)	53.70%	\$0.17 (8.35%)
<input type="checkbox"/>	7. /online-phone-meetings-calendar/	12,725 (2.32%)	10,648 (3.17%)	00:03:02	6,474 (3.22%)	64.81%	\$0.03 (1.27%)
<input type="checkbox"/>	8. /collections/books	8,742 (1.59%)	3,329 (0.99%)	00:00:22	424 (0.21%)	1.65%	\$10.45 (514.81%)
<input type="checkbox"/>	9. /daily-affirmation/aca-daily-affirmation/	5,330 (0.97%)	4,635 (1.38%)	00:02:59	4,403 (2.19%)	76.29%	\$0.07 (3.36%)
<input type="checkbox"/>	10. /newcomer/	5,133 (0.93%)	4,015 (1.19%)	00:01:31	995 (0.50%)	56.98%	\$0.31 (15.11%)

## Acawso.org Analytics

First user defa... channel group ▾ +	↓ New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events ▾
	4,977 100% of total	3,884 100% of total	49.15% Avg 0%	0.73 Avg 0%	1m 06s Avg 0%	40,838 100% of total
1 Direct	2,214	1,616	42.76%	0.69	0m 55s	17,852
2 Referral	1,611	1,348	56.19%	0.79	1m 21s	13,794
3 Organic Search	1,140	1,008	58.27%	0.82	1m 10s	9,126
4 Organic Social	11	6	31.58%	0.50	0m 15s	63
5 Email	1	0	0%	0.00	0m 00s	3

Country ▾ +	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events ▾
	5,295 100% of total	4,977 100% of total	3,884 100% of total	49.15% Avg 0%	0.73 Avg 0%	1m 06s Avg 0%	40,838 100% of total
1 United States	4,030	3,794	2,881	49.26%	0.71	1m 07s	30,590
2 Canada	229	211	207	50.24%	0.90	1m 14s	1,981
3 United Kingdom	223	212	222	52.48%	1.00	1m 16s	2,287
4 Australia	104	99	90	58.06%	0.87	1m 05s	782
5 Germany	74	70	42	48.28%	0.57	0m 49s	445
6 Sweden	53	48	47	64.38%	0.89	0m 58s	409
7 China	49	49	4	7.41%	0.08	0m 04s	180
8 Russia	45	39	43	55.13%	0.96	0m 50s	372
9 India	31	28	29	48.33%	0.94	1m 57s	289
10 Netherlands	28	25	26	54.17%	0.93	1m 25s	244

Q Search...

Rows per page: 10 ▾

Page title and screen class ▾ +	↓ Views	Users	Views per user	Average engagement time	Event count All events ▾
	15,687 100% of total	5,295 100% of total	2.96 Avg 0%	1m 06s Avg 0%	40,838 100% of total
1 ACA WSO   Adult Children of Alcoholics World Service Organization	3,125	1,807	1.73	0m 26s	8,942
2 Events   ACA WSO	1,278	882	1.45	0m 48s	3,841
3 The Traveler Newsletter   ACA WSO	628	492	1.28	0m 19s	2,002
4 Member Shared Resources   ACA WSO	486	329	1.48	0m 38s	1,426
5 Ready Set GO!! – Evening Series   ACA WSO	367	221	1.66	1m 00s	816
6 Monthly Telecon   ACA WSO	347	260	1.33	0m 24s	872
7 Literature Translations   ACA WSO	342	276	1.24	0m 09s	1,048
8 Site Map and Search   ACA WSO	341	232	1.47	0m 33s	699
9 Feedback on Existing Literature   ACA WSO	321	277	1.16	0m 18s	1,035
10 July 2023 Traveler   ACA WSO	321	259	1.24	0m 48s	598

## Acawsoec.org Analytics

Session default channel group +		Users	↓ Sessions	Engaged sessions	Average engagement time per session	Engaged sessions per user	Events per session	Engagement rate	Event count All events
		659 100% of total	932 100% of total	509 100% of total	0m 29s Avg 0%	0.77 Avg 0%	6.01 Avg 0%	54.61% Avg 0%	5,603 100% of total
1	Organic Search	467	585	356	0m 22s	0.76	6.22	60.85%	3,636
2	Direct	159	296	122	0m 40s	0.77	5.28	41.22%	1,562
3	Referral	23	29	20	0m 41s	0.87	10.07	68.97%	292
4	Organic Social	7	16	10	0m 40s	1.43	5.56	62.5%	89
5	Unassigned	6	6	0	1m 27s	0.00	4.00	0%	24

Country +		↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
		659 100% of total	626 100% of total	509 100% of total	54.61% Avg 0%	0.77 Avg 0%	0m 41s Avg 0%	5,603 100% of total
1	United States	133	130	73	41.95%	0.55	0m 16s	852
2	Netherlands	98	94	71	53.79%	0.72	0m 22s	848
3	United Kingdom	92	85	70	62.5%	0.76	0m 23s	721
4	Germany	67	65	51	47.22%	0.76	0m 32s	600
5	Ireland	33	32	22	57.89%	0.67	0m 39s	273
6	France	28	22	30	68.18%	1.07	1m 19s	354
7	Sweden	25	25	17	53.13%	0.68	0m 22s	208
8	Greece	17	10	50	54.95%	2.94	8m 51s	501
9	Spain	15	14	12	63.16%	0.80	0m 17s	117
10	Switzerland	14	13	10	55.56%	0.71	0m 35s	93

Page title and screen class +		↓ Views	Users	Views per user	Average engagement time	Event count All events
		1,607 100% of total	659 100% of total	2.44 Avg 0%	0m 41s Avg 0%	5,603 100% of total
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	249	192	1.30	0m 10s	821
2	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	197	18	10.94	8m 36s	506
3	netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	158	116	1.36	0m 13s	760
4	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	102	56	1.82	0m 16s	348
5	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	99	70	1.41	0m 09s	234
6	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	75	50	1.50	0m 15s	316
7	france - Adult Children of Alcoholics/Dysfunctional Families European Committee	70	38	1.84	0m 36s	229
8	European ACA Meeting - Adult Children of Alcoholics/Dysfunctional Families European Committee	60	41	1.46	0m 43s	164
9	ec-meeting - Adult Children of Alcoholics/Dysfunctional Families European Committee	54	36	1.50	0m 21s	161
10	United Kingdom - Adult Children of Alcoholics/Dysfunctional Families European Committee	52	49	1.06	0m 14s	225

