

# WSO Information Technology Committee Report Activities for August 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

- Supported the QDM in August- prepared the webpage for the event, uploaded relevant documents and recordings where needed.
- Informed the Board about the lost recording of the 2023 ABC
- Approved a new member to have access to the test website so they can learn to use divi builder
- IT Chair met with a potential new volunteer
- Approved Behaviour Norms document for use within the IT Committee

- Made steps for the IT Chair to have more access to tools used within the WSO (slack, mailchimp)
  
  - *Website Design Subcommittee*
    - Updated home page of adultchildren.org website with new button linking to fellowship alerts on acawso.org website
    - Continued to review work that is being done by the vendor on the new design for the adultchildren.org website
    - Preparing pages on the new design website that will have some information about each of the WSO Literature titles.
    - A solution to the 7th tradition form meeting name field was presented by Sun via Brad.
    - Discussion has begun regarding Search Engine Optimization.
  
  - *Business IT Subcommittee*
    - Working on a replacement for Slack
    - New Shopify store for Canada was launched
    - Fishbowl - still ongoing
    - Continuing to search for possible replacement for GiveWP
  
  - *Meeting List Maintenance (MLM) Subcommittee*
    - Continued to update/register meetings
    - Continued to respond to emails
    - Internal works on templates for possible responses
  
  - *Policy and Procedures Working Group*
    - Addressed external and internal communications in the IT policies document
    - Prepared Behavior Norms document to be adopted by the IT Committee
  
  - Acaawso.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

## Adultchildren.org Analytics

Search... Rows per page: 10 1-6

Session default channel group	Users	Sessions	Engaged sessions	Average engagement time per session	Engaged sessions per user	Events per session	Engagement rate	Event count
	80,758 100% of total	200,490 100% of total	102,514 100% of total	1m 17s Avg 0%	1.27 Avg 0%	7.17 Avg 0%	51.13% Avg 0%	1,437,765 100% of total
1 Organic Search	44,476	116,625	66,996	1m 29s	1.51	7.95	57.45%	927,068
2 Direct	31,144	68,925	29,912	0m 57s	0.96	5.93	43.4%	408,574
3 Referral	4,888	9,872	4,986	1m 11s	1.02	7.01	50.51%	69,200
4 Unassigned	2,580	2,803	7	1m 36s	<0.01	6.32	0.25%	17,716
5 Organic Social	1,522	2,261	1,081	0m 57s	0.71	6.25	47.81%	14,134
6 Organic Video	113	156	88	1m 42s	0.78	6.88	56.41%	1,073

  

Country	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count
	80,098 100% of total	70,368 100% of total	101,769 100% of total	51.13% Avg 0%	1.27 Avg 0%	3m 12s Avg 0%	1,425,976 100% of total
1 United States	64,126	55,659	79,396	51.4%	1.24	3m 15s	1,144,126
2 United Kingdom	4,086	3,539	5,078	47.77%	1.24	2m 35s	64,983
3 Canada	3,626	3,105	4,721	52.35%	1.30	3m 24s	67,584
4 Australia	1,722	1,471	2,157	49.08%	1.25	2m 30s	27,636
5 Sweden	1,126	949	1,598	40.49%	1.42	2m 21s	15,722
6 Germany	632	515	842	52.2%	1.33	2m 54s	10,674
7 Ireland	564	491	732	52.89%	1.30	2m 43s	9,404
8 Netherlands	504	423	634	45.22%	1.26	2m 09s	7,797
9 Spain	316	255	438	49.38%	1.39	3m 22s	5,534
10 India	308	258	286	43.27%	0.93	1m 56s	3,705

Page title and screen class ▾ +		↓ Views	Users	Views per user	Average engagement time	Event count All events ▾
		<b>465,245</b> 100% of total	<b>80,343</b> 100% of total	<b>5.79</b> Avg 0%	<b>3m 09s</b> Avg 0%	<b>1,415,960</b> 100% of total
1	Meeting Search - Adult Children of Alcoholics & Dysfunctional Families	169,234	32,100	5.27	3m 48s	615,105
2	Strengthening My Recovery – Daily Meditation - Adult Children of Alcoholics & Dysfunctional Families	53,834	11,680	4.61	1m 55s	128,680
3	Welcome - Adult Children of Alcoholics & Dysfunctional Families	41,207	25,316	1.63	0m 28s	129,778
4	Laundry List - Adult Children of Alcoholics & Dysfunctional Families	22,369	14,239	1.57	1m 32s	61,217
5	WORLD MEETING LIST - Adult Children of Alcoholics & Dysfunctional Families	15,407	4,167	3.70	1m 02s	44,293
6	Quick Search - Adult Children of Alcoholics & Dysfunctional Families	11,943	2,380	5.02	2m 50s	42,063
7	Online/Phone Meetings Calendar View - Adult Children of Alcoholics & Dysfunctional Families	10,250	3,881	2.64	0m 26s	23,170
8	Our ACA Meditation of the Day - Adult Children of Alcoholics & Dysfunctional Families	9,504	2,777	3.42	1m 15s	23,578
9	Adult Children of Alcoholics, World Service Organization – ACAWSO	9,103	5,124	1.78	0m 28s	20,221
10	Meeting Details - Adult Children of Alcoholics & Dysfunctional Families	6,328	2,914	2.17	0m 45s	15,742

## Acawso.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 ▾
		<b>4,585</b> 100% of total	<b>7,077</b> 100% of total	<b>3,527</b> 100% of total	<b>0m 45s</b> Avg 0%	<b>0.77</b> Avg 0%	<b>5.22</b> Avg 0%	<b>49.84%</b> Avg 0%	<b>36,953</b> 100% of total
1	Direct	1,940	2,853	1,138	0m 30s	0.59	4.45	39.89%	12,697
2	Referral	1,483	2,340	1,315	0m 59s	0.89	6.10	56.2%	14,263
3	Organic Search	1,176	1,692	1,025	0m 52s	0.87	5.55	60.58%	9,394
4	Unassigned	96	101	0	0m 58s	0.00	3.19	0%	322
5	Organic Social	64	70	26	0m 15s	0.41	3.86	37.14%	270
6	Email	2	2	1	0m 01s	0.50	3.50	50%	7

Country ▾ +		↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events ▾
		<b>4,585</b> 100% of total	<b>4,316</b> 100% of total	<b>3,527</b> 100% of total	<b>49.84%</b> Avg 0%	<b>0.77</b> Avg 0%	<b>1m 10s</b> Avg 0%	<b>36,953</b> 100% of total
1	United States	3,406	3,210	2,602	51.25%	0.76	1m 13s	27,278
2	United Kingdom	253	236	202	43.53%	0.80	0m 46s	2,247
3	Canada	213	197	161	44.35%	0.76	1m 22s	1,942
4	Australia	67	66	41	43.16%	0.61	0m 54s	459
5	Germany	45	41	35	63.64%	0.78	1m 11s	311
6	Sweden	42	39	24	40.68%	0.57	1m 36s	315
7	India	40	37	35	44.3%	0.88	1m 27s	398
8	Netherlands	40	39	47	61.04%	1.18	1m 36s	441
9	Russia	35	29	40	61.54%	1.14	1m 01s	308
10	Denmark	31	29	19	41.3%	0.61	0m 37s	220

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	14,275 100% of total	4,585 100% of total	3.11 Avg 0%	1m 10s Avg 0%	36,953 100% of total
1 ACA WSO   Adult Children of Alcoholics World Service Organization	2,994	1,723	1.74	0m 27s	8,713
2 Events   ACA WSO	1,011	677	1.49	0m 51s	3,069
3 The Traveler Newsletter   ACA WSO	626	482	1.30	0m 18s	2,013
4 August 2023 Traveler   ACA WSO	396	322	1.23	0m 33s	784
5 Member Shared Resources   ACA WSO	379	262	1.45	0m 52s	1,135
6 Site Map and Search   ACA WSO	337	234	1.44	0m 36s	713
7 ACA Recovery & Our Mental Health   ACA WSO	320	186	1.72	0m 50s	757
8 Ready Set GO!! – Morning Series   ACA WSO	300	153	1.96	0m 43s	670
9 Literature Translations   ACA WSO	261	224	1.17	0m 08s	831
10 Monthly Telecon   ACA WSO	246	197	1.25	0m 27s	622

## Acaawsoec.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
	633 100% of total	856 100% of total	515 100% of total	0m 35s Avg 0%	0.81 Avg 0%	6.13 Avg 0%	60.16% Avg 0%	5,244 100% of total
1 Organic Search	462	579	370	0m 21s	0.80	6.10	63.9%	3,534
2 Direct	145	246	130	1m 09s	0.90	6.24	52.85%	1,534
3 Referral	15	16	8	0m 24s	0.53	7.06	50%	113
4 Organic Social	10	11	7	0m 19s	0.70	4.82	63.64%	53
5 Unassigned	5	5	0	0m 17s	0.00	2.00	0%	10

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	633 100% of total	593 100% of total	515 100% of total	60.16% Avg 0%	0.81 Avg 0%	0m 47s Avg 0%	5,244 100% of total
1 United States	116	113	63	45.99%	0.54	0m 20s	713
2 Netherlands	92	79	64	53.33%	0.70	0m 22s	710
3 United Kingdom	86	80	72	60.5%	0.84	0m 30s	640
4 Germany	55	49	43	58.9%	0.78	0m 24s	409
5 Spain	35	34	28	70%	0.80	0m 28s	345
6 Ireland	32	32	19	51.35%	0.59	0m 16s	213
7 France	22	18	20	74.07%	0.91	0m 48s	184
8 Sweden	22	21	13	50%	0.59	0m 26s	158
9 Switzerland	16	14	14	63.64%	0.88	0m 50s	127
10 Belgium	13	11	13	76.47%	1.00	0m 59s	144

	Page title and screen class <span>▼</span> <span>+</span>	↓ Views	Users	Views per user	Average engagement time	Event count All events <span>▼</span>
		1,432 100% of total	633 100% of total	2.26 Avg 0%	0m 47s Avg 0%	5,244 100% of total
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	224	170	1.32	0m 11s	742
2	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	163	17	9.59	11m 15s	453
3	netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	155	122	1.27	0m 14s	789
4	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	88	72	1.22	0m 08s	196
5	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	74	49	1.51	0m 14s	277
6	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	70	57	1.23	0m 13s	313
7	spain - Adult Children of Alcoholics/Dysfunctional Families European Committee	70	50	1.40	0m 09s	311
8	Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee	66	49	1.35	0m 07s	214
9	United Kingdom - Adult Children of Alcoholics/Dysfunctional Families European Committee	57	37	1.54	0m 24s	208
10	Spot on Europe - Adult Children of Alcoholics/Dysfunctional Families European Committee	52	47	1.11	0m 22s	146