

# WSO Information Technology Committee Report Activities for September 2023

## About WSO IT Committee

**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 September

- IT Committee collaborated with HSS's process of user management in ACAWSO Slack Workspace

- Budget for 2024 has been worked on - items on the budget from 2023 were cross referenced and the ones that were deemed necessary were included in the budget for the upcoming year
- IT Manager and IT Chair met twice with a developer who potentially could be hired as the meeting's plugin developer, search for a new candidate continues
- IT Manager and IT Chair assisted current website developer in moving new website to ACA WSO servers for further work to be completed before the launch
- A few members of the IT Committee met to work on a potential ballot proposal for the 2024 ABC
  
- *Website Design Subcommittee*
  - The subcommittee continued to check progress of work of the current website developer and approved items as they were completed, one item is still outstanding
  - Internal work on approving individual pages continued through the month
  - The subcommittee weighed in on the IT Committee budget for 2024
  - SEO project has been discussed and some initial steps have been taken to get it started
  
- *Business IT Subcommittee*
  - Researched alternatives to Slack
  - Fishbowl - still ongoing
  - Continuing to search for possible replacement for GiveWP
  - Assisting with the Boca Raton event
  
- *Meeting List Maintenance (MLM) Subcommittee*
  - Discussions about changes to the meetings category have been taking place with a focus on the beginners category
    - Reviewed that most beginners meetings are simply inviting beginners, but not focused on the beginner. Discussed potential solutions.
  - The subcommittee handled variety of request some of which were forwarded to other WSO bodies for decision

- o The team continued to assist groups and individuals with meetings registrations and updates
- *Policy and Procedures Working Group*
  - o The group kept meeting and continued to work on internal procedures documents including handling complaints and unusual situations that are reported to the MLM Subcommittee
- Acawso.org
  - o Updates to committee pages on website - ongoing
  - o Posting monthly committee reports - ongoing

*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

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 ▾
	84,151 100% of total	213,933 100% of total	111,023 100% of total	1m 14s Avg 0%	1.32 Avg 0%	7.00 Avg 0%	51.9% Avg 0%	1,498,065 100% of total
1 Organic Search	46,509	123,187	70,401	1m 28s	1.51	7.89	57.15%	972,117
2 Direct	33,587	74,631	33,363	0m 53s	0.99	5.75	44.7%	429,430
3 Referral	4,346	9,442	5,152	1m 16s	1.19	7.39	54.56%	69,768
4 Organic Social	1,753	2,312	1,109	0m 58s	0.63	6.47	47.97%	14,963
5 Unassigned	908	936	9	2m 10s	<0.01	7.33	0.96%	6,862
6 Email	386	550	314	1m 35s	0.81	7.36	57.09%	4,046
7 Organic Video	68	104	61	2m 19s	0.90	8.45	58.65%	879

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	83,403 100% of total	73,969 100% of total	109,893 100% of total	51.83% Avg 0%	1.32 Avg 0%	3m 09s Avg 0%	1,486,633 100% of total
1 United States	66,690	58,922	87,092	52.57%	1.31	3m 13s	1,192,276
2 United Kingdom	3,918	3,362	5,103	49.63%	1.30	2m 41s	64,814
3 Canada	3,735	3,164	5,061	55.52%	1.36	3m 20s	72,073
4 Australia	1,605	1,341	2,226	50.16%	1.39	2m 42s	26,438
5 Sweden	1,279	1,094	1,834	42.32%	1.43	2m 08s	17,469
6 Ireland	727	646	769	47.94%	1.06	2m 14s	10,902
7 Germany	631	510	945	55.2%	1.50	2m 46s	11,803
8 Netherlands	430	350	567	45.04%	1.32	2m 20s	6,134
9 India	379	321	414	46.57%	1.09	2m 21s	5,281
10 France	327	279	361	47.38%	1.10	2m 02s	4,220

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	484,189 100% of total	83,813 100% of total	5.78 Avg 0%	3m 06s Avg 0%	1,476,884 100% of total
1 Meeting Search - Adult Children of Alcoholics & Dysfunctional Families	180,890	33,966	5.33	3m 39s	653,558
2 Strengthening My Recovery - Daily Meditation - Adult Children of Alcoholics & Dysfunctional Families	55,736	11,583	4.81	2m 00s	132,826
3 Welcome - Adult Children of Alcoholics & Dysfunctional Families	41,440	25,853	1.60	0m 27s	130,598
4 Laundry List - Adult Children of Alcoholics & Dysfunctional Families	22,789	14,550	1.57	1m 32s	63,407
5 WORLD MEETING LIST - Adult Children of Alcoholics & Dysfunctional Families	15,966	4,355	3.67	1m 02s	45,539
6 Online/Phone Meetings Calendar View - Adult Children of Alcoholics & Dysfunctional Families	11,852	4,485	2.64	0m 26s	26,580
7 Quick Search - Adult Children of Alcoholics & Dysfunctional Families	11,820	2,398	4.93	2m 50s	41,534
8 Our ACA Meditation of the Day - Adult Children of Alcoholics & Dysfunctional Families	9,446	2,972	3.18	1m 13s	23,825
9 Adult Children of Alcoholics, World Service Organization - ACAWSO	9,232	5,290	1.75	0m 27s	20,314
10 Meeting Details - Adult Children of Alcoholics & Dysfunctional Families	7,319	3,235	2.26	0m 44s	17,885

## 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
	4,832 100% of total	7,225 100% of total	3,730 100% of total	0m 49s Avg 0%	0.77 Avg 0%	5.41 Avg 0%	51.63% Avg 0%	39,113 100% of total
1 Direct	2,115	3,101	1,287	0m 30s	0.61	4.39	41.5%	13,619
2 Referral	1,588	2,322	1,363	1m 07s	0.86	6.56	58.7%	15,229
3 Organic Search	1,174	1,725	1,058	0m 59s	0.90	5.71	61.33%	9,851
4 Organic Social	64	75	27	0m 21s	0.42	4.32	36%	324
5 Unassigned	14	15	0	2m 02s	0.00	5.47	0%	82
6 Email	2	2	1	1m 12s	0.50	4.00	50%	8

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count
	100% of total	100% of total	100% of total	Avg 0%	Avg 0%	Avg 0%	100% of total
4,832	4,481	3,730	51.63%	0.77	1m 14s	39,113	
1 United States	3,664	3,421	2,761	50.9%	0.75	1m 11s	28,714
2 United Kingdom	236	212	219	53.81%	0.93	1m 12s	2,302
3 Canada	213	193	191	49.74%	0.90	1m 18s	2,047
4 Australia	78	73	42	42.42%	0.54	0m 46s	489
5 Sweden	52	46	31	49.21%	0.60	0m 39s	296
6 Germany	51	45	49	51.04%	0.96	2m 00s	474
7 Russia	46	37	45	52.33%	0.98	0m 49s	421
8 India	35	30	31	36.47%	0.89	1m 44s	358
9 Japan	27	25	25	67.57%	0.93	3m 37s	369
10 China	25	23	6	24%	0.24	0m 09s	77

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count
	100% of total	100% of total	Avg 0%	Avg 0%	100% of total
15,167	4,832	3.14	1m 14s	39,113	
1 ACA WSO   Adult Children of Alcoholics World Service Organization	3,009	1,772	1.70	0m 26s	8,695
2 Events   ACA WSO	1,021	695	1.47	0m 54s	3,147
3 The Traveler Newsletter   ACA WSO	668	509	1.31	0m 23s	2,135
4 ACA Recovery & Our Mental Health   ACA WSO	477	255	1.87	0m 49s	1,091
5 Member Shared Resources   ACA WSO	439	322	1.36	0m 44s	1,349
6 LEARNING TO EMBRACE MY INNER CHILD   ACA WSO	427	262	1.63	0m 33s	1,008
7 Monthly Telecon   ACA WSO	426	275	1.55	0m 28s	1,032
8 September 2023 Traveler   ACA WSO	365	287	1.27	0m 49s	701
9 Site Map and Search   ACA WSO	317	215	1.47	0m 33s	664
10 Feedback on Existing Literature   ACA WSO	277	216	1.28	0m 16s	848

## 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
	100% of total	100% of total	100% of total	Avg 0%	Avg 0%	Avg 0%	Avg 0%	100% of total
722	969	547	0m 30s	0.76	5.88	56.45%	5,698	
1 Organic Search	471	567	364	0m 22s	0.77	6.39	64.2%	3,621
2 Direct	225	369	166	0m 43s	0.74	5.14	44.99%	1,897
3 Referral	21	22	10	0m 16s	0.48	5.45	45.45%	120
4 Organic Social	9	10	7	0m 48s	0.78	6.00	70%	60

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	722 100% of total	698 100% of total	547 100% of total	56.45% Avg 0%	0.76 Avg 0%	0m 41s Avg 0%	5,698 100% of total
1 United States	195	194	80	37.74%	0.41	0m 12s	1,033
2 United Kingdom	87	82	74	62.71%	0.85	0m 33s	708
3 Netherlands	85	82	68	61.26%	0.80	0m 23s	661
4 Germany	57	54	46	54.76%	0.81	0m 23s	418
5 France	37	37	32	71.11%	0.86	0m 41s	262
6 Ireland	33	33	24	63.16%	0.73	0m 31s	288
7 Poland	17	16	11	57.89%	0.65	0m 21s	92
8 Greece	16	11	67	81.71%	4.19	11m 18s	485
9 Sweden	16	15	12	63.16%	0.75	0m 18s	102
10 China	14	14	1	7.14%	0.07	0m 00s	43

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	1,597 100% of total	722 100% of total	2.21 Avg 0%	0m 41s Avg 0%	5,698 100% of total
1 Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	305	249	1.22	0m 07s	1,001
2 greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	178	17	10.47	10m 23s	462
3 netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	153	106	1.44	0m 14s	734
4 Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	79	57	1.39	0m 16s	177
5 germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	70	46	1.52	0m 14s	260
6 Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee	67	49	1.37	0m 12s	213
7 Spot on Europe - Adult Children of Alcoholics/Dysfunctional Families European Committee	65	48	1.35	0m 43s	190
8 ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	61	46	1.33	0m 18s	285
9 france - Adult Children of Alcoholics/Dysfunctional Families European Committee	59	41	1.44	0m 32s	215
10 United Kingdom - Adult Children of Alcoholics/Dysfunctional Families European Committee	52	42	1.24	0m 18s	193