

WSO Information Technology Committee Report Activities for October 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, shop.adultchildren.org, acawso.org, acawsoec.com, and 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. We welcome anyone who is interested in becoming involved, especially those experienced in database, graphics and web design, particularly WordPress.

IT Activities in October

- Submitted a proposal regarding the future of the ABC and QDM
- Discussed and finalized the budget for 2024
- Some members attended the Committee's Chair Summit during the Boca Raton event

- Continued support of the Boca Raton event on site
- Started to research database that could be used by a few committees within WSO
- Started the process of processing recordings from the Boca Raton event
- Set up a group email for WSO Committee chairs
- Assisted with preparation to QDM (updates to the webpage, registrations, etc)
- Updated the AWC webpage and created forms for additional activities
- Passed a motion for the ABC/QDM and AWC events to be made prominent on the homepage of adultchildren.org website some time in advance

- *Website Design Subcommittee*
 - Continued discussion regarding the SEO for the new website(plans to create some content relating to dysfunctional families and the inner child)
 - Continued internal review of the new website
 - Continued to review the progress of the vendor on the new website optimisations and finishing the tasks that were still outstanding
 - Discussed request from the vendor in regards to final payment
 - Testing of functionality of the new website

- *Business IT Subcommittee*
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 - Fishbowl - still ongoing
 - Continuing to search for possible replacement for GiveWP
 - Assisting with the Boca Raton event - coordinating with the hotel, audio vendor, and the Intergroup

- *Meeting List Maintenance (MLM) Subcommittee*
 - Troubleshooted some issues with meetings database (time zones and address fields)
 - Discussed an issue with meetings listed as beginners and finalized a procedure on how to clean the database in regards to these meetings

- o Continued to answer emails, process updates and registrations of meetings
- *Policy and Procedures Working Group*
 - o The group did not meet during the month of October
- **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 ▾
	102,664 100% of total	237,014 100% of total	133,444 100% of total	1m 12s Avg 0%	1.30 Avg 0%	7.08 Avg 0%	56.3% Avg 0%	1,678,108 100% of total
1 Organic Search	47,728	124,549	72,546	1m 28s	1.52	7.95	58.25%	989,868
2 Direct	50,411	97,183	52,511	50s	1.04	6.13	54.03%	595,579
3 Referral	4,253	9,524	5,207	1m 24s	1.22	7.35	54.67%	69,984
4 Organic Social	1,699	2,522	1,229	1m 06s	0.72	6.47	48.73%	16,312
5 Unassigned	901	926	2	1m 59s	<0.01	6.12	0.22%	5,663
6 Organic Video	72	93	57	1m 40s	0.79	7.55	61.29%	702

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	102,024 100% of total	90,005 100% of total	132,423 100% of total	56.23% Avg 0%	1.30 Avg 0%	2m 46s Avg 0%	1,666,308 100% of total
1 United States	78,741	69,254	100,379	56.26%	1.27	2m 57s	1,317,152
2 United Kingdom	4,277	3,697	5,369	48.64%	1.26	2m 25s	63,584
3 Canada	3,879	3,288	5,359	55.77%	1.38	3m 25s	72,575
4 (not set)	2,592	2,330	2,825	98.47%	1.09	11s	23,673
5 Türkiye	2,541	2,502	2,668	94.85%	1.05	14s	23,737
6 Australia	1,892	1,565	2,517	50.15%	1.33	2m 34s	30,948
7 Sweden	1,237	1,020	1,850	41.76%	1.50	2m 03s	17,448
8 Netherlands	760	679	839	50.27%	1.10	1m 40s	8,734
9 Germany	666	548	969	53.07%	1.45	2m 42s	12,496
10 Ireland	655	565	858	53.66%	1.31	2m 40s	10,201

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	529,152 100% of total	102,317 100% of total	5.17 Avg 0%	2m 44s Avg 0%	1,654,414 100% of total
1 Meeting Search - Adult Children of Alcoholics & Dysfunctional Families	182,351	34,920	5.22	3m 50s	656,776
2 Strengthening My Recovery – Daily Meditation - Adult Children of Alcoholics & Dysfunctional Families	59,283	12,228	4.85	2m 07s	141,242
3 Welcome - Adult Children of Alcoholics & Dysfunctional Families	43,688	27,194	1.61	27s	138,340
4 Email Subscriptions - Adult Children of Alcoholics & Dysfunctional Families	36,273	16,277	2.23	14s	151,049
5 Laundry List - Adult Children of Alcoholics & Dysfunctional Families	23,479	15,129	1.55	1m 34s	64,826
6 WORLD MEETING LIST - Adult Children of Alcoholics & Dysfunctional Families	16,769	4,525	3.71	1m 03s	47,941
7 Quick Search - Adult Children of Alcoholics & Dysfunctional Families	12,897	2,714	4.75	2m 55s	45,138
8 Online/Phone Meetings Calendar View - Adult Children of Alcoholics & Dysfunctional Families	12,495	4,737	2.64	25s	27,960
9 Adult Children of Alcoholics, World Service Organization – ACAWSO	9,657	5,536	1.74	26s	21,311
10 Our ACA Meditation of the Day - Adult Children of Alcoholics & Dysfunctional Families	9,545	2,806	3.40	1m 16s	23,738

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
	5,423 100% of total	7,912 100% of total	4,084 100% of total	45s Avg 0%	0.75 Avg 0%	5.24 Avg 0%	51.62% Avg 0%	41,454 100% of total
1 Direct	2,512	3,420	1,453	30s	0.58	4.41	42.49%	15,080
2 Referral	1,805	2,707	1,571	1m 01s	0.87	6.23	58.03%	16,854
3 Organic Search	1,181	1,710	1,006	51s	0.85	5.42	58.83%	9,276
4 Organic Social	36	44	17	11s	0.47	3.98	38.64%	175
5 Unassigned	18	18	0	1m 36s	0.00	3.67	0%	66
6 Email	1	1	0	0s	0.00	3.00	0%	3

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	5,423 100% of total	5,079 100% of total	4,084 100% of total	51.62% Avg 0%	0.75 Avg 0%	1m 06s Avg 0%	41,454 100% of total
1 United States	4,126	3,888	3,086	52.34%	0.75	1m 08s	31,460
2 Canada	251	228	212	55.21%	0.84	1m 06s	1,976
3 United Kingdom	246	226	224	52.96%	0.91	55s	1,842
4 Australia	90	87	56	44.8%	0.62	1m 33s	962
5 Sweden	80	73	43	41.75%	0.54	1m 03s	469
6 Germany	58	53	35	51.47%	0.60	37s	301
7 Netherlands	47	43	34	53.13%	0.72	31s	285
8 China	37	29	8	21.62%	0.22	7s	108
9 India	36	32	27	52.94%	0.75	1m 05s	268
10 Russia	36	30	42	54.55%	1.17	57s	329

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	15,900 100% of total	5,423 100% of total	2.93 Avg 0%	1m 06s Avg 0%	41,454 100% of total
1 ACA WSO Adult Children of Alcoholics World Service Organization	3,077	1,847	1.67	30s	8,945
2 Events ACA WSO	1,199	795	1.51	50s	3,535
3 The Traveler Newsletter ACA WSO	717	543	1.32	21s	2,294
4 BPC Page ACA WSO	472	416	1.13	5s	1,378
5 Member Shared Resources ACA WSO	431	309	1.39	38s	1,320
6 404 Not Found ACA WSO	373	301	1.24	8s	1,119
7 Monthly Telecon ACA WSO	369	261	1.41	40s	912
8 October 2023 Traveler ACA WSO	345	286	1.21	39s	651
9 Committees Calendar ACA WSO	344	223	1.54	28s	708
10 Site Map and Search ACA WSO	334	222	1.50	37s	707

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
	622 100% of total	845 100% of total	463 100% of total	30s Avg 0%	0.74 Avg 0%	5.52 Avg 0%	54.79% Avg 0%	4,662 100% of total
1 Organic Search	413	486	293	22s	0.71	6.13	60.29%	2,978
2 Direct	188	331	153	42s	0.81	4.63	46.22%	1,533
3 Referral	17	19	13	32s	0.76	6.26	68.42%	119
4 Organic Social	5	8	4	3s	0.80	3.88	50%	31
5 Unassigned	1	1	0	0s	0.00	1.00	0%	1

Country	+	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count
		622 100% of total	603 100% of total	463 100% of total	54.79% Avg 0%	0.74 Avg 0%	41s Avg 0%	4,662 100% of total
1	United States	135	134	72	48%	0.53	20s	751
2	United Kingdom	71	69	55	57.29%	0.77	19s	489
3	Netherlands	67	63	41	51.9%	0.61	17s	498
4	Germany	47	45	39	47.56%	0.83	31s	400
5	France	45	43	37	52.86%	0.82	51s	387
6	Ireland	26	25	17	62.96%	0.65	23s	214
7	Spain	20	18	16	61.54%	0.80	30s	175
8	China	18	18	1	5.56%	0.06	0s	56
9	Poland	17	16	10	50%	0.59	29s	104
10	Belgium	15	14	14	82.35%	0.93	41s	158

Page title and screen class	+	↓ Views	Users	Views per user	Average engagement time	Event count
		1,301 100% of total	622 100% of total	2.09 Avg 0%	41s Avg 0%	4,662 100% of total
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	234	184	1.27	9s	768
2	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	147	13	11.31	13m 19s	411
3	netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	108	83	1.30	9s	507
4	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	77	61	1.26	5s	175
5	france - Adult Children of Alcoholics/Dysfunctional Families European Committee	77	46	1.67	37s	272
6	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	76	41	1.85	14s	258
7	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	58	38	1.53	17s	247
8	daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee	48	40	1.20	10s	196
9	Spot on Europe - Adult Children of Alcoholics/Dysfunctional Families European Committee	43	38	1.13	19s	119
10	contact us - Adult Children of Alcoholics/Dysfunctional Families European Committee	41	22	1.86	20s	105