WSO Information Technology Committee Report Activities for November 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)

Contact emails: itmanager@acawso.org itchair@acawso.org

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 November

- Assisted the AWC planning team in organizing the tech hosts for the Convention, updating the Convention's webpage and helping out with any items that needed attention of the committee

- Several members of the IT Committee attended the AWC as tech hosts and their efforts are appreciated. The event has had support of the IT Committee almost through the entire 27 hours length
- Collaborated with members of the ABC Committee to revise a ballot proposal that was submitted to the Ballot Prep in October
- Met with two potential volunteers who expressed interest in joining the IT Committee
- IT Manager and IT Chair conducted an interview with a potential developer who would help us maintain and develop the meeting plugin
- IT Committee approved hiring of the developer who were interviewed earlier during the month and the money from 2023 budget were allocated to the work agreed between the developer and IT Manager and IT Chair
- Approved renewal of the A2 hosting earlier to get black friday pricing

- *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
    - Testing of functionality of the new website
    - Welcomed a new member of the subcommittee
    - Discussed a possibility of launching the new website with reduced content to begin with
    - Assisted other WSO Committee in any updates of the pages on the current websites
    - Approved purchase of a plugin that would help us present a volunteer page in a streamlined and fashionable manner

- *Business IT Subcommittee*
    - Fishbowl - still ongoing
    - Continuing to search for possible replacement for GiveWP

o Preparing audio recordings from Boca Raton event to be posted on the shop website
o Slack users are being added when requested by committee chairs

- *Meeting List Maintenance (MLM) Subcommittee*
    o Referred some issues to other WSO bodies for resolution
    o Continued to answer emails, process updates and registrations of meetings
    o Discussed a separate category in the Meeting Listings section for Workbook groups that are starting
    o Assisted a newly formed intergroup with affiliating the meetings that are part of that intergroup

- *Policy and Procedures Working Group*
    o The group finalized the IT Policies and Procedures document
    o The group meet at the end of November to expand on the IT Policies and Procedures document in regards to ABC and AWC events

- 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

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Adultchildren.org Analytics

First user defa… channel group	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	78,106 100% of total	115,207 100% of total	51.77% Avg 0%	1.28 Avg 0%	3m 05s Avg 0%	1,552,972 100% of total
1 Organic Search	38,294	62,267	58.94%	1.41	3m 40s	852,935
2 Direct	34,898	48,646	45.41%	1.21	2m 34s	635,513
3 Referral	3,236	3,926	56.91%	1.11	2m 47s	50,655
4 Organic Social	1,641	1,140	50.31%	0.66	1m 04s	13,289
5 Organic Video	37	40	54.79%	1.03	3m 45s	580

Country	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	89,099 100% of total	77,515 100% of total	114,232 100% of total	51.78% Avg 0%	1.28 Avg 0%	3m 05s Avg 0%	1,543,156 100% of total
1 United States	69,649	60,834	89,709	53.55%	1.29	3m 13s	1,231,620
2 United Kingdom	4,348	3,707	5,502	48.48%	1.27	2m 37s	67,643
3 Canada	4,006	3,426	5,447	53.74%	1.36	3m 12s	71,964
4 Australia	1,917	1,607	2,670	51.26%	1.39	2m 34s	31,280
5 Sweden	1,226	1,037	1,876	41.88%	1.53	2m 12s	17,948
6 Germany	740	627	987	55.02%	1.33	3m 04s	12,821
7 Ireland	633	542	945	55.69%	1.49	3m 18s	11,576
8 Netherlands	531	438	800	48.6%	1.51	2m 46s	8,310
9 Mexico	377	314	375	46.76%	0.99	1m 55s	4,397
10 Russia	373	333	333	51.95%	0.89	1m 23s	3,927

Page title and screen class	Views	Users	Views per user	Average engagement time	Event count All events
	500,986 100% of total	89,372 100% of total	5.61 Avg 0%	3m 02s Avg 0%	1,529,875 100% of total
1 Meeting Search - Adult Children of Alcoholics & Dysfunctional Families	182,062	34,410	5.29	3m 38s	656,722
2 Strengthening My Recovery – Daily Meditation - Adult Children of Alcoholics & Dysfunctional Families	60,217	12,627	4.77	2m 01s	143,015
3 Welcome - Adult Children of Alcoholics & Dysfunctional Families	44,937	27,631	1.63	29s	143,016
4 Laundry List - Adult Children of Alcoholics & Dysfunctional Families	24,993	16,242	1.54	1m 28s	68,847
5 WORLD MEETING LIST - Adult Children of Alcoholics & Dysfunctional Families	16,085	4,473	3.60	1m 03s	47,046
6 2023 Annual World Convention - Adult Children of Alcoholics & Dysfunctional Families	12,828	6,287	2.04	1m 10s	35,060
7 Online/Phone Meetings Calendar View - Adult Children of Alcoholics & Dysfunctional Families	12,292	4,728	2.60	26s	27,930
8 Quick Search - Adult Children of Alcoholics & Dysfunctional Families	11,337	2,291	4.95	2m 51s	39,290
9 Our ACA Meditation of the Day - Adult Children of Alcoholics & Dysfunctional Families	10,030	2,816	3.56	1m 25s	24,992
10 Adult Children of Alcoholics, World Service Organization – ACAWSO	9,579	5,522	1.73	27s	21,223

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
	5,836 100% of total	4,741 100% of total	51.07% Avg 0%	0.76 Avg 0%	1m 04s Avg 0%	47,901 100% of total
1 Direct	2,841	2,066	43.39%	0.68	50s	21,635
2 Referral	1,941	1,684	59.91%	0.82	1m 20s	17,111
3 Organic Search	993	946	59.01%	0.87	1m 17s	8,920
4 Organic Social	60	19	28.79%	0.31	19s	232
5 Email	1	0	0%	0.00	0s	3

Country	Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	6,213 100% of total	5,836 100% of total	4,741 100% of total	51.07% Avg 0%	0.76 Avg 0%	1m 04s Avg 0%	47,901 100% of total
1 United States	4,610	4,343	3,516	51.96%	0.76	1m 07s	35,942
2 Canada	329	302	273	50.74%	0.83	1m 18s	2,799
3 United Kingdom	303	278	277	55.29%	0.91	59s	2,317
4 Australia	96	94	66	48.18%	0.69	30s	584
5 Germany	72	64	43	41.35%	0.60	26s	399
6 Sweden	72	68	46	42.2%	0.64	1m 04s	522
7 Russia	44	37	37	56.06%	0.84	58s	341
8 Japan	38	36	25	50%	0.66	30s	215
9 Netherlands	38	34	26	48.15%	0.68	54s	236
10 India	37	33	21	36.21%	0.57	30s	239

Page title and screen class	Views	Users	Views per user	Average engagement time	Event count All events
	18,424 100% of total	6,213 100% of total	2.97 Avg 0%	1m 04s Avg 0%	47,901 100% of total
1 ACA WSO | Adult Children of Alcoholics World Service Organization	3,337	1,981	1.68	27s	9,680
2 Events | ACA WSO	1,396	956	1.46	37s	3,876
3 ACA Proposed Name Change – Town Halls December 2nd, 2023 | ACA WSO	1,202	899	1.34	34s	3,470
4 The Traveler Newsletter | ACA WSO	763	591	1.29	22s	2,341
5 Name Change Study | ACA WSO	577	439	1.31	19s	1,557
6 Member Shared Resources | ACA WSO	497	326	1.52	42s	1,492
7 Ready Set GO!! Morning Series | ACA WSO	461	266	1.73	57s	1,083
8 Service in ACA (Volunteer) | ACA WSO	386	277	1.39	18s	984
9 Site Map and Search | ACA WSO	371	249	1.49	30s	773
10 ACA's ANNUAL WORLD CONVENTION | ACA WSO	349	234	1.49	35s	833

Acawsoec.org Analytics

First user defa… channel group	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	621 100% of total	490 100% of total	52.52% Avg 0%	0.76 Avg 0%	56s Avg 0%	5,295 100% of total
1 Organic Search	365	277	60.75%	0.74	24s	2,825
2 Direct	231	197	43.58%	0.81	1m 47s	2,283
3 Referral	23	13	54.17%	0.57	26s	157
4 Organic Social	2	2	100%	1.00	1m 37s	30

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	644 100% of total	621 100% of total	490 100% of total	52.52% Avg 0%	0.76 Avg 0%	56s Avg 0%	5,295 100% of total
1 United States	175	175	78	37.32%	0.45	32s	1,156
2 United Kingdom	65	62	45	58.44%	0.69	25s	400
3 Netherlands	62	59	40	47.62%	0.65	25s	513
4 Germany	44	44	32	51.61%	0.73	18s	293
5 Ireland	32	31	24	66.67%	0.75	22s	259
6 France	26	23	23	62.16%	0.88	30s	203
7 Sweden	25	23	19	61.29%	0.76	16s	181
8 Spain	24	23	21	70%	0.88	27s	223
9 Greece	18	13	98	70.5%	5.44	16m 54s	726
10 Türkiye	14	12	3	11.54%	0.21	20s	100

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	1,553 100% of total	644 100% of total	2.41 Avg 0%	56s Avg 0%	5,295 100% of total
1 Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	359	269	1.33	13s	1,123
2 greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	275	20	13.75	15m 17s	717
3 netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	108	67	1.61	13s	470
4 Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	79	49	1.61	19s	197
5 germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	72	43	1.67	14s	248
6 france - Adult Children of Alcoholics/Dysfunctional Families European Committee	69	41	1.68	26s	224
7 Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee	50	38	1.32	15s	170
8 ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	48	37	1.30	12s	203
9 daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee	46	41	1.12	10s	191
10 Spot on Europe - Adult Children of Alcoholics/Dysfunctional Families European Committee	40	31	1.29	39s	117