

WSO INFORMATION TECHNOLOGY COMMITTEE REPORT ACTIVITIES FOR JANUARY 2024

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 January

- Cookie warnings have been added to all our websites
- Removed inactive people from zoom slack channels
- Assisted ABC Committee with updating the conference page with required documents and prepared forms for the February QDM
- Discussed presenting the proposal at one of the Town Halls. The proposal was submitted by the IT and ABC Committees
- Discussed potential uses for additional Zoom room that WSO acquired
- Evaluated various platforms for stock photos to be used on the WSO websites

- Discussed slack administration
- Looked at Volunteer form and decided to work on the presentation of various ideas

- *Website Design Subcommittee*
 - Continued internal review of the new website
 - Reported issues that were found to be fixed by the developer under the warranty
 - Worked on reorganizing the mega menus
 - Reached out to people within the IT Committee asking for review of the pages on the staging website
 - Discussed status of the work from the new developer as well as planned on how to approach the communication with that new developer
 - Met with Spiritual Inclusion group to discuss how to present the materials that the group has on WSO websites

- *Business IT Subcommittee*
 - Fishbowl - still ongoing
 - Continuing to search for possible replacement for GiveWP
 - Met with 3 accessibility consultants to obtain quotes
 - Worked on the audit for 2023 year

- *Meeting List Maintenance (MLM) Subcommittee*
 - Continued to answer emails, process updates and registrations of meetings
 - Finished working on the communication that will go to the fellowship regarding the beginners focus and worked on identifying steps needed to be taken to have it implemented on the website and integrated with the database tables

- *Policy and Procedures Working Group*
 - The group continued to work on the IT Policies and Procedures document focusing on slack admin criteria as well as website maintenance procedures)

- Acawso.org
 - Updates to committee pages on website - ongoing
 - Posting monthly committee reports - ongoing

IT Goals for the 2024 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 primary...Channel Group) ▾ +		Users	↓ Sessions	Engaged sessions	Average engagement time per session	Engaged sessions per user	Events per session	Engagement rate	Event count All events ▾	Conversions All events ▾
		92,491 100% of total	236,426 100% of total	122,936 100% of total	1m 21s Avg 0%	1.33 Avg 0%	7.42 Avg 0%	52% Avg 0%	1,754,470 100% of total	3,332.00 100% of total
1	Organic Search	49,828	138,634	80,127	1m 34s	1.61	8.21	57.8%	1,137,888	2,037.00
2	Direct	37,317	81,567	36,403	58s	0.98	6.14	44.63%	500,943	962.00
3	Referral	4,169	11,211	6,254	1m 23s	1.50	7.50	55.78%	84,094	206.00
4	Organic Social	1,866	2,606	1,336	1m 09s	0.72	6.44	51.27%	16,788	17.00
5	Organic Video	1,559	2,062	967	1m 37s	0.62	5.07	46.9%	10,452	6.00
6	Unassigned	670	698	1	1m 55s	<0.01	6.17	0.14%	4,305	104.00

Country ▾ +		↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events ▾	Conversions All events ▾
		91,669 100% of total	79,907 100% of total	121,750 100% of total	51.84% Avg 0%	1.33 Avg 0%	3m 28s Avg 0%	1,740,404 100% of total	3,326.00 100% of total
1	United States	72,309	62,857	97,443	52.3%	1.35	3m 35s	1,405,212	2,816.00
2	Canada	4,358	3,716	5,850	55.38%	1.34	3m 37s	80,592	80.00
3	United Kingdom	4,280	3,635	5,885	51.05%	1.38	2m 47s	71,473	34.00
4	Australia	1,934	1,650	2,541	50.28%	1.31	3m 02s	34,085	32.00
5	Sweden	1,036	850	1,631	40.75%	1.57	3m 01s	17,205	7.00
6	Germany	771	672	928	54.98%	1.20	2m 23s	11,431	0.00
7	Ireland	655	565	1,012	56.1%	1.55	3m 29s	13,233	2.00
8	Netherlands	528	436	687	44.15%	1.30	2m 37s	7,727	3.00
9	Russia	518	475	411	49.82%	0.79	1m 16s	4,800	2.00
10	Mexico	374	295	482	49.33%	1.29	2m 30s	5,776	2.00

Page title and screen class +		↓ Views	Users	Views per user	Average engagement time	Event count All events	Conversions All events
		565,717 100% of total	92,036 100% of total	6.15 Avg 0%	3m 25s Avg 0%	1,727,706 100% of total	3,328.00 100% of total
1	Meeting Search - Adult Children of Alcoholics & Dysfunctional Families	212,872	37,931	5.61	4m 01s	774,228	0.00
2	Strengthening My Recovery - Daily Meditation - Adult Children of Alcoholics & Dysfunctional Families	61,940	12,011	5.16	2m 13s	145,509	0.00
3	Welcome - Adult Children of Alcoholics & Dysfunctional Families	52,122	29,616	1.76	31s	156,842	0.00
4	Laundry List - Adult Children of Alcoholics & Dysfunctional Families	30,494	18,716	1.63	1m 35s	82,009	0.00
5	WORLD MEETING LIST - Adult Children of Alcoholics & Dysfunctional Families	17,977	5,365	3.35	1m 00s	51,052	0.00
6	Online/Phone Meetings Calendar View - Adult Children of Alcoholics & Dysfunctional Families	13,144	4,978	2.64	28s	29,235	0.00
7	Adult Children of Alcoholics, World Service Organization - ACAWSO	11,733	6,164	1.90	29s	25,778	0.00
8	Quick Search - Adult Children of Alcoholics & Dysfunctional Families	11,374	2,506	4.54	3m 05s	40,787	0.00
9	Our ACA Meditation of the Day - Adult Children of Alcoholics & Dysfunctional Families	10,871	3,216	3.38	1m 19s	26,797	0.00
10	Meeting Details - Adult Children of Alcoholics & Dysfunctional Families	7,907	3,587	2.20	44s	19,194	0.00

Acaawso.org Analytics

Session primary...Channel Group +		Users	↓ Sessions	Engaged sessions	Average engagement time per session	Engaged sessions per user	Events per session	Engagement rate	Event count All events
		5,942 100% of total	8,952 100% of total	4,760 100% of total	47s Avg 0%	0.80 Avg 0%	5.32 Avg 0%	53.17% Avg 0%	47,591 100% of total
1	Direct	2,591	3,643	1,560	33s	0.60	4.60	42.82%	16,747
2	Referral	2,315	3,493	2,224	1m 00s	0.96	6.01	63.67%	21,001
3	Organic Search	1,140	1,863	1,053	48s	0.92	5.10	56.52%	9,496
4	Organic Social	52	72	28	25s	0.54	4.21	38.89%	303
5	Unassigned	13	13	0	1m 28s	0.00	2.54	0%	33
6	Email	3	4	0	0s	0.00	2.75	0%	11

Country +		↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events	Conversions All events
		5,942 100% of total	5,498 100% of total	4,760 100% of total	53.17% Avg 0%	0.80 Avg 0%	1m 11s Avg 0%	47,591 100% of total	0.00
1	United States	4,505	4,194	3,585	53.18%	0.80	1m 13s	35,960	0.00
2	Canada	270	243	255	51.93%	0.94	1m 22s	2,582	0.00
3	United Kingdom	236	209	271	59.82%	1.15	1m 33s	2,596	0.00
4	Australia	112	106	81	48.5%	0.72	50s	758	0.00
5	Russia	103	97	52	32.3%	0.50	35s	675	0.00
6	Sweden	74	67	49	45.37%	0.66	53s	477	0.00
7	Germany	71	67	47	51.09%	0.66	23s	379	0.00
8	Netherlands	38	31	32	55.17%	0.84	1m 47s	341	0.00
9	India	34	31	24	51.06%	0.71	1m 31s	202	0.00
10	France	32	31	22	53.66%	0.69	1m 12s	289	0.00

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events	Conversions All events
	18,360 100% of total	5,942 100% of total	3.09 Avg 0%	1m 11s Avg 0%	47,591 100% of total	0.00
1 ACA WSO Adult Children of Alcoholics World Service Organization	3,444	1,956	1.76	27s	9,840	0.00
2 Events ACA WSO	1,422	927	1.53	44s	4,010	0.00
3 BPC Page ACA WSO	951	543	1.75	30s	2,672	0.00
4 The Traveler Newsletter ACA WSO	761	593	1.28	21s	2,424	0.00
5 Ready Set GO!! Evening Series ACA WSO	576	298	1.93	1m 18s	1,301	0.00
6 Member Shared Resources ACA WSO	528	338	1.56	46s	1,544	0.00
7 Ready Set GO!! Morning Series ACA WSO	513	270	1.90	1m 10s	1,162	0.00
8 January 2024 Traveler ACA WSO	466	373	1.25	37s	871	0.00
9 Nominating Committee ACA WSO	436	234	1.86	25s	1,153	0.00
10 Monthly Telecon ACA WSO	401	282	1.42	32s	1,000	0.00

Acaawsoec.org Analytics

Session primary...Channel Group	Users	↓ Sessions	Engaged sessions	Average engagement time per session	Engaged sessions per user	Events per session	Engagement rate	Event count All events
	724 100% of total	1,112 100% of total	659 100% of total	34s Avg 0%	0.91 Avg 0%	5.52 Avg 0%	59.26% Avg 0%	6,134 100% of total
1 Organic Search	480	599	419	28s	0.87	5.97	69.95%	3,579
2 Direct	206	431	205	46s	1.00	5.12	47.56%	2,205
3 Organic Social	20	47	21	17s	1.05	3.81	44.68%	179
4 Referral	23	32	13	17s	0.57	5.31	40.63%	170
5 Unassigned	1	1	0	1s	0.00	1.00	0%	1

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events	Conversions All events
	724 100% of total	693 100% of total	659 100% of total	59.26% Avg 0%	0.91 Avg 0%	52s Avg 0%	6,134 100% of total	0.00
1 United States	206	202	133	51.35%	0.65	33s	1,356	0.00
2 Germany	65	61	59	45.04%	0.91	33s	542	0.00
3 United Kingdom	65	60	70	74.47%	1.08	38s	671	0.00
4 Netherlands	48	45	40	64.52%	0.83	28s	401	0.00
5 France	40	39	43	65.15%	1.08	1m 06s	421	0.00
6 Ireland	39	39	36	72%	0.92	35s	271	0.00
7 Greece	22	14	71	62.83%	3.23	7m 13s	552	0.00
8 Sweden	19	18	16	61.54%	0.84	27s	145	0.00
9 Denmark	18	18	14	58.33%	0.78	27s	118	0.00
10 Spain	18	17	18	85.71%	1.00	30s	143	0.00

Page title and screen class ▾		+	↓ Views	Users	Views per user	Average engagement time	Event count All events ▾	Conversions All events ▾
			1,817 100% of total	724 100% of total	2.51 Avg 0%	52s Avg 0%	6,134 100% of total	0.00
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee		335	212	1.58	17s	1,014	0.00
2	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee		213	28	7.61	5m 57s	554	0.00
3	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee		123	60	2.05	25s	412	0.00
4	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee		114	76	1.50	11s	260	0.00
5	daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee		107	80	1.34	14s	473	0.00
6	Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee		97	63	1.54	14s	314	0.00
7	france - Adult Children of Alcoholics/Dysfunctional Families European Committee		88	47	1.87	43s	301	0.00
8	netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee		84	57	1.47	18s	401	0.00
9	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee		82	54	1.52	52s	325	0.00
10	Spot on Europe - Adult Children of Alcoholics/Dysfunctional Families European Committee		56	44	1.27	29s	161	0.00