

# WSO Information Technology Committee Report Activities for March 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](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 March

- Voted to ask the developer for quotes on further items to fix on the current website and the new design website
- Prepared ABC forms, ABC slack delegate channel and the conference page to go live on the 18th March for starting of delegate's registrations
- Continued to work on the yearly report for 2024 ABC
- Voted to dissolve the Business IT subcommittee as the hourly commitment needed to learn and perform the business functions was not reasonable for a volunteer. The IT special workers that currently

perform business IT activities are still to report to the main IT Committee

- *Website Design Subcommittee*
  - Continued internal review of the new website
  - The group identified pain points on the new design website that need addressing before going live
  - Brad and Marcin met with a few committees to gain feedback about specific pages on the new website
  - Volunteer portal page is almost complete bar a few visual tweaks
  - Discussed status of the work from the new developer and reviewed the work they completed thus far
  - A newcomer focus group continues to meet to discuss how to present ACA program for newcomers on the new website
  - Brad L started chairing the subcommittee
  - Work was done to the front page on the new design to change some visual items
  
- *Business IT Subcommittee*
  - Fishbowl - still ongoing (met with a new consultant)
  - Continuing to search for possible replacement for GiveWP
  - Put fellowship's financial statements on the adultchildren.org and acawso.org websites
  - Brad and Marcin continue to learn AirTable software that will be utilized across the WSO
  
- *Meeting List Maintenance (MLM) Subcommittee*
  - Continued to answer emails, process updates and registrations of meetings
  - Discussed issues around what webpages can be used by groups on their meeting's listings
  - Started to work on priority items for the plugin developer
  
- *Policy and Procedures Working Group*

- o The group continued to work on the IT Policies and Procedures document focusing on area of IT in the OPPM
  - o The group has worked on procedures relating to Special Workers and on the use of dashlane
  - o The group worked on security section and access for special workers and WSO Board members
- Acaawso.org
    - o Updates to committee pages on website - ongoing
    - o 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 for March 1st to March 31st 2024**

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 ▾
	87,473 100% of total	219,537 100% of total	118,314 100% of total	1m 19s Avg 0%	1.35 Avg 0%	7.28 Avg 0%	53.89% Avg 0%	1,598,832 100% of total
1 Organic Search	46,648	126,941	74,167	1m 31s	1.59	8.02	58.43%	1,017,994
2 Direct	36,300	79,235	36,245	56s	1.00	5.97	45.74%	473,382
3 Referral	4,069	9,957	5,857	1m 33s	1.44	7.99	58.82%	79,543
4 Organic Social	1,933	2,977	1,438	52s	0.74	6.00	48.3%	17,857
5 Organic Video	435	633	259	1m 19s	0.60	4.52	40.92%	2,863
6 Unassigned	630	554	10	3m 52s	0.02	12.78	1.81%	7,079
7 Organic Shopping	18	19	6	9s	0.33	4.42	31.58%	84
8 Email	8	8	3	54s	0.38	3.75	37.5%	30

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	87,473 100% of total	76,902 100% of total	118,314 100% of total	53.89% Avg 0%	1.35 Avg 0%	3m 19s Avg 0%	1,598,832 100% of total
1 United States	67,121	59,095	91,055	53.79%	1.36	3m 28s	1,264,805
2 Canada	4,394	3,858	5,393	53.05%	1.23	3m 24s	78,892
3 United Kingdom	4,221	3,686	5,608	52.43%	1.33	2m 32s	68,222
4 Australia	1,801	1,570	2,161	49.52%	1.20	2m 20s	27,172
5 Sweden	1,044	865	1,507	39.18%	1.44	2m 48s	15,523
6 Germany	689	585	840	51.79%	1.22	2m 58s	10,775
7 Russia	573	541	366	43.26%	0.64	1m 08s	5,175
8 Ireland	571	489	920	58.97%	1.61	3m 07s	10,818
9 Netherlands	462	372	793	48.09%	1.72	2m 54s	8,644
10 Mexico	379	318	436	49.27%	1.15	2m 34s	5,953

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	525,935 100% of total	87,473 100% of total	6.01 Avg 0%	3m 19s Avg 0%	1,598,832 100% of total
1 Meeting Search - Adult Children of Alcoholics & Dysfunctional Families	189,902	34,561	5.49	3m 58s	693,745
2 Strengthening My Recovery – Daily Meditation - Adult Children of Alcoholics & Dysfunctional Families	59,235	11,199	5.29	2m 13s	138,961
3 Welcome - Adult Children of Alcoholics & Dysfunctional Families	48,295	27,089	1.78	29s	144,007
4 Laundry List - Adult Children of Alcoholics & Dysfunctional Families	26,010	15,598	1.67	1m 35s	69,253
5 WORLD MEETING LIST - Adult Children of Alcoholics & Dysfunctional Families	15,487	4,514	3.43	1m 04s	44,629
6 Online/Phone Meetings Calendar View - Adult Children of Alcoholics & Dysfunctional Families	12,656	4,653	2.72	28s	28,288
7 Our ACA Meditation of the Day - Adult Children of Alcoholics & Dysfunctional Families	10,969	3,162	3.47	1m 23s	26,951
8 Adult Children of Alcoholics, World Service Organization – ACAWSO	9,911	5,363	1.85	31s	21,596
9 Quick Search - Adult Children of Alcoholics & Dysfunctional Families	9,005	1,992	4.52	3m 02s	32,274
10 Meeting Details - Adult Children of Alcoholics & Dysfunctional Families	6,782	3,157	2.15	42s	16,379

## Acawso.org Analytics for March 1st to March 31st 2024

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
	5,704 100% of total	8,792 100% of total	4,710 100% of total	48s Avg 0%	0.83 Avg 0%	5.57 Avg 0%	53.57% Avg 0%	49,006 100% of total
1 Direct	2,447	3,516	1,372	29s	0.56	4.45	39.02%	15,655
2 Referral	2,133	3,341	2,150	1m 01s	1.01	6.53	64.35%	21,820
3 Organic Search	1,230	1,926	1,202	56s	0.98	5.80	62.41%	11,179
4 Organic Social	58	70	29	20s	0.50	3.71	41.43%	260
5 Unassigned	22	22	0	1m 15s	0.00	3.59	0%	79
6 Email	3	4	1	6s	0.33	3.25	25%	13

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	5,704 100% of total	5,227 100% of total	4,710 100% of total	53.57% Avg 0%	0.83 Avg 0%	1m 14s Avg 0%	49,006 100% of total
1 United States	4,230	3,887	3,555	55.3%	0.84	1m 17s	36,372
2 Canada	286	247	296	57.48%	1.03	1m 33s	2,728
3 United Kingdom	232	209	250	58.96%	1.08	1m 12s	2,917
4 Russia	103	97	52	28.57%	0.50	25s	733
5 Poland	91	91	9	9.68%	0.10	4s	413
6 Australia	84	79	62	60.19%	0.74	1m 02s	570
7 Sweden	66	63	38	35.19%	0.58	26s	386
8 Germany	64	54	41	41%	0.64	43s	400
9 India	58	55	26	27.08%	0.45	31s	342
10 Netherlands	37	30	30	63.83%	0.81	44s	255

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	19,447 100% of total	5,704 100% of total	3.41 Avg 0%	1m 14s Avg 0%	49,006 100% of total
1 ACA WSO   Adult Children of Alcoholics World Service Organization	3,799	1,973	1.93	27s	10,489
2 Events   ACA WSO	1,722	914	1.88	50s	4,566
3 BPC Page   ACA WSO	782	442	1.77	21s	2,056
4 The Traveler Newsletter   ACA WSO	734	520	1.41	19s	2,307
5 Member Shared Resources   ACA WSO	514	287	1.79	51s	1,398
6 "A Fourth Possibility – Completing the Recovery Process"   ACA WSO	467	242	1.93	30s	1,193
7 Ready Set GO!! Evening Series   ACA WSO	436	219	1.99	1m 40s	1,130
8 Board Meeting with the Fellowship   ACA WSO	418	250	1.67	31s	1,063
9 March 2024 Traveler   ACA WSO	375	300	1.25	41s	677
10 404 Not Found   ACA WSO	361	288	1.25	8s	1,130

## Acawsoec.org Analytics for March 1st to March 31st 2024

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
	991 100% of total	1,188 100% of total	582 100% of total	55s Avg 0%	0.59 Avg 0%	7.02 Avg 0%	48.99% Avg 0%	8,334 100% of total
1 Organic Search	525	660	439	23s	0.84	5.71	66.52%	3,770
2 Direct	297	426	134	22s	0.45	4.03	31.46%	1,717
3 Referral	92	93	6	1s	0.07	4.03	6.45%	375
4 Organic Social	3	5	3	20s	1.00	4.40	60%	22
5 Unassigned	78	4	0	2h 46m	0.00	612.50	0%	2,450

Country	↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events
	991 100% of total	968 100% of total	582 100% of total	48.99% Avg 0%	0.59 Avg 0%	1m 06s Avg 0%	8,334 100% of total
1 United States	371	368	178	43.73%	0.48	21s	2,063
2 Poland	95	95	15	15.79%	0.16	10s	461
3 United Kingdom	75	71	69	54.76%	0.92	24s	595
4 Canada	39	38	16	37.21%	0.41	45s	264
5 Germany	39	37	35	36.46%	0.90	45s	445
6 Ireland	38	36	29	72.5%	0.76	43s	266
7 Netherlands	33	31	25	62.5%	0.76	55s	316
8 Sweden	22	19	20	80%	0.91	1m 02s	187
9 Australia	21	21	16	61.54%	0.76	38s	165
10 France	19	18	16	76.19%	0.84	1m 18s	179

Page title and screen class	↓ Views	Users	Views per user	Average engagement time	Event count All events
	3,936 100% of total	991 100% of total	3.97 Avg 0%	1m 06s Avg 0%	8,334 100% of total
1 (not set)	2,280	74	30.81	8m 58s	2,432
2 Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	438	384	1.14	7s	1,438
3 Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee	153	118	1.30	12s	550
4 daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee	149	106	1.41	13s	659
5 greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	111	12	9.25	9m 12s	311
6 germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	105	38	2.76	25s	356
7 netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	69	39	1.77	15s	294
8 ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	61	47	1.30	23s	232
9 Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	60	52	1.15	10s	140
10 United Kingdom - Adult Children of Alcoholics/Dysfunctional Families European Committee	42	28	1.50	26s	144