

WSO Information Technology Committee Report Activities for July 2024

About WSO IT Committee

Chair: Marcin C. (UK)

Vice-chair: Brad L (MD, USA)

Volunteers: Boaz (FL, USA), Clare W (AUS), Jimmy M(TN, USA), 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, shop.adultchildren.ca, acawso.org, and acawsoec.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 July

- Several updates were completed on some of the pages of adultchildren.org website
 - front page announcements for the Fraudulent BRB
 - A New Hope book,
 - conference page links to documents from the ABC
- Forms for the August QDM were crafted and deployed on the conference website
- The committee discussed needs for the upcoming QDM

- The group discussed changes needed on the acawso.org website in regards to inactive committee
- The following meeting search filters were added, A New Hope and Sign Language ASL to improve searchability
- *Meeting List Maintenance (MLM) Subcommittee*
 - Continued to answer emails, process updates and registrations of meetings
 - Continued to work on priority items for the plugin developer
 - Mary Jo was voted the chair of the subcommittee until next year's ABC
 - MLM resolved various requests from meetings (e.g. updating the group contact)
- *Website Design Subcommittee*
 - Continued internal review of the new website
 - A newcomer focus group continued to review, create and revise the pages that will be directed to a newcomer
 - Front page of the new website has seen some more updates in effort to make it more user friendly for newcomers
 - Some bugs for anchors and accordions were identified and work has started to fix them
 - New idea for the top header is being investigated
 - A new design of the Laundry List has been accepted
 - Added The Concepts to the ACA Readings submenu and past conferences to the conference menu on the current website
 - A new volunteer came to the subcommittee. For now they choose to be a guest
- *Policy and Procedures Working Group*
 - The group has looked at the section concerning NDA, security, software – passwords
 - The suggested changes to the IT section in the OPPM were sent to the Board for review
 - The group reviewed and amended part of the IT Policy and Procedures document pertaining to zoom account

- o Procedures for a MLM volunteer leaving were discussed and addressed
- *Special Workers Reports*
 - o Brad and Marcin completed database projects pertaining to Translations Licence and Complaints Database
 - o Brad and Marcin continue to communicate and work with the website developer
 - o Brad worked on Fishbowl – solving issues with software and vendors pertaining to shipping
 - o Copyright Release and NDA forms– initial talks with General Manager took place to address these items
 - o Meetings with potential volunteers to the IT Committee took place
 - o Possibility of writing a new meeting plugin is being considered.
 - Discussions with the developer hired by WSO took place
 - Also discussion to consider developing an open source meeting plugin took place
 - o A clean up of inactive slack user was completed- Thank you Clare for all the hard work 
- Acaawso.org
 - o Updates to committee pages on website - ongoing
 - o Posting monthly committee reports - ongoing
 - o The Concepts Study webpage was updated in great detail

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
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Adultchildren.org Analytics for July

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 ▾	Key events All events ▾
		87,704 100% of total	221,428 100% of total	113,964 100% of total	1m 17s Avg 0%	1.30 Avg 0%	7.15 Avg 0%	51.47% Avg 0%	1,583,002 100% of total	3,787.00 100% of total
1	Organic Search	47,034	127,694	72,589	1m 32s	1.54	7.98	56.85%	1,019,342	2,269.00
2	Direct	35,854	79,099	34,505	53s	0.96	5.77	43.62%	456,785	1,034.00
3	Referral	4,465	10,867	6,069	1m 21s	1.36	7.61	55.85%	82,672	298.00
4	Organic Social	1,777	2,529	1,285	59s	0.72	6.13	50.81%	15,497	48.00
5	Unassigned	680	777	49	1m 38s	0.07	6.65	6.31%	5,167	136.00
6	Organic Video	309	427	166	1m 14s	0.54	5.22	38.88%	2,230	2.00
7	Email	219	278	114	48s	0.52	4.02	41.01%	1,118	0.00
8	Organic Shopping	46	48	6	1s	0.13	3.98	12.5%	191	0.00

Country ▾ +		↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events ▾	Key events All events ▾
		87,704 100% of total	77,827 100% of total	113,964 100% of total	51.47% Avg 0%	1.30 Avg 0%	3m 15s Avg 0%	1,583,002 100% of total	3,787.00 100% of total
1	United States	68,693	61,060	91,249	52.7%	1.33	3m 27s	1,276,046	3,315.00
2	United Kingdom	3,835	3,334	4,807	47.11%	1.25	2m 27s	60,646	42.00
3	Canada	3,772	3,260	5,102	53.23%	1.35	3m 16s	68,647	69.00
4	Australia	1,764	1,559	2,115	47.57%	1.20	2m 30s	27,946	49.00
5	Sweden	1,083	901	1,513	38.17%	1.40	2m 20s	15,305	12.00
6	Germany	681	560	934	49.73%	1.37	2m 35s	12,640	17.00
7	Ireland	651	571	1,065	57.54%	1.64	3m 38s	15,369	9.00
8	Netherlands	576	511	621	42.45%	1.08	1m 43s	7,442	8.00
9	China	516	494	81	13.04%	0.16	13s	2,345	0.00
10	Russia	435	411	220	37.04%	0.51	47s	3,060	0.00

Page title and screen class ▾ +		↓ Views	Users	Views per user	Average engagement time	Event count All events ▾	Key events All events ▾
		520,502 100% of total	87,704 100% of total	5.93 Avg 0%	3m 15s Avg 0%	1,583,002 100% of total	3,787.00 100% of total
1	Meeting Search - Adult Children of Alcoholics & Dysfunctional Families	189,623	34,890	5.43	4m 03s	693,039	0.00
2	Strengthening My Recovery – Daily Meditation - Adult Children of Alcoholics & Dysfunctional Families	59,035	10,750	5.49	2m 13s	137,437	0.00
3	Welcome - Adult Children of Alcoholics & Dysfunctional Families	46,846	26,933	1.74	30s	139,398	0.00
4	Laundry List - Adult Children of Alcoholics & Dysfunctional Families	24,468	15,030	1.63	1m 27s	66,695	0.00
5	WORLD MEETING LIST - Adult Children of Alcoholics & Dysfunctional Families	16,098	4,585	3.51	59s	47,442	0.00
6	Online/Phone Meetings Calendar View - Adult Children of Alcoholics & Dysfunctional Families	11,301	4,227	2.67	25s	25,054	0.00
7	Adult Children of Alcoholics, World Service Organization – ACAWSO	11,113	5,759	1.93	32s	24,343	0.00
8	Our ACA Meditation of the Day - Adult Children of Alcoholics & Dysfunctional Families	10,902	3,349	3.26	1m 20s	27,200	0.00
9	Quick Search - Adult Children of Alcoholics & Dysfunctional Families	8,521	1,908	4.47	2m 55s	30,351	0.00
10	Meeting Details - Adult Children of Alcoholics & Dysfunctional Families	6,508	3,025	2.15	40s	15,694	0.00

Acawso.org Analytics for July

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 ▾	Key events All events ▾
		4,888 100% of total	7,247 100% of total	3,778 100% of total	40s Avg 0%	0.77 Avg 0%	5.15 Avg 0%	52.13% Avg 0%	37,325 100% of total	0.00
1	Direct	2,134	2,959	1,160	24s	0.54	4.25	39.2%	12,590	0.00
2	Referral	1,727	2,462	1,607	56s	0.93	6.27	65.27%	15,425	0.00
3	Organic Search	1,093	1,657	972	46s	0.89	5.44	58.66%	9,013	0.00
4	Organic Social	47	50	31	18s	0.66	5.18	62%	259	0.00
5	Unassigned	11	11	0	1m 13s	0.00	3.18	0%	35	0.00
6	Organic Shopping	1	1	0	0s	0.00	3.00	0%	3	0.00

Country ▾ +		↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events ▾	Key events All events ▾
		4,888 100% of total	4,557 100% of total	3,778 100% of total	52.13% Avg 0%	0.77 Avg 0%	59s Avg 0%	37,325 100% of total	0.00
1	United States	3,671	3,431	2,815	51.88%	0.77	59s	27,474	0.00
2	United Kingdom	229	209	268	61.61%	1.17	1m 08s	2,928	0.00
3	Canada	204	185	182	47.89%	0.89	1m 28s	1,832	0.00
4	Australia	96	91	54	48.65%	0.56	46s	560	0.00
5	Russia	81	76	23	22.33%	0.28	19s	443	0.00
6	China	72	71	8	10.53%	0.11	3s	240	0.00
7	Germany	57	52	37	50.68%	0.65	1m 02s	364	0.00
8	Sweden	55	49	30	30%	0.55	27s	325	0.00
9	Ireland	31	31	27	81.82%	0.87	58s	194	0.00
10	India	27	23	25	51.02%	0.93	1m 30s	258	0.00

Page title and screen class ▾ +		↓ Views	Users	Views per user	Average engagement time	Event count All events ▾	Key events All events ▾
		14,601 100% of total	4,888 100% of total	2.99 Avg 0%	59s Avg 0%	37,325 100% of total	0.00
1	ACA WSO Adult Children of Alcoholics World Service Organization	2,966	1,592	1.86	27s	8,168	0.00
2	Events ACA WSO	1,071	704	1.52	40s	2,998	0.00
3	The Traveler Newsletter ACA WSO	661	531	1.24	18s	2,127	0.00
4	Ready Set GO!! Morning Series ACA WSO	617	333	1.85	49s	1,631	0.00
5	Member Shared Resources ACA WSO	521	302	1.73	48s	1,478	0.00
6	Ready Set GO!! Evening Series ACA WSO	515	293	1.76	38s	1,310	0.00
7	Site Map and Search ACA WSO	366	209	1.75	36s	718	0.00
8	Translation Subcommittee ACA WSO	355	267	1.33	20s	1,088	0.00
9	July 2024 Traveler ACA WSO	319	265	1.20	22s	602	0.00
10	4th of July Marathon Meeting ACA WSO	309	221	1.40	19s	807	0.00

Acawsoec.org Analytics for July

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 ▾
		1,152 100% of total	924 100% of total	522 100% of total	4m 52s Avg 0%	0.45 Avg 0%	21.42 Avg 0%	56.49% Avg 0%	19,789 100% of total
1	Organic Search	486	570	367	25s	0.76	6.15	64.39%	3,505
2	Direct	237	331	146	37s	0.62	4.74	44.11%	1,568
3	Referral	16	17	6	14s	0.38	6.24	35.29%	106
4	Organic Social	2	3	3	2m 28s	1.50	5.33	100%	16
5	Unassigned	413	2	0	1d 09h	0.00	7,297.00	0%	14,594

Country ▾ +		↓ Users	New users	Engaged sessions	Engagement rate	Engaged sessions per user	Average engagement time	Event count All events ▾	Key events All events ▾
		1,152 100% of total	1,171 100% of total	522 100% of total	56.49% Avg 0%	0.45 Avg 0%	3m 54s Avg 0%	19,789 100% of total	0.00
1	United States	295	299	148	50.68%	0.50	1m 23s	2,700	0.00
2	United Kingdom	92	92	67	67.68%	0.73	1m 46s	1,122	0.00
3	Germany	59	54	38	46.34%	0.64	1m 48s	709	0.00
4	Ireland	45	44	28	60.87%	0.62	35s	262	0.00
5	Netherlands	39	37	22	53.66%	0.56	1m 08s	389	0.00
6	China	36	40	1	5%	0.03	4m 55s	703	0.00
7	France	29	27	15	57.69%	0.52	3m 46s	531	0.00
8	Spain	28	30	16	76.19%	0.57	4m 03s	529	0.00
9	Japan	26	28	0	0%	0.00	8m 57s	838	0.00
10	India	23	24	4	66.67%	0.17	7m 10s	604	0.00

Page title and screen class ▾ +		↓ Views	Users	Views per user	Average engagement time	Event count All events ▾	Key events All events ▾
		15,199 100% of total	1,152 100% of total	13.19 Avg 0%	3m 54s Avg 0%	19,789 100% of total	0.00
1	(not set)	13,677	411	33.28	9m 47s	14,589	0.00
2	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	369	220	1.68	10s	1,019	0.00
3	Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee	162	127	1.28	11s	572	0.00
4	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	132	24	5.50	7m 57s	367	0.00
5	daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee	113	87	1.30	12s	525	0.00
6	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	83	43	1.93	22s	294	0.00
7	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	81	55	1.47	36s	306	0.00
8	netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	59	36	1.64	17s	270	0.00
9	france - Adult Children of Alcoholics/Dysfunctional Families European Committee	56	30	1.87	41s	222	0.00
10	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	43	37	1.16	7s	88	0.00