

WSO Information Technology Committee Report Activities for June 2025

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), Steven G(CAN)

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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 June

- The Committee approved the meeting plugin developer to do further work to improve the meeting plugin and the plugin changes were merged on the staging site of [adultchildren](http://adultchildren.org)
- The Committee has approved the quote for the contracted developer's assistance with launching the new site. The developer has prepared

an implementation plan designed to minimize public disruption on the go-live day

- Beta testing of the new website has begun
- Marcin C has been voted to chair the IT Committee for his third year
- Mary Jo has been voted to chair the MLM Subcommittee for her third year
- 2025 AWC Recordings page has gone live in June ready for its July 1st reveal
- *Meeting List Maintenance (MLM) Subcommittee*
 - Continued to answer emails, process updates and registrations of meetings
 - MLM team continues to test the meeting plugin on the new website along with reviewing the progress of the work
 - The group worked on some wording of routine communications with meetings
 - The subcommittee tweaked the verbiage of automatic emails that go out to meetings when registering, updating etc.
 - The group has been discussing some changes to the meeting plugin to enhance its functionality
- *Website Design Subcommittee*
 - Continued internal review of the new website
 - A newcomer focus group is focusing now on creating content for a section that will be named: "Working your program"
 - The subcommittee has been looking at and identifying web pages that are required for the launch of the new website
 - Hero section of the front page has been optimised for various screen resolutions
 - Top navbar has been revamped
 - A new calendar for the events is being considered. Research is ongoing after a discussion which brought up a few potential replacements
 - The group worked on the form that was sent out to the beta testers of the new website
 - The Subcommittee reviewed the initial feedback received from beta testers

- o Some changes to the menus were implemented
- *Policy and Procedures Working Group*
 - o The Working Group has not met in the month of June
- *Special Workers Reports*
 - o A new donation platform is live
 - A volunteer is looking at doing an integration of meeting's database into the donation form allowing users to choose their group for a list
 - o The IT Manager and the IT Administrator continue to communicate and work with the website developer
 - The IT Manager and the IT Administrator attended a couple of meetings with the plugin developer to discuss the progress and identify any possible issues
 - o ComLine Workflow is currently being reviewed
 - o Volunteer Projects dashboard is being created
 - o Works on various automations/workflows for the office and the committees is ongoing
 - Old copyright releases were added to the new database
 - A Request for Quote workflow was created.
 - International Literature Order form is being moved to the new database
 - A new Bequest Form went live
 - Feedback on Existing Literature form was moved to the new database. Still awaiting for feedback
 - Translation Feedback form was developed and went live
 - Translation Licence Reporting Workflow is being worked
 - Fillout web forms - automatic translations were tested and various workarounds were found
 - o Fishbowl
 - New integration went live
 - o IT Manager worked on Point of Sale for the ACA Store for the AA Convention in Vancouver which will be attended by a few members of ACA
- Acawso.org

- o Updates to committee pages on website - ongoing
- o Posting monthly committee reports - ongoing

IT Goals for the 2025 year:

- Deployment of the new adultchildren.org website
- Deployment of the new meeting/intergroup/region listing application
- Develop a roadmap for the acawso.org website redesign
- Continue to support all WSO Committees, the Board and the Office
- Taking input (survey) from the fellowship for the ACA app and what that app should have
- Announcing to the fellowship automation of yearly updates relating to meetings/intergroup
- Connecting WSO meeting database to various AirTable databases to improve efficiencies
- Implementing a new donation management system
- Supporting selection and implementation of Translation Management System
- Improve SEO on the new website

Adultchildren.org Analytics for June

Session primary...Channel Group) ▾ +	↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events ▾	Key events All events ▾
Total	195,179 100% of total	96,966 100% of total	49.68% Avg 0%	1m 14s Avg 0%	6.93 Avg 0%	1,352,202 100% of total	1,067.00 100% of total
Organic Search	121,479 (62.24%)	64,355 (66.37%)	52.98%	1m 19s	7.38	896,169 (66.27%)	653.00 (61.2%)
Direct	60,773 (31.14%)	25,527 (26.33%)	42%	58s	5.57	338,501 (25.03%)	266.00 (24.93%)
Referral	9,731 (4.99%)	5,298 (5.46%)	54.44%	1m 30s	7.70	74,953 (5.54%)	59.00 (5.53%)
Unassigned	2,689 (1.38%)	80 (0.08%)	2.98%	2m 12s	8.67	23,327 (1.73%)	60.00 (5.62%)
Organic Social	2,042 (1.05%)	989 (1.02%)	48.43%	55s	5.88	11,999 (0.89%)	9.00 (0.84%)
Email	767 (0.39%)	450 (0.46%)	58.67%	1m 00s	6.41	4,916 (0.36%)	6.00 (0.56%)
Organic Shopping	186 (0.1%)	94 (0.1%)	50.54%	1m 15s	9.46	1,759 (0.13%)	14.00 (1.31%)
Organic Video	86 (0.04%)	39 (0.04%)	45.35%	1m 41s	5.03	433 (0.03%)	0.00 (0%)
Cross-network	20 (0.01%)	7 (<0.01%)	35%	50s	7.25	145 (0.01%)	0.00 (0%)

Country ▾ +		↓ Active users	New users	Engaged sessions	Engagement rate	Engaged sessions per active user	Average engagement time per active user	Event count All events ▾
Total		70,178 100% of total	58,720 100% of total	96,966 100% of total	49.68% Avg 0%	1.38 Avg 0%	3m 27s Avg 0%	1,352,202 100% of total
1	United States	54,231 (77.28%)	45,137 (76.87%)	75,871 (78.24%)	51.91%	1.40	3m 39s	1,070,222 (79.15%)
2	United Kingdom	3,172 (4.52%)	2,603 (4.43%)	4,249 (4.38%)	47.62%	1.34	2m 35s	54,984 (4.07%)
3	Canada	3,056 (4.35%)	2,503 (4.26%)	4,389 (4.53%)	50.42%	1.44	3m 22s	59,399 (4.39%)
4	Australia	1,488 (2.12%)	1,192 (2.03%)	2,150 (2.22%)	48.42%	1.44	2m 51s	28,026 (2.07%)
5	Sweden	888 (1.27%)	686 (1.17%)	1,488 (1.53%)	40.52%	1.68	2m 59s	14,944 (1.11%)
6	Germany	604 (0.86%)	487 (0.83%)	733 (0.76%)	48.13%	1.21	2m 13s	8,982 (0.66%)
7	Ireland	577 (0.82%)	510 (0.87%)	800 (0.83%)	58.65%	1.39	2m 24s	9,714 (0.72%)
8	Russia	450 (0.64%)	427 (0.73%)	247 (0.25%)	44.34%	0.55	54s	3,346 (0.25%)
9	France	388 (0.55%)	340 (0.58%)	348 (0.36%)	44.5%	0.90	1m 18s	3,940 (0.29%)
10	Netherlands	357 (0.51%)	275 (0.47%)	594 (0.61%)	47.6%	1.66	2m 53s	7,349 (0.54%)

Acawso.org Analytics for June

Session primary...Channel Group ▾ +		↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events ▾	Key events All events ▾
Total		7,799 100% of total	3,716 100% of total	47.65% Avg 0%	48s Avg 0%	4.90 Avg 0%	38,187 100% of total	0.00
1	Direct	3,172 (40.67%)	1,119 (30.11%)	35.28%	25s	4.02	12,745 (33.38%)	0.00 (–)
2	Referral	2,659 (34.09%)	1,559 (41.95%)	58.63%	51s	5.75	15,292 (40.05%)	0.00 (–)
3	Organic Search	1,911 (24.5%)	986 (26.53%)	51.6%	1m 20s	4.99	9,529 (24.95%)	0.00 (–)
4	Unassigned	78 (1%)	0 (0%)	0%	43s	3.85	300 (0.79%)	0.00 (–)
5	Organic Social	70 (0.9%)	26 (0.7%)	37.14%	10s	3.69	258 (0.68%)	0.00 (–)
6	Email	13 (0.17%)	9 (0.24%)	69.23%	15s	4.38	57 (0.15%)	0.00 (–)
7	Cross-network	1 (0.01%)	0 (0%)	0%	0s	3.00	3 (<0.01%)	0.00 (–)
8	Organic Shopping	1 (0.01%)	1 (0.03%)	100%	5s	3.00	3 (<0.01%)	0.00 (–)

Country ▾ +		↓ Active users	New users	Engaged sessions	Engagement rate	Engaged sessions per active user	Average engagement time per active user	Event count All events ▾
Total		4,471 100% of total	4,008 100% of total	3,716 100% of total	47.65% Avg 0%	0.83 Avg 0%	1m 24s Avg 0%	38,187 100% of total
1	United States	3,325 (74.37%)	2,988 (74.55%)	2,781 (74.84%)	48.68%	0.84	1m 32s	28,809 (75.44%)
2	Canada	213 (4.76%)	193 (4.82%)	180 (4.84%)	45.69%	0.85	1m 13s	1,783 (4.67%)
3	United Kingdom	202 (4.52%)	178 (4.44%)	218 (5.87%)	53.43%	1.08	1m 11s	2,125 (5.56%)
4	Australia	63 (1.41%)	51 (1.27%)	46 (1.24%)	54.76%	0.73	50s	444 (1.16%)
5	Russia	55 (1.23%)	52 (1.3%)	24 (0.65%)	37.5%	0.44	37s	324 (0.85%)
6	Germany	44 (0.98%)	38 (0.95%)	23 (0.62%)	31.94%	0.52	28s	268 (0.7%)
7	Ireland	32 (0.72%)	29 (0.72%)	28 (0.75%)	50%	0.88	29s	201 (0.53%)
8	Sweden	32 (0.72%)	28 (0.7%)	24 (0.65%)	52.17%	0.75	42s	217 (0.57%)
9	India	26 (0.58%)	20 (0.5%)	63 (1.7%)	49.22%	2.42	2m 12s	548 (1.44%)
10	China	25 (0.56%)	23 (0.57%)	4 (0.11%)	11.43%	0.16	41s	109 (0.29%)

Page title and screen class ▾ +		↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾	Key events All events ▾
Total		15,212 100% of total	4,471 100% of total	3.40 Avg 0%	1m 24s Avg 0%	38,187 100% of total	0.00
1	ACA WSO Adult Children of Alcoholics World Service Organization	2,803 (18.43%)	1,444 (32.3%)	1.94	50s	7,469 (19.56%)	0.00 (–)
2	Events ACA WSO	1,362 (8.95%)	661 (14.78%)	2.06	1m 06s	3,468 (9.08%)	0.00 (–)
3	Workshop: "The Complete Picture" ACA WSO	972 (6.39%)	552 (12.35%)	1.76	37s	2,553 (6.69%)	0.00 (–)
4	Ready Set GO!! Morning Series ACA WSO	667 (4.38%)	339 (7.58%)	1.97	29s	1,733 (4.54%)	0.00 (–)
5	The Traveler Newsletter ACA WSO	600 (3.94%)	398 (8.9%)	1.51	19s	1,841 (4.82%)	0.00 (–)
6	Ready Set Go!! Evening Series ACA WSO	511 (3.36%)	266 (5.95%)	1.92	2m 50s	1,313 (3.44%)	0.00 (–)
7	Translation Subcommittee ACA WSO	439 (2.89%)	244 (5.46%)	1.80	23s	1,210 (3.17%)	0.00 (–)
8	Member Shared Resources ACA WSO	408 (2.68%)	220 (4.92%)	1.85	43s	1,064 (2.79%)	0.00 (–)
9	Loving Parent Zoom Marathon ACA WSO	354 (2.33%)	182 (4.07%)	1.95	42s	855 (2.24%)	0.00 (–)
10	Board Meeting with the Fellowship ACA WSO	323 (2.12%)	186 (4.16%)	1.74	23s	735 (1.92%)	0.00 (–)

Acawsoec.org Analytics for June

Session primary_Channel Group) ▾ +		↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events ▾	Key events All events ▾	All
Total		944 100% of total	499 100% of total	52.86% Avg 0%	27s Avg 0%	5.24 Avg 0%	4,949 100% of total	0.00	
1	Organic Search	509 (53.92%)	325 (65.13%)	63.85%	23s	5.90	3,003 (60.68%)	0.00 (–)	
2	Direct	368 (38.98%)	126 (25.25%)	34.24%	27s	4.23	1,557 (31.46%)	0.00 (–)	
3	Referral	29 (3.07%)	17 (3.41%)	58.62%	30s	5.14	149 (3.01%)	0.00 (–)	
4	Organic Social	28 (2.97%)	25 (5.01%)	89.29%	1m 33s	6.04	169 (3.41%)	0.00 (–)	
5	Unassigned	17 (1.8%)	6 (1.2%)	35.29%	29s	4.18	71 (1.43%)	0.00 (–)	

Country ▾		+	↓	Active users	New users	Engaged sessions	Engagement rate	Engaged sessions per active user	Average engagement time per active user	Event count All events ▾	Key events All events ▾
Total				698 100% of total	681 100% of total	499 100% of total	52.86% Avg 0%	0.71 Avg 0%	36s Avg 0%	4,949 100% of total	0.00
1	United States			333 (47.71%)	327 (48.02%)	180 (36.07%)	43.37%	0.54	16s	1,996 (40.33%)	0.00 (–)
2	United Kingdom			55 (7.88%)	51 (7.49%)	38 (7.62%)	58.46%	0.69	28s	364 (7.36%)	0.00 (–)
3	Ireland			31 (4.44%)	30 (4.41%)	25 (5.01%)	67.57%	0.81	38s	184 (3.72%)	0.00 (–)
4	Germany			30 (4.3%)	30 (4.41%)	27 (5.41%)	47.37%	0.90	39s	293 (5.92%)	0.00 (–)
5	Greece			27 (3.87%)	21 (3.08%)	69 (13.83%)	74.19%	2.56	5m 42s	500 (10.1%)	0.00 (–)
6	Sweden			18 (2.58%)	17 (2.5%)	9 (1.8%)	50%	0.50	21s	98 (1.98%)	0.00 (–)
7	Netherlands			15 (2.15%)	15 (2.2%)	12 (2.4%)	75%	0.80	17s	90 (1.82%)	0.00 (–)
8	Australia			14 (2.01%)	13 (1.91%)	10 (2%)	62.5%	0.71	28s	83 (1.68%)	0.00 (–)
9	Belgium			13 (1.86%)	13 (1.91%)	10 (2%)	62.5%	0.77	33s	76 (1.54%)	0.00 (–)
10	Canada			12 (1.72%)	13 (1.91%)	8 (1.6%)	61.54%	0.67	25s	78 (1.58%)	0.00 (–)

Page title and screen class ▾		+	↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾	Key events All events ▾
Total			1,427 100% of total	698 100% of total	2.04 Avg 0%	36s Avg 0%	4,949 100% of total	0.00
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee		300 (21.02%)	215 (30.8%)	1.40	7s	875 (17.68%)	0.00 (–)
2	Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee		247 (17.31%)	160 (22.92%)	1.54	10s	820 (16.57%)	0.00 (–)
3	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee		167 (11.7%)	28 (4.01%)	5.96	4m 55s	457 (9.23%)	0.00 (–)
4	daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee		134 (9.39%)	95 (13.61%)	1.41	17s	604 (12.2%)	0.00 (–)
5	Ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee		87 (6.1%)	55 (7.88%)	1.58	32s	299 (6.04%)	0.00 (–)
6	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee		71 (4.98%)	43 (6.16%)	1.65	7s	125 (2.53%)	0.00 (–)
7	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee		66 (4.63%)	29 (4.15%)	2.28	8s	171 (3.46%)	0.00 (–)
8	france - Adult Children of Alcoholics/Dysfunctional Families European Committee		47 (3.29%)	28 (4.01%)	1.68	24s	159 (3.21%)	0.00 (–)
9	Spot on Europe - Adult Children of Alcoholics/Dysfunctional Families European Committee		44 (3.08%)	35 (5.01%)	1.26	23s	96 (1.94%)	0.00 (–)
10	spain - Adult Children of Alcoholics/Dysfunctional Families European Committee		22 (1.54%)	16 (2.29%)	1.38	18s	87 (1.76%)	0.00 (–)