

WSO Information Technology Committee Report Activities for September 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), Stephen G (CA, 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, 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 September

- Work on the budget for 2026 has started
- The committee approved several quotes from the plugin developer and decided to put some of them on hold
- Committee members provided support throughout the CBM
 - A dedicated webpage was prepared to gather and share all CBM information

- o Elections were organized and conducted during the meeting
 - o The team assisted delegates by resolving a variety of technical issues during the event
- IT Manager and IT Administrator continues to handle variety of requests and feedback from the members of the fellowship after the website launch
 - o Feedback from website visitors is being collected, reviewed, and used for improvements and issue resolution
- Brad L was voted as the chair of the Web Design Subcommittee
- The committee started initial talks about a possibility of creating an ACA app

- *Meeting List Maintenance (MLM) Subcommittee*
 - o Continued to answer emails, process updates and registrations of meetings
 - o An issue with a meeting in CA was passed to Service Review Panel for resolution
 - o The group discussed what to do with Ready, Set, Go meetings/workshops as it pertains to the meeting search

- *Website Design Subcommittee*
 - o Continued internal review of the new website
 - More feedback is being considered in regards to various items on the website
 - o A new calendar for the events is being considered. Research is ongoing after a discussion which brought up a few potential replacements
 - o The group started to look at next steps needed to redesign the acawso.org website

- *Policy and Procedures Working Group*
 - o The Working Group has not met during the month of September

- *Special Workers Reports*

- o The IT Manager and the IT Administrator continue to communicate and work with the website developer
- o Works on various automations/workflows for the office and the committees is ongoing
 - International Literature Order form/automation has been submitted to the Office for feedback
 - Feedback on Existing Literature form was moved to the new database. Still awaiting for feedback
 - Translation Licence reporting
 - Consolidation of the existing translation form - in progress
 - o A different approach is being considered
 - The development of NDAs for the Publishing Committee has been initiated
- o Fishbowl
 - IT Administrator is being trained on Fishbowl integrations
- 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 September

Session primary...Channel Group) ▾ +		↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events ▾
Total		205,230 100% of total	116,063 100% of total	56.55% Avg 0%	1m 04s Avg 0%	6.24 Avg 0%	1,280,941 100% of total
1	Organic Search	118,848 (57.91%)	70,367 (60.63%)	59.21%	1m 11s	6.24	741,220 (57.87%)
2	Direct	72,738 (35.44%)	35,814 (30.86%)	49.24%	46s	5.34	388,249 (30.31%)
3	Referral	10,925 (5.32%)	6,736 (5.8%)	61.66%	1m 33s	11.10	121,322 (9.47%)
4	Unassigned	2,205 (1.07%)	192 (0.17%)	8.71%	1m 07s	4.62	10,191 (0.8%)
5	Organic Social	1,289 (0.63%)	792 (0.68%)	61.44%	41s	5.74	7,404 (0.58%)
6	Email	1,272 (0.62%)	782 (0.67%)	61.48%	1m 13s	7.88	10,018 (0.78%)
7	Organic Shopping	312 (0.15%)	145 (0.12%)	46.47%	36s	5.53	1,726 (0.13%)
8	Organic Video	123 (0.06%)	76 (0.07%)	61.79%	1m 17s	6.20	762 (0.06%)
9	Paid Search	14 (<0.01%)	0 (0%)	0%	0s	2.93	41 (<0.01%)
10	Cross-network	2 (<0.01%)	1 (<0.01%)	50%	13s	4.00	8 (<0.01%)

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		83,303 100% of total	72,395 100% of total	116,063 100% of total	56.55% Avg 0%	1.39 Avg 0%	2m 38s Avg 0%	1,280,941 100% of total
1	United States	63,298 (75.99%)	53,613 (74.06%)	89,586 (77.19%)	56.43%	1.42	2m 47s	969,472 (75.68%)
2	United Kingdom	3,359 (4.03%)	2,672 (3.69%)	5,024 (4.33%)	60.09%	1.50	2m 11s	49,386 (3.86%)
3	Canada	3,303 (3.97%)	2,737 (3.78%)	4,871 (4.2%)	58.73%	1.47	2m 52s	51,176 (4%)
4	Australia	1,479 (1.78%)	1,219 (1.68%)	1,939 (1.67%)	56.01%	1.31	2m 15s	19,983 (1.56%)
5	Sweden	1,133 (1.36%)	886 (1.22%)	2,056 (1.77%)	58.44%	1.81	1m 59s	16,029 (1.25%)
6	China	983 (1.18%)	970 (1.34%)	548 (0.47%)	51.21%	0.56	10s	4,938 (0.39%)
7	Germany	812 (0.97%)	642 (0.89%)	1,085 (0.93%)	58.62%	1.34	1m 52s	10,379 (0.81%)
8	Singapore	767 (0.92%)	737 (1.02%)	311 (0.27%)	36.55%	0.41	13s	3,851 (0.3%)
9	Ireland	613 (0.74%)	532 (0.73%)	727 (0.63%)	61.61%	1.19	2m 18s	8,232 (0.64%)
10	Netherlands	597 (0.72%)	462 (0.64%)	808 (0.7%)	61.49%	1.35	1m 44s	7,605 (0.59%)

Page title and screen class ▾ +		↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾
Total		446,763 100% of total	83,303 100% of total	5.36 Avg 0%	2m 38s Avg 0%	1,280,941 100% of total
1	ACA Meetings Adult Children of Alcoholics & Dysfunctional Families	118,633 (26.55%)	36,452 (43.76%)	3.25	2m 53s	399,752 (31.21%)
2	Daily Meditation Adult Children of Alcoholics & Dysfunctional Families	68,910 (15.42%)	14,137 (16.97%)	4.87	1m 23s	156,498 (12.22%)
3	Adult Children of Alcoholics & Dysfunctional Families	53,651 (12.01%)	25,417 (30.51%)	2.11	28s	146,898 (11.47%)
4	World meeting list Adult Children of Alcoholics & Dysfunctional Families	23,294 (5.21%)	5,367 (6.44%)	4.34	1m 02s	67,914 (5.3%)
5	The Laundry List Adult Children of Alcoholics & Dysfunctional Families	16,284 (3.64%)	8,993 (10.8%)	1.81	1m 04s	44,070 (3.44%)
6	Our ACA Meditation of the Day Adult Children of Alcoholics & Dysfunctional Families	14,031 (3.14%)	3,853 (4.63%)	3.64	36s	28,269 (2.21%)
7	Online Meetings Calendar Adult Children of Alcoholics & Dysfunctional Families	9,382 (2.1%)	3,142 (3.77%)	2.99	38s	21,065 (1.64%)
8	Welcome Path Adult Children of Alcoholics & Dysfunctional Families	8,366 (1.87%)	4,812 (5.78%)	1.74	1m 40s	45,199 (3.53%)
9	Adult Children of Alcoholics, World Service Organization – ACAWSO	5,872 (1.31%)	3,303 (3.97%)	1.78	28s	13,177 (1.03%)
10	Free Literature Adult Children of Alcoholics & Dysfunctional Families	4,967 (1.11%)	2,616 (3.14%)	1.90	59s	15,053 (1.18%)

Acaawso.org Analytics for September

Session primary...Channel Group) ▾ +		↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events ▾
Total		8,096 100% of total	3,615 100% of total	44.65% Avg 0%	34s Avg 0%	4.94 Avg 0%	40,019 100% of total
1	Direct	3,684 (45.5%)	890 (24.62%)	24.16%	16s	3.78	13,939 (34.83%)
2	Referral	2,810 (34.71%)	1,778 (49.18%)	63.27%	54s	6.17	17,349 (43.35%)
3	Organic Search	1,622 (20.03%)	909 (25.15%)	56.04%	37s	5.12	8,312 (20.77%)
4	Unassigned	79 (0.98%)	3 (0.08%)	3.8%	14s	1.86	147 (0.37%)
5	Organic Social	41 (0.51%)	23 (0.64%)	56.1%	14s	4.20	172 (0.43%)
6	Email	24 (0.3%)	7 (0.19%)	29.17%	13s	4.00	96 (0.24%)
7	Organic Shopping	1 (0.01%)	1 (0.03%)	100%	48s	4.00	4 (<0.01%)

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		5,437 100% of total	4,936 100% of total	3,615 100% of total	44.65% Avg 0%	0.66 Avg 0%	50s Avg 0%	40,019 100% of total
1	United States	2,869 (52.77%)	2,488 (50.41%)	2,620 (72.48%)	53.45%	0.91	1m 10s	25,950 (64.84%)
2	China	1,402 (25.79%)	1,434 (29.05%)	57 (1.58%)	3.94%	0.04	1 s	4,660 (11.64%)
3	United Kingdom	201 (3.7%)	175 (3.55%)	211 (5.84%)	55.67%	1.05	1m 19s	2,208 (5.52%)
4	Canada	187 (3.44%)	156 (3.16%)	203 (5.62%)	57.02%	1.09	1m 39s	2,052 (5.13%)
5	Singapore	136 (2.5%)	18 (0.36%)	17 (0.47%)	12.32%	0.13	7s	195 (0.49%)
6	Russia	70 (1.29%)	64 (1.3%)	28 (0.77%)	32.18%	0.40	29s	378 (0.94%)
7	Spain	62 (1.14%)	54 (1.09%)	43 (1.19%)	56.58%	0.69	27s	357 (0.89%)
8	Australia	57 (1.05%)	47 (0.95%)	41 (1.13%)	48.24%	0.72	46s	398 (0.99%)
9	Germany	41 (0.75%)	36 (0.73%)	26 (0.72%)	45.61%	0.63	45s	253 (0.63%)
10	Sweden	41 (0.75%)	30 (0.61%)	36 (1%)	69.23%	0.88	55s	273 (0.68%)

Page title and screen class ▾ +		↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾
Total		15,723 100% of total	5,437 100% of total	2.89 Avg 0%	50s Avg 0%	40,019 100% of total
1	ACA WSO Adult Children of Alcoholics World Service Organization	3,032 (19.28%)	1,444 (26.56%)	2.10	28s	8,089 (20.21%)
2	Events ACA WSO	1,521 (9.67%)	790 (14.53%)	1.93	52s	3,975 (9.93%)
3	The Traveler Newsletter ACA WSO	550 (3.5%)	377 (6.93%)	1.46	18s	1,657 (4.14%)
4	Ready Set GO!! Morning Series ACA WSO	466 (2.96%)	252 (4.63%)	1.85	24s	1,183 (2.96%)
5	Board Meeting with the Fellowship ACA WSO	388 (2.47%)	210 (3.86%)	1.85	29s	896 (2.24%)
6	The Complete Picture ACA WSO	354 (2.25%)	205 (3.77%)	1.73	29s	879 (2.2%)
7	Ready Set Go!! Evening Series ACA WSO	340 (2.16%)	161 (2.96%)	2.11	32s	835 (2.09%)
8	Service in ACA (Volunteer) ACA WSO	306 (1.95%)	224 (4.12%)	1.37	26s	861 (2.15%)
9	Site Map and Search ACA WSO	293 (1.86%)	174 (3.2%)	1.68	38s	574 (1.43%)
10	Member Shared Resources ACA WSO	288 (1.83%)	165 (3.03%)	1.75	44s	760 (1.9%)

Acaawsoec.org Analytics for September

Session primary...Channel Group) ▾ +		↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events ▾
Total		1,261 100% of total	691 100% of total	54.8% Avg 0%	20s Avg 0%	4.95 Avg 0%	6,246 100% of total
1	Organic Search	672 (53.29%)	407 (58.9%)	60.57%	17s	5.15	3,462 (55.43%)
2	Direct	478 (37.91%)	222 (32.13%)	46.44%	20s	4.59	2,195 (35.14%)
3	Referral	67 (5.31%)	34 (4.92%)	50.75%	31s	6.10	409 (6.55%)
4	Unassigned	26 (2.06%)	10 (1.45%)	38.46%	30s	3.88	101 (1.62%)
5	Organic Social	19 (1.51%)	17 (2.46%)	89.47%	1m 03s	4.16	79 (1.26%)

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			947 100% of total	879 100% of total	691 100% of total	54.8% Avg 0%	0.73 Avg 0%	27s Avg 0%	6,246 100% of total
1	United States		420 (44.35%)	386 (43.91%)	266 (38.49%)	51.55%	0.63	16s	2,422 (38.78%)
2	United Kingdom		97 (10.24%)	96 (10.92%)	76 (11%)	56.3%	0.78	24s	641 (10.26%)
3	Germany		39 (4.12%)	34 (3.87%)	34 (4.92%)	53.97%	0.87	27s	291 (4.66%)
4	China		37 (3.91%)	35 (3.98%)	8 (1.16%)	21.62%	0.22	4s	147 (2.35%)
5	Sweden		36 (3.8%)	34 (3.87%)	31 (4.49%)	75.61%	0.86	34s	232 (3.71%)
6	Ireland		33 (3.48%)	31 (3.53%)	33 (4.78%)	70.21%	1.00	38s	246 (3.94%)
7	Poland		23 (2.43%)	22 (2.5%)	16 (2.32%)	47.06%	0.70	50s	220 (3.52%)
8	France		22 (2.32%)	20 (2.28%)	16 (2.32%)	53.33%	0.73	32s	159 (2.55%)
9	Canada		20 (2.11%)	19 (2.16%)	11 (1.59%)	42.31%	0.55	24s	121 (1.94%)
10	Netherlands		17 (1.8%)	15 (1.71%)	16 (2.32%)	76.19%	0.94	45s	157 (2.51%)

Page title and screen class ▾		+	↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾
Total			1,872 100% of total	947 100% of total	1.98 Avg 0%	27s Avg 0%	6,246 100% of total
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee		549 (29.33%)	379 (40.02%)	1.45	14s	1,711 (27.39%)
2	Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee		314 (16.77%)	209 (22.07%)	1.50	13s	1,086 (17.39%)
3	daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee		310 (16.56%)	211 (22.28%)	1.47	8s	1,083 (17.34%)
4	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee		77 (4.11%)	52 (5.49%)	1.48	7s	138 (2.21%)
5	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee		70 (3.74%)	47 (4.96%)	1.49	25s	238 (3.81%)
6	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee		69 (3.69%)	21 (2.22%)	3.29	1m 36s	189 (3.03%)
7	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee		46 (2.46%)	22 (2.32%)	2.09	8s	111 (1.78%)
8	ec-meeting - Adult Children of Alcoholics/Dysfunctional Families European Committee		42 (2.24%)	36 (3.8%)	1.17	9s	91 (1.46%)
9	france - Adult Children of Alcoholics/Dysfunctional Families European Committee		40 (2.14%)	23 (2.43%)	1.74	26s	126 (2.02%)
10	belgium - Adult Children of Alcoholics/Dysfunctional Families European Committee		26 (1.39%)	15 (1.58%)	1.73	17s	79 (1.26%)