

WSO Information Technology Committee Report - April 2026

About WSO IT Committee

Chair: Marcin C. (UK)

Vice-chair: Brad L (MD, USA)

Volunteers: Boaz (FL, USA), Clare W (AUS), Jason A (TN, USA), Kathy T (CA, USA), Lisa B (NV, USA), Mary Jo (IL, USA), Steven G (CAN), Shirley K (IL, 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 on Mondays at 4pm ET as and when needed 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 April

- Preparations for the 2026 ABC continue
 - Conference page gets updated as new materials arrive
 - WSO Committees' requests pertaining to the ABC have been handled on ongoing basis
 - Delegation of tasks during the ABC was discussed
 - A new volunteer was welcomed to the team. The volunteer expressed interest in helping with ABC Portal related tasks
- The Committee started discussions about the chairing changes within the committee and its subcommittees

- **Meeting List Maintenance (MLM) Subcommittee**

- Continued to answer emails, process updates and registrations of meetings
- The group continues talks about meeting plugin needs in terms of identifying fixes and future enhancements to the meetings' listing functionality
- The group assisted some group contacts with issues relating to the Ballot Voting
- Communication campaign to the fellowship regarding 4 email addresses motion was worked on and this will be implemented in the coming months
- The group discussed some meetings that might have been not following the Traditions and passed it to another group for advice

- **Website Design Subcommittee**

- Continued internal review of the new website
 - Mobile experience has been improved on the website and this process is still ongoing
- The group started discussing changes to the nav bars on the homepage
 - The group is exploring various paths for the mobile part of the sticky menus
- The subcommittee is looking at a heatmap to see how people interact with the website
- Advanced Google Analytics for various parts of the new website are in various stages of development and this is slowly starting to shape various ideas that would lead to some Quality of Life improvements
- The subcommittee is also looking at some possible changes to the way meetings' listing page looks like

- **Policy and Procedures Working Group**

- The Working Group is meeting only as needed

- **Special Workers Reports**

- The IT Manager and the IT Administrator continue to communicate and work with the website developer

- o The IT Manager and the IT Administrator continue to handle majority of the requests that come to the IT Committee
- o Works on various automations/workflows for the office and the committees is ongoing
 - Translation Licence Workflow
 - The Current English Foundation Dictionary was uploaded into the WSO database and new searchable interface was developed
 - Advanced Google Analytics
 - Social Media tracking is being developed
 - Looking at various ways people get to the main website especially when it comes to the Newcomer Path and ComLine Blog
 - Copyright, ISBN, General Matters Masterlist databases have been created so these can be tracked easily. Two forms were created to assist the Office and the Publishing Contractor with entering new records - the process is live
 - Update to records was needed and this has been completed
 - Dashboard page with various interfaces has been created to assist the GM with easier location of various documents etc
 - Some minor tweaks were needed before this project was completed in April
 - Change Log for Literature Evaluation is being developed (early stage)
- o A new form and a base to track issues pertaining to the website (and meeting plugin) is in use
 - This database assists in deploying various fixes to the website
- o The IT Manager and the IT Administrator started meeting with the Publishing/Translations team to start working on a publishing-translation-office workflow and automations
 - Weekly meetings have been held so the IT team can understand the processes involved, pain points and needs for the publishing/translation group

- o FGV Data for the ABC has been prepared
 - o Exploring options on how to calculate International Duties and Taxes for customers in the ACA WSO store
 - o Study Groups project saw a variety of fixes completed by the plugin developer so another round of testing took place
 - o Issues with the warehouse shipping program were addressed
 - o Redesign of some ComLine layout/features (mobile focused) has seen some work and is in process of feedback gathering
 - ***Emails sent on behalf of WSO Office/Committees***
 - o Reminder about Ballot Voting Closing - 1st Apr
 - o Email informing about ABC Registrations being open - 6th Apr
 - o Reminder about Ballot Voting Closing - 13th Apr
 - o ABC Agenda Survey - 22nd Apr
 - o ABC Important Information and Survey - 29th Apr
 - ***Acaawso.org***
 - o Updates to committee pages on website - ongoing
 - o Posting monthly committee reports - ongoing
-

IT Goals for the 2026 year:

- Improve mobile experience of the adultchildren.org
- Deploy reworked Intergroup registration, listing and search capabilities
- Establish the structural and content foundation for the new acawso.org website
- Deploy annual updates for the meetings
- Continue to support all WSO Committees, the Board and the Office
- Connecting WSO meeting database to various AirTable databases to improve efficiencies (including connecting the Annual Ballot Prep and ABC Registrations to live meeting search)
- Deploy Study Group registration, listing and search capabilities
- Improve SEO on the new website

Adultchildren.org Analytics for April

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		211,490 100% of total	115,818 100% of total	54.76% Avg 0%	1m 04s Avg 0%	6.22 Avg 0%	1,316,120 100% of total	1,458.00 100% of total
1	Organic Search	116,648 (55.16%)	69,289 (59.83%)	59.4%	1m 15s	6.71	782,892 (59.48%)	934.00 (64.06%)
2	Direct	75,139 (35.53%)	35,588 (30.73%)	47.36%	44s	5.20	390,607 (29.68%)	306.00 (20.99%)
3	Referral	10,776 (5.1%)	6,332 (5.47%)	58.76%	1m 14s	7.25	78,115 (5.94%)	122.00 (8.37%)
4	Email	3,925 (1.86%)	2,275 (1.96%)	57.96%	1m 02s	6.83	26,789 (2.04%)	47.00 (3.22%)
5	Organic Social	2,476 (1.17%)	1,267 (1.09%)	51.17%	43s	5.83	14,427 (1.1%)	3.00 (0.21%)
6	Paid Search	1,443 (0.68%)	965 (0.83%)	66.87%	2m 04s	10.15	14,651 (1.11%)	20.00 (1.37%)
7	Unassigned	1,396 (0.66%)	456 (0.39%)	32.66%	43s	4.74	6,621 (0.5%)	21.00 (1.44%)
8	Organic Shopping	181 (0.09%)	89 (0.08%)	49.17%	33s	5.87	1,063 (0.08%)	5.00 (0.34%)
9	Organic Video	93 (0.04%)	45 (0.04%)	48.39%	1m 17s	7.83	728 (0.06%)	0.00 (0%)
10	Cross-network	16 (<0.01%)	15 (0.01%)	93.75%	1m 45s	14.19	227 (0.02%)	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	Key events All events
Total		86,485 100% of total	73,139 100% of total	115,818 100% of total	54.76% Avg 0%	1.34 Avg 0%	2m 36s Avg 0%	1,316,120 100% of total	1,458.00 100% of total
1	United States	63,478 (73.4%)	52,981 (72.44%)	89,830 (77.56%)	56.62%	1.42	2m 53s	1,013,048 (76.97%)	1,281.00 (87.86%)
2	China	4,459 (5.16%)	4,383 (5.99%)	1,443 (1.25%)	32.15%	0.32	3s	18,465 (1.4%)	0.00 (0%)
3	Canada	3,529 (4.08%)	2,849 (3.9%)	5,150 (4.45%)	56.1%	1.46	2m 51s	57,831 (4.39%)	36.00 (2.47%)
4	United Kingdom	3,119 (3.61%)	2,413 (3.3%)	4,727 (4.08%)	56.23%	1.52	2m 27s	50,053 (3.8%)	22.00 (1.51%)
5	Australia	1,497 (1.73%)	1,204 (1.65%)	2,293 (1.98%)	53.15%	1.53	2m 38s	25,072 (1.9%)	21.00 (1.44%)
6	Singapore	1,037 (1.2%)	1,012 (1.38%)	313 (0.27%)	25.41%	0.30	12s	5,223 (0.4%)	0.00 (0%)
7	Ireland	1,021 (1.18%)	931 (1.27%)	770 (0.66%)	45.62%	0.75	1m 27s	9,543 (0.73%)	8.00 (0.55%)
8	Sweden	968 (1.12%)	735 (1%)	1,793 (1.55%)	47.55%	1.85	2m 07s	14,789 (1.12%)	6.00 (0.41%)
9	Germany	799 (0.92%)	650 (0.89%)	857 (0.74%)	51.38%	1.07	1m 32s	9,744 (0.74%)	7.00 (0.48%)
10	Netherlands	502 (0.58%)	412 (0.56%)	766 (0.66%)	57.85%	1.53	2m 00s	7,325 (0.56%)	2.00 (0.14%)

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		426,841 100% of total	86,485 100% of total	4.94 Avg 0%	2m 36s Avg 0%	1,316,120 100% of total	1,458.00 100% of total
1	ACA Meetings Adult Children of Alcoholics & Dysfunctional Families	109,830 (25.73%)	35,020 (40.49%)	3.14	3m 01s	403,401 (30.65%)	0.00 (0%)
2	Daily Meditation Adult Children of Alcoholics & Dysfunctional Families	76,970 (18.03%)	14,510 (16.78%)	5.30	1m 38s	172,983 (13.14%)	0.00 (0%)
3	Adult Children of Alcoholics & Dysfunctional Families	50,563 (11.85%)	24,725 (28.59%)	2.05	32s	181,765 (13.81%)	0.00 (0%)
4	World meeting list Adult Children of Alcoholics & Dysfunctional Families	23,443 (5.49%)	5,403 (6.25%)	4.34	1m 05s	66,857 (5.08%)	0.00 (0%)
5	The Laundry List Adult Children of Alcoholics & Dysfunctional Families	16,407 (3.84%)	9,464 (10.94%)	1.73	1m 14s	46,962 (3.57%)	0.00 (0%)
6	Online Meetings Calendar Adult Children of Alcoholics & Dysfunctional Families	13,650 (3.2%)	4,746 (5.49%)	2.88	37s	31,846 (2.42%)	0.00 (0%)
7	Welcome Path Adult Children of Alcoholics & Dysfunctional Families	8,925 (2.09%)	5,451 (6.3%)	1.64	1m 40s	45,872 (3.49%)	0.00 (0%)
8	Adult Children of Alcoholics, World Service Organization - ACAWSO	5,460 (1.28%)	3,191 (3.69%)	1.71	26s	12,125 (0.92%)	0.00 (0%)
9	Free Literature Adult Children of Alcoholics & Dysfunctional Families	4,168 (0.98%)	2,599 (3.01%)	1.60	57s	28,774 (2.19%)	0.00 (0%)
10	Our ACA Meditation of the Day Adult Children of Alcoholics & Dysfunctional Families	3,368 (0.79%)	1,190 (1.38%)	2.83	53s	7,860 (0.6%)	0.00 (0%)

Acaawso.org Analytics for April

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		2,036 100% of total	1,209 100% of total	59.38% Avg 0%	49s Avg 0%	6.10 Avg 0%	12,425 100% of total	0.00
1	Referral	841 (41.31%)	541 (44.75%)	64.33%	1m 02s	6.80	5,719 (46.03%)	0.00 (–)
2	Direct	573 (28.14%)	298 (24.65%)	52.01%	38s	5.27	3,019 (24.3%)	0.00 (–)
3	Organic Search	442 (21.71%)	280 (23.16%)	63.35%	51s	6.18	2,730 (21.97%)	0.00 (–)
4	Email	114 (5.6%)	58 (4.8%)	50.88%	31s	6.11	696 (5.6%)	0.00 (–)
5	Organic Social	45 (2.21%)	30 (2.48%)	66.67%	4s	4.11	185 (1.49%)	0.00 (–)
6	Unassigned	23 (1.13%)	1 (0.08%)	4.35%	26s	3.30	76 (0.61%)	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		1,112 100% of total	907 100% of total	1,209 100% of total	59.38% Avg 0%	1.09 Avg 0%	1m 31s Avg 0%	12,425 100% of total	0.00
1	United States	809 (72.75%)	666 (73.43%)	915 (75.68%)	59.84%	1.13	1m 38s	9,113 (73.34%)	0.00 (–)
2	Canada	64 (5.76%)	49 (5.4%)	87 (7.2%)	69.05%	1.36	1m 29s	812 (6.54%)	0.00 (–)
3	United Kingdom	47 (4.23%)	37 (4.08%)	58 (4.8%)	53.7%	1.23	1m 53s	993 (7.99%)	0.00 (–)
4	Australia	22 (1.98%)	20 (2.21%)	19 (1.57%)	61.29%	0.86	58s	206 (1.66%)	0.00 (–)
5	Sweden	21 (1.89%)	17 (1.87%)	14 (1.16%)	60.87%	0.67	16s	92 (0.74%)	0.00 (–)
6	Germany	11 (0.99%)	10 (1.1%)	6 (0.5%)	50%	0.55	1m 19s	86 (0.69%)	0.00 (–)
7	Ireland	10 (0.9%)	8 (0.88%)	9 (0.74%)	60%	0.90	41s	71 (0.57%)	0.00 (–)
8	Mexico	9 (0.81%)	5 (0.55%)	4 (0.33%)	33.33%	0.44	33s	41 (0.33%)	0.00 (–)
9	Denmark	6 (0.54%)	4 (0.44%)	4 (0.33%)	50%	0.67	10s	27 (0.22%)	0.00 (–)
10	France	6 (0.54%)	6 (0.66%)	8 (0.66%)	72.73%	1.33	1m 59s	107 (0.86%)	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		4,658 100% of total	1,112 100% of total	4.19 Avg 0%	1m 31s Avg 0%	12,425 100% of total	0.00
1	ACA WSO Adult Children of Alcoholics World Service Organization	976 (20.95%)	373 (33.54%)	2.62	38s	2,775 (22.33%)	0.00 (–)
2	Events ACA WSO	503 (10.8%)	251 (22.57%)	2.00	55s	1,485 (11.95%)	0.00 (–)
3	The Traveler Newsletter ACA WSO	155 (3.33%)	112 (10.07%)	1.38	21s	579 (4.66%)	0.00 (–)
4	Safety Starts With Me – A 7-Week ACA Workshop on Boundaries & Emotional Sobriety ACA WSO	135 (2.9%)	82 (7.37%)	1.65	45s	371 (2.99%)	0.00 (–)
5	Member Shared Resources ACA WSO	128 (2.75%)	71 (6.38%)	1.80	1m 03s	382 (3.07%)	0.00 (–)
6	BPC Page ACA WSO	120 (2.58%)	83 (7.46%)	1.45	19s	383 (3.08%)	0.00 (–)
7	Service in ACA (Volunteer) ACA WSO	112 (2.4%)	80 (7.19%)	1.40	29s	388 (3.12%)	0.00 (–)
8	Board Meeting with the Fellowship ACA WSO	107 (2.3%)	59 (5.31%)	1.81	20s	279 (2.25%)	0.00 (–)
9	April 2026 Traveler ACA WSO	93 (2%)	68 (6.12%)	1.37	19s	172 (1.38%)	0.00 (–)
10	Committees Calendar ACA WSO	91 (1.95%)	32 (2.88%)	2.84	1m 51s	194 (1.56%)	0.00 (–)

Acawsoec.org Analytics for April

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		1,383 100% of total	609 100% of total	44.03% Avg 0%	16s Avg 0%	4.53 Avg 0%	6,265 100% of total	0.00
1	Direct	673 (48.66%)	194 (31.86%)	28.83%	14s	4.04	2,717 (43.37%)	0.00 (–)
2	Organic Search	648 (46.85%)	378 (62.07%)	58.33%	17s	4.98	3,227 (51.51%)	0.00 (–)
3	Referral	52 (3.76%)	34 (5.58%)	65.38%	23s	5.12	266 (4.25%)	0.00 (–)
4	Unassigned	8 (0.58%)	2 (0.33%)	25%	25s	4.75	38 (0.61%)	0.00 (–)
5	Organic Social	5 (0.36%)	2 (0.33%)	40%	31s	3.40	17 (0.27%)	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		1,109 100% of total	1,068 100% of total	609 100% of total	44.03% Avg 0%	0.55 Avg 0%	20s Avg 0%	6,265 100% of total	0.00
1	United States	405 (36.52%)	391 (36.61%)	221 (36.29%)	41.78%	0.55	14s	2,390 (38.15%)	0.00 (–)
2	Singapore	217 (19.57%)	216 (20.22%)	3 (0.49%)	1.38%	0.01	0s	701 (11.19%)	0.00 (–)
3	United Kingdom	74 (6.67%)	70 (6.55%)	56 (9.2%)	65.12%	0.76	31s	435 (6.94%)	0.00 (–)
4	Germany	53 (4.78%)	50 (4.68%)	40 (6.57%)	57.14%	0.75	28s	360 (5.75%)	0.00 (–)
5	Ireland	34 (3.07%)	32 (3%)	33 (5.42%)	73.33%	0.97	31s	221 (3.53%)	0.00 (–)
6	Canada	32 (2.89%)	30 (2.81%)	24 (3.94%)	66.67%	0.75	19s	184 (2.94%)	0.00 (–)
7	Netherlands	24 (2.16%)	23 (2.15%)	15 (2.46%)	51.72%	0.63	28s	161 (2.57%)	0.00 (–)
8	Belgium	23 (2.07%)	21 (1.97%)	20 (3.28%)	66.67%	0.87	40s	191 (3.05%)	0.00 (–)
9	France	23 (2.07%)	21 (1.97%)	19 (3.12%)	70.37%	0.83	43s	173 (2.76%)	0.00 (–)
10	Australia	14 (1.26%)	12 (1.12%)	17 (2.79%)	48.57%	1.21	17s	144 (2.3%)	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		1,860 100% of total	1,109 100% of total	1.68 Avg 0%	20s Avg 0%	6,265 100% of total	0.00
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	511 (27.47%)	406 (36.61%)	1.26	11s	1,619 (25.84%)	0.00 (–)
2	Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee	309 (16.61%)	190 (17.13%)	1.63	16s	1,080 (17.24%)	0.00 (–)
3	daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee	273 (14.68%)	178 (16.05%)	1.53	9s	989 (15.79%)	0.00 (–)
4	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	78 (4.19%)	44 (3.97%)	1.77	37s	225 (3.59%)	0.00 (–)
5	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	62 (3.33%)	41 (3.7%)	1.51	25s	212 (3.38%)	0.00 (–)
6	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	58 (3.12%)	44 (3.97%)	1.32	16s	178 (2.84%)	0.00 (–)
7	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	45 (2.42%)	43 (3.88%)	1.05	8s	93 (1.48%)	0.00 (–)
8	ec-meeting - Adult Children of Alcoholics/Dysfunctional Families European Committee	44 (2.37%)	39 (3.52%)	1.13	9s	112 (1.79%)	0.00 (–)
9	netherlands - Adult Children of Alcoholics/Dysfunctional Families European Committee	43 (2.31%)	28 (2.52%)	1.54	3s	105 (1.68%)	0.00 (–)
10	belgium - Adult Children of Alcoholics/Dysfunctional Families European Committee	41 (2.2%)	22 (1.98%)	1.86	8s	101 (1.61%)	0.00 (–)