

WSO Information Technology Committee Report - May 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 May

- 2026 ABC
 - Conference page were updated as new materials were sent to the IT Committee including voting results
 - WSO Committees' requests pertaining to the ABC had been handled frequently
 - The IT team supported full two days of the ABC
 - Tech Support offered to delegates that needed it
 - Election voting was handled during and after the ABC
 - A webpage with materials for World Wide Voting was created and updated with all appropriate information

- **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
- Communication campaign to the fellowship regarding 4 email addresses was sent out in May and the process to clean up meetings that don't meet the criteria has begun
- The group discussed various meetings requests that are out of ordinary and searched for ways to accommodate growing needs of the fellowship

- **Website Design Subcommittee**

- The group started discussing changes to the nav bars on the homepage
 - The group approved changes to the navbars on mobile devices and the idea was sent to the developer for quote
- 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
- The group also decided to change the web design subcommittee into more of a review group which will meet twice a months, whilst Newcomer Path working group will be tasked with implementing technical solutions, preparing new designs/ideas for implementation and this group will be meeting weekly
- A/B testing is taking place on various buttons to see what messages resonate with the members of the fellowship better

- **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
 - Variety of requests are being handled on ongoing basis
 - Advanced Google Analytics
 - Variety of reports/explorations are being looked at or developed to see what resonates with ACAs
 - 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 General Volunteer form has been exported to AirTable and initial work of automations have been completed - the form/workflow is still in feedback phase
- 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 been implemented on the live site
- o Bitlocker for office computer task was completed
- o Threatdown for office computers - verifying settings with the tech support after implementation
- o Dashboard Log for the Office - this workflow is in early stages of development

- o Adobe Cloud for contractor work environment - this is in early stages of development
 - o Replacement Project for Mailchimp - initial stages of research and development
 - o Replacement Project for TaxJar - initial stages of this project
 - o Online Calendar Replacement - on the staging site; advanced stage of development with support from a volunteer
 - o Firewall Replacement for the Office - Advanced stage of development
 - o Revising search results layout for meetings (with input from volunteers) - early stages of development
 - o Study groups projects - closer to completion (with input from volunteers)
 - o Adding Slack actionable message for planned giving - waiting for feedback
 - o Change log for Literature - early stages of development
 - o Free Literature not showing all trifold when translation plugin is used - passed for developer for initial assessment
 - o 4 groups email limit - emails to the affected individuals/groups have been sent out
 - Ongoing support to those who need is offered
 - o 2026 AWC Page and Recordings
 - Page design was presented to the AWC Team as well as web design for feedback
 - Recordings have been edited according to the timestamps provided by the volunteers
- ***Emails sent on behalf of WSO Office/Committees***
 - o Four meeting contact limit- notice to all meetings - 4th May
 - o Delegate Training for the ABC and registration reminder - 5th May
 - o 2026 ABC Survey - 17th May
 - ***Acawso.org***
 - o Updates to committee pages on website - ongoing
 - o Posting monthly committee reports - ongoing
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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 May

First user prim...Channel Group) +		↓ Sessions	Engaged sessions	Engagement rate	Engaged sessions per active user	Events per session	Event count All events ▾
Total		209,061 100% of total	99,571 100% of total	47.63% Avg 0%	1.20 Avg 0%	5.91 Avg 0%	1,236,153 100% of total
1	Organic Search	105,614 (50.52%)	56,062 (56.3%)	53.08%	1.46	6.39	674,366 (54.55%)
2	Direct	89,808 (42.96%)	37,049 (37.21%)	41.25%	0.97	5.24	470,689 (38.08%)
3	Referral	6,958 (3.33%)	3,871 (3.89%)	55.63%	1.41	7.24	50,345 (4.07%)
4	Organic Social	2,314 (1.11%)	1,010 (1.01%)	43.65%	0.56	5.94	13,748 (1.11%)
5	Unassigned	2,051 (0.98%)	500 (0.5%)	24.38%	0.29	6.23	12,772 (1.03%)
6	Paid Search	1,239 (0.59%)	775 (0.78%)	62.55%	1.34	8.45	10,475 (0.85%)
7	Email	423 (0.2%)	217 (0.22%)	51.3%	1.70	6.31	2,668 (0.22%)
8	Organic Video	77 (0.04%)	35 (0.04%)	45.45%	0.81	6.71	517 (0.04%)
9	Cross-network	56 (0.03%)	19 (0.02%)	33.93%	0.66	7.59	425 (0.03%)
10	Organic Shopping	23 (0.01%)	11 (0.01%)	47.83%	0.79	6.43	148 (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 ▾	Key events All events ▾
Total		82,861 100% of total	70,228 100% of total	99,571 100% of total	47.63% Avg 0%	1.20 Avg 0%	2m 43s Avg 0%	1,236,153 100% of total	1,218.00 100% of total
1	United States	61,899 (74.7%)	52,596 (74.89%)	77,439 (77.77%)	48.95%	1.25	2m 58s	960,874 (77.73%)	1,096.00 (89.98%)
2	Canada	3,570 (4.31%)	2,968 (4.23%)	4,684 (4.7%)	50.32%	1.31	2m 46s	56,285 (4.55%)	21.00 (1.72%)
3	United Kingdom	3,553 (4.29%)	2,940 (4.19%)	4,292 (4.31%)	46.12%	1.21	2m 22s	52,548 (4.25%)	17.00 (1.4%)
4	China	1,972 (2.38%)	1,696 (2.41%)	138 (0.14%)	6.82%	0.07	3s	6,958 (0.56%)	0.00 (0%)
5	Australia	1,513 (1.83%)	1,242 (1.77%)	2,090 (2.1%)	48.6%	1.38	2m 58s	25,109 (2.03%)	19.00 (1.56%)
6	Sweden	893 (1.08%)	695 (0.99%)	1,287 (1.29%)	36.1%	1.44	2m 34s	13,045 (1.06%)	4.00 (0.33%)
7	Singapore	891 (1.08%)	870 (1.24%)	137 (0.14%)	12.86%	0.15	7s	3,857 (0.31%)	1.00 (0.08%)
8	Germany	753 (0.91%)	627 (0.89%)	720 (0.72%)	46.51%	0.96	1m 43s	8,953 (0.72%)	2.00 (0.16%)
9	Ireland	617 (0.74%)	532 (0.76%)	577 (0.58%)	45.22%	0.94	1m 42s	7,292 (0.59%)	4.00 (0.33%)
10	Netherlands	579 (0.7%)	479 (0.68%)	651 (0.65%)	47.28%	1.12	1m 30s	6,926 (0.56%)	1.00 (0.08%)

Page title and screen class ▾ +		↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾
Total		386,757 100% of total	82,861 100% of total	4.67 Avg 0%	2m 43s Avg 0%	1,236,153 100% of total
1	ACA Meetings Adult Children of Alcoholics & Dysfunctional Families	103,109 (26.66%)	35,748 (43.14%)	2.88	3m 00s	396,366 (32.06%)
2	Daily Meditation Adult Children of Alcoholics & Dysfunctional Families	67,233 (17.38%)	13,120 (15.83%)	5.12	1m 50s	153,349 (12.41%)
3	Adult Children of Alcoholics & Dysfunctional Families	44,228 (11.44%)	23,797 (28.72%)	1.86	30s	170,760 (13.81%)
4	World meeting list Adult Children of Alcoholics & Dysfunctional Families	22,419 (5.8%)	5,070 (6.12%)	4.42	1m 31s	64,830 (5.24%)
5	The Laundry List Adult Children of Alcoholics & Dysfunctional Families	14,420 (3.73%)	8,978 (10.84%)	1.61	1m 07s	42,823 (3.46%)
6	Online Meetings Calendar Adult Children of Alcoholics & Dysfunctional Families	13,100 (3.39%)	4,741 (5.72%)	2.76	36s	30,737 (2.49%)
7	Welcome Path Adult Children of Alcoholics & Dysfunctional Families	8,395 (2.17%)	5,502 (6.64%)	1.53	1m 41s	45,301 (3.66%)
8	Adult Children of Alcoholics, World Service Organization – ACAWSO	5,320 (1.38%)	3,125 (3.77%)	1.70	25s	12,045 (0.97%)
9	Our ACA Meditation of the Day Adult Children of Alcoholics & Dysfunctional Families	3,949 (1.02%)	1,681 (2.03%)	2.35	39s	9,585 (0.78%)
10	Free Literature Adult Children of Alcoholics & Dysfunctional Families	3,900 (1.01%)	2,419 (2.92%)	1.61	1m 35s	24,468 (1.98%)

Acawso.org Analytics for May

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		1,766 100% of total	1,072 100% of total	60.7% Avg 0%	51s Avg 0%	6.52 Avg 0%	11,511 100% of total	0.00
1	Referral	781 (44.22%)	511 (47.67%)	65.43%	1m 06s	7.41	5,786 (50.26%)	0.00 (–)
2	Organic Search	473 (26.78%)	277 (25.84%)	58.56%	40s	5.43	2,567 (22.3%)	0.00 (–)
3	Direct	446 (25.25%)	238 (22.2%)	53.36%	37s	5.58	2,488 (21.61%)	0.00 (–)
4	Email	51 (2.89%)	38 (3.54%)	74.51%	44s	11.59	591 (5.13%)	0.00 (–)
5	Unassigned	12 (0.68%)	1 (0.09%)	8.33%	1m 54s	4.08	49 (0.43%)	0.00 (–)
6	Organic Social	7 (0.4%)	7 (0.65%)	100%	4s	4.29	30 (0.26%)	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		914 100% of total	756 100% of total	1,072 100% of total	60.7% Avg 0%	1.17 Avg 0%	1m 39s Avg 0%	11,511 100% of total
1	United States	686 (75.05%)	568 (75.13%)	815 (76.03%)	59.14%	1.19	1m 44s	8,704 (75.61%)
2	Canada	47 (5.14%)	38 (5.03%)	51 (4.76%)	67.11%	1.09	1m 22s	464 (4.03%)
3	United Kingdom	41 (4.49%)	36 (4.76%)	70 (6.53%)	68.63%	1.71	1m 50s	1,014 (8.81%)
4	Australia	24 (2.63%)	19 (2.51%)	31 (2.89%)	75.61%	1.29	2m 30s	352 (3.06%)
5	Germany	10 (1.09%)	8 (1.06%)	7 (0.65%)	63.64%	0.70	1m 10s	72 (0.63%)
6	Sweden	9 (0.98%)	7 (0.93%)	7 (0.65%)	53.85%	0.78	1m 03s	67 (0.58%)
7	Ireland	8 (0.88%)	7 (0.93%)	8 (0.75%)	61.54%	1.00	2m 22s	79 (0.69%)
8	India	6 (0.66%)	5 (0.66%)	8 (0.75%)	61.54%	1.33	58s	76 (0.66%)
9	Netherlands	6 (0.66%)	5 (0.66%)	6 (0.56%)	75%	1.00	52s	51 (0.44%)
10	Romania	6 (0.66%)	6 (0.79%)	4 (0.37%)	57.14%	0.67	16s	31 (0.27%)

Page title and screen class ▾ +		↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▾
Total		4,432 100% of total	914 100% of total	4.85 Avg 0%	1m 39s Avg 0%	11,511 100% of total
1	ACA WSO Adult Children of Alcoholics World Service Organization	994 (22.43%)	342 (37.42%)	2.91	35s	2,683 (23.31%)
2	Events ACA WSO	518 (11.69%)	240 (26.26%)	2.16	1m 10s	1,532 (13.31%)
3	The Traveler Newsletter ACA WSO	184 (4.15%)	117 (12.8%)	1.57	25s	680 (5.91%)
4	Ready Set GO!! Morning Series ACA WSO	124 (2.8%)	66 (7.22%)	1.88	25s	306 (2.66%)
5	Site Map and Search ACA WSO	123 (2.78%)	59 (6.46%)	2.08	55s	250 (2.17%)
6	Ready Set GO!! Evening Series ACA WSO	122 (2.75%)	42 (4.6%)	2.90	34s	312 (2.71%)
7	Member Shared Resources ACA WSO	116 (2.62%)	63 (6.89%)	1.84	47s	356 (3.09%)
8	May 2026 Traveler ACA WSO	108 (2.44%)	68 (7.44%)	1.59	15s	180 (1.56%)
9	Service in ACA (Volunteer) ACA WSO	96 (2.17%)	61 (6.67%)	1.57	36s	320 (2.78%)
10	Board Meeting with the Fellowship ACA WSO	70 (1.58%)	54 (5.91%)	1.30	28s	190 (1.65%)

Acawsoec.org Analytics for May

Session primary...Channel Group ▾ +		↓ Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count All events ▾
Total		1,600 100% of total	752 100% of total	47% Avg 0%	16s Avg 0%	4.68 Avg 0%	7,482 100% of total
1	Direct	784 (49%)	270 (35.9%)	34.44%	14s	4.25	3,335 (44.57%)
2	Organic Search	726 (45.38%)	428 (56.91%)	58.95%	17s	5.08	3,690 (49.32%)
3	Referral	69 (4.31%)	42 (5.59%)	60.87%	20s	5.07	350 (4.68%)
4	Organic Social	12 (0.75%)	6 (0.8%)	50%	1m 09s	5.92	71 (0.95%)
5	Unassigned	9 (0.56%)	5 (0.66%)	55.56%	21s	4.00	36 (0.48%)

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			1,208 100% of total	1,157 100% of total	752 100% of total	47% Avg 0%	0.62 Avg 0%	21s Avg 0%	7,482 100% of total
1	United States		422 (34.93%)	405 (35%)	248 (32.98%)	48.53%	0.59	14s	2,369 (31.66%)
2	Singapore		235 (19.45%)	235 (20.31%)	0 (0%)	0%	0.00	0s	743 (9.93%)
3	United Kingdom		104 (8.61%)	97 (8.38%)	92 (12.23%)	67.15%	0.88	26s	728 (9.73%)
4	Germany		60 (4.97%)	55 (4.75%)	94 (12.5%)	64.83%	1.57	54s	825 (11.03%)
5	Ireland		45 (3.73%)	43 (3.72%)	34 (4.52%)	64.15%	0.76	33s	301 (4.02%)
6	China		30 (2.48%)	28 (2.42%)	3 (0.4%)	10%	0.10	1s	99 (1.32%)
7	Netherlands		26 (2.15%)	26 (2.25%)	25 (3.32%)	78.13%	0.96	26s	179 (2.39%)
8	France		25 (2.07%)	23 (1.99%)	20 (2.66%)	68.97%	0.80	26s	148 (1.98%)
9	Romania		22 (1.82%)	22 (1.9%)	16 (2.13%)	47.06%	0.73	39s	168 (2.25%)
10	Canada		21 (1.74%)	20 (1.73%)	14 (1.86%)	63.64%	0.67	11s	113 (1.51%)

Page title and screen class ▼ +		↓ Views	Active users	Views per active user	Average engagement time per active user	Event count All events ▼
Total		2,283 100% of total	1,208 100% of total	1.89 Avg 0%	21s Avg 0%	7,482 100% of total
1	Welcome - Adult Children of Alcoholics/Dysfunctional Families European Committee	594 (26.02%)	466 (38.58%)	1.27	9s	1,849 (24.71%)
2	daily meditations - Adult Children of Alcoholics/Dysfunctional Families European Committee	349 (15.29%)	205 (16.97%)	1.70	9s	1,184 (15.82%)
3	Meetings - Adult Children of Alcoholics/Dysfunctional Families European Committee	306 (13.4%)	187 (15.48%)	1.64	13s	1,066 (14.25%)
4	germany - Adult Children of Alcoholics/Dysfunctional Families European Committee	153 (6.7%)	42 (3.48%)	3.64	23s	438 (5.85%)
5	greece - Adult Children of Alcoholics/Dysfunctional Families European Committee	136 (5.96%)	72 (5.96%)	1.89	42s	385 (5.15%)
6	ec-meeting - Adult Children of Alcoholics/Dysfunctional Families European Committee	77 (3.37%)	47 (3.89%)	1.64	16s	195 (2.61%)
7	ireland - Adult Children of Alcoholics/Dysfunctional Families European Committee	75 (3.29%)	45 (3.73%)	1.67	32s	257 (3.43%)
8	france - Adult Children of Alcoholics/Dysfunctional Families European Committee	57 (2.5%)	34 (2.81%)	1.68	26s	179 (2.39%)
9	Countries - Adult Children of Alcoholics/Dysfunctional Families European Committee	50 (2.19%)	45 (3.73%)	1.11	5s	90 (1.2%)
10	United Kingdom - Adult Children of Alcoholics/Dysfunctional Families European Committee	43 (1.88%)	24 (1.99%)	1.79	32s	125 (1.67%)