WSO Information Technology Committee Report - August 2026

About WSO IT Committee

Chair: Brad L (MD, USA)

Vice-chair: Marcin C. (UK)

Volunteers: Boaz (FL, USA), Clare W (AUS), Lisa B (NV, USA), Mary Jo (IL, USA),

Nandita D (IND) Staci W. (NC, USA), Steven G (CAN), Shirley K (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 on Mondays at 4pm ET on the 1st and 3rd Monday each month 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 August

- IT Committee looked at Intergroup requirement for 3 meetings to be listed on the Intergroup listing page
- The Committee has approved some quotes from the plugin developer for implementation including another block of hours for fixing small items
- IT Committee is reviewing Recording Policy

- ***Meeting List Maintenance (MLM) Subcommittee***
    - Continued to answer emails, process updates and registrations of meetings

- Annual updates system - early discussion are taking place in terms of rolling out this functionality to the live site
    - The system is close to being launched pending some small tests on the live site
    - Email to the groups is approved to be sent once the system goes live
- Study Groups - final revisions to the functionality - ready to go live once the new meeting listing display is live
- The subcommittee has looked a couple of meetings' that might not meet criteria for being listed and appropriate action has been taken
- The subcommittee contacted the executive committee regarding one meeting for feedback

- ***Website Design Subcommittee***
    - 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 (this is an ongoing project)
    - Some mock ups for the acawso.org website has been presented by a volunteer

- ***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
    - The IT Manager and the IT Administrator continue to handle majority of the requests that come to the IT Committee
    - Advanced Google Analytics
        - Variety of reports/explorations are being looked at or developed to see what resonates with ACAs
        - Dashboards with KPIs are being created
    - Change Log for Literature Evaluation is being developed (early stage)
        - moving interface to Softr

- A new form and a base to track issues pertaining to the website (and meeting plugin) is in use - it's an ongoing activity
    - This database assists in deploying various fixes to the website
- FGV Works
    - Major revisions of the voting to make the process more automated
    - Updates to the website for the Concepts Voting
    - The process is being supported at various levels
        - Page updates
        - Meetings with interested parties
        - Monthly emails with links to all groups including the newly registered ones
- Study Groups project is nearing completion -
    - Further testing of the functionality and bug finding
- Dashboard Log for the Office - this workflow has gone live and the feedback from the Office is being gathered and actioned on
- A new page for the suggested donations of the 7th Tradition is being developed
- KPI Dashboard for Sales and 7th Tradition was developed along a simple form for data entry
    - Using softr as the interface solution due to better customisation of the layouts, fonts etc
    - Tested noloco software to compare how it fares against softr
- Sharepoint has been requested by the Literature development team
    - Setup is taking place
    - Developing policy document is in process
    - Training on sharepoint is in process
- Website Accessibility - getting quotes on website remediation
- Posting Policy is under review
- Free Literature has seen implementation of new file syntax so there are no errors when users use the translation plugin
- September CBM Registration
    - The workflow has seen major upgrade in terms of automations and delegates ability to resign if needed
- Shipping costs are being evaluated

- ***Emails sent on behalf of WSO Office/Committees***

    - FGV - Concept II - Voting Links - 3rd August
    - Version 3 Communication Agreement Announcement - 6th August
    - September CBM - 15th August
    - Traveler Mid August - Planned Giving - 18th August
    - AWC Theme Survey - 25th August

- ***Acawso.org***
    - Updates to committee pages on website - ongoing
    - 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

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adultchildren.org Analytics — August 2026

Top 10 Pages

Page title	Views	Active users	New users	Views per active user	Average engagement time per active user	Event count
ACA Meetings	100,955	34,797	19,142	2.90	2m 48s	344,282
Daily Meditation	67,457	13,549	8,158	4.98	1m 45s	155,014
Adult Children of Alcoholics & Dysfunctional Families |	42,803	25,316	19,054	1.69	29s	174,384

World meeting list	21,696	5,173	455	4.19	1m 8s	65,365
The Laundry List	14,232	8,777	6,102	1.62	1m 13s	42,086
Online Meetings Calendar	11,995	4,713	1,718	2.55	33s	28,267
Adult Children of Alcoholics, World Service Organization – ACAWSO	11,108	3,572	887	3.11	23s	24,408
Welcome Path	9,640	6,254	801	1.54	2m 6s	53,409
Books – ACAWSO	5,225	1,416	224	3.69	37s	13,158
Your Shopping Cart – ACAWSO	4,955	889	11	5.57	41s	12,573

Top Countries

Country	Active users	New users	Engaged sessions	Engagement rate	Average engagement time per active user	Event count
United States	64,162	54,884	79,651	49.86%	2m 40s	967,868
China	9,877	8,788	161	1.63%	1s	32,000
United Kingdom	4,735	3,993	5,835	48.77%	2m 24s	70,672
Canada	3,587	3,006	4,996	51.13%	2m 46s	55,606
Singapore	1,544	1,572	337	20.16%	8s	6,261
Australia	1,493	1,209	1,973	47.52%	2m 37s	23,668
Sweden	1,013	801	1,432	38.23%	2m 11s	14,231
Germany	872	743	809	39.31%	1m 39s	10,092
Netherlands	626	523	696	45.58%	1m 43s	8,248
Japan	493	445	165	26.23%	32s	2,694

Traffic Acquisition

Session default channel group	Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count
Organic Search	123,302	64,313	52.16%	1m 8s	6.18	761,882
Direct	84,109	29,749	35.37%	39s	4.87	409,368
Referral	9,674	5,201	53.76%	1m 21s	7.01	67,863
Unassigned	3,698	857	23.17%	35s	4.20	15,540
Organic Social	1,867	996	53.35%	1m 3s	6.64	12,393
AI Assistant	1,617	702	43.41%	1m 2s	6.89	11,135

Email	1,350	669	49.56%	1m 0s	7.42	10,013
Paid Search	461	289	62.69%	2m 1s	8.49	3,915
Organic Shopping	251	137	54.58%	25s	5.91	1,484
Organic Video	140	66	47.14%	1m 37s	6.62	927

acawso.org Analytics — August 2026

Top 10 Pages

Page title	Views	Active users	New users	Views per active user	Average engagement time per active user	Event count
ACA WSO	800	336	189	2.38	34s	2,349
The Traveler Newsletter	231	136	96	1.70	23s	773
Events	207	117	45	1.77	28s	530
Concept II (Two) Fellowship Group Voting	158	61	39	2.59	2m 12s	439
August 2026 Traveler	156	95	6	1.64	14s	290
Communications Agreement	140	86	54	1.63	14s	438
Site Map and Search	102	65	4	1.57	32s	216
Member Shared Resources	90	46	26	1.96	1m 13s	257
Service in ACA (Volunteer)	86	64	37	1.34	25s	286
404 Not Found	63	41	24	1.54	13s	195

Top Countries

Country	Active users	New users	Engaged sessions	Engagement rate	Average engagement time per active user	Event count
United States	655	531	783	56.78%	1m 32s	7,318
United Kingdom	56	43	60	65.93%	55s	655
Canada	41	36	37	60.66%	1m 4s	306
Sweden	18	15	20	74.07%	33s	128
Australia	16	13	13	56.52%	1m 8s	138
Germany	10	8	13	72.22%	45s	83

Poland	9	7	2	18.18%	6s	38
Hungary	8	6	5	50.00%	57s	79
Ireland	6	6	4	66.67%	5s	25
Russia	6	6	5	71.43%	1m 6s	47
Traffic Acquisition						
Session default channel group	**Sessions**	**Engaged sessions**	**Engagement rate**	**Average engagement time per session**	**Events per session**	**Event count**
Referral	580	366	63.10%	39s	5.76	3,341
Organic Search	421	252	59.86%	43s	5.77	2,430
Direct	418	214	51.20%	40s	5.15	2,154
Email	206	94	45.63%	39s	4.01	826
Unassigned	122	61	50.00%	1m 12s	4.70	573
Organic Social	19	18	94.74%	4s	4.32	82
AI Assistant	4	2	50.00%	9s	5.00	20

acawsoec.org Analytics — August 2026						
Top 10 Pages						
Page title	**Views**	**Active users**	**New users**	**Views per active user**	**Average engagement time per active user**	**Event count**
Welcome	563	470	454	1.20	15s	1,893
daily meditations	388	226	175	1.72	11s	1,266
Meetings	378	232	170	1.63	13s	1,323
United Kingdom	119	78	57	1.53	17s	401
germany	98	53	41	1.85	14s	298
greece	90	38	33	2.37	1m 12s	248

ireland	67	52	47	1.29	34s	264
Countries	61	50	3	1.22	6s	108
ec	50	45	1	1.11	9s	115
france	49	34	25	1.44	9s	143

Top Countries

Country	Active users	New users	Engaged sessions	Engagement rate	Average engagement time per active user	Event count
United States	471	452	257	42.48%	19s	2,727
Singapore	167	167	1	0.60%	0s	514
United Kingdom	159	151	140	56.68%	26s	1,102
Germany	53	47	71	65.74%	28s	479
Ireland	42	40	35	60.34%	39s	280
China	36	36	3	8.33%	1s	120
France	27	25	25	86.21%	37s	209
Sweden	26	24	19	55.88%	24s	148
Belgium	22	19	29	69.05%	1m 3s	202
Finland	19	19	16	80.00%	23s	113

Traffic Acquisition

Session default channel group	Sessions	Engaged sessions	Engagement rate	Average engagement time per session	Events per session	Event count
Organic Search	815	448	54.97%	18s	4.77	3,887
Direct	799	313	39.17%	17s	4.09	3,265
Referral	42	23	54.76%	18s	4.50	189
Organic Social	10	9	90.00%	47s	4.60	46
AI Assistant	7	3	42.86%	27s	6.86	48
Unassigned	3	0	0.00%	4s	1.33	4
