

WSO Information Technology Committee Report June 2020

About WSO IT

Volunteers: Sharon F (chair), Cheryl F, Christine B. Toronto, Mary Jo L, and Michelle H
Content Audit Volunteer: Danielle J and Megan D

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, acawso.org, acawsoec.com, and acaworldconvention.org.

We meet weekly on Wednesdays at 1pm 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 webservant@adultchildren.org. We welcome anyone who is interested in becoming involved, especially those experienced in database, graphics and web design, particularly WordPress.

Highlights for June

- We welcomed our new Content Audit Volunteers, Christine B, Danielle J, and Megan D and began the process of examining each page currently on the adultchildren.org website for content, links, user experience, etc.
- We welcomed our first “official” IT Committee Liaison, Christine B for Literature Committee
- Began the IT Committee Liaison strategy for better coordination and support for committees and to better serve the needs of the fellowship.
 - Welcomed IT Liaisons for the Following Committees:
 - Ballot Prep and OPPM Committees - Mary Jo L
 - Delegate Training SC - Cheryl F
 - Literature Committee - Christine B
 - Here are the specifics about Committee Liaisons:
 - Active member of Literature, Member Services, etc. (hopefully with some tech/web experience)
 - Attends at least one IT Committee meeting per month
 - Adds tech/web items from their committee to the IT Committee Agenda
 - Coordinates between IT Committee and their “home” committee on technical issues and needs
- To assist committees with scheduling recurring meetings, we proposed the following process to the Board:
 - Before scheduling a meeting, look at the Committees Calendar on the Service Website at <https://acawso.org/committees-calendar/> to find which Zoom is available.
 - Go to the available Zoom to schedule the meeting (if something recurring is scheduled, but not listed, let IT Committee know)
 - Once the meeting is scheduled, send the following information to @Sharon F on Slack or webservant@adultchildren.org to add to the Committees Calendar:
 - Name of the committee, subcommittee, working group, etc
 - Meeting day (example - 2nd Tues of the month)
 - Meeting time (Eastern US)
 - Which Zoom is being used (1, 2, or 3)

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- If the meeting changes, update the Zoom and send @Sharon F the updated information
- Trained new volunteers on the Service Website to include monthly report postings, editing committee “header” information, adding events to the calendar and updating the Committees Calendar
- Provided technical guidance on a new Partnered Workshop initiative between WSO and CT Intergroup and began creating a system that can be duplicated
 - Upgraded a WSO Zoom host and scheduled the workshop dates
 - Created an announcement for the Service Website
 - Created a draft “guide” providing suggestions for best practices in planning the tech side of hosting

Other Activities for June

Documentation

- Completed - Process for submitting meeting/IG/Region/Delegate notices for approval to be sent via MailChimp - approved by the Board
- Completed - Collaboration with EC, Finance, DCOC and Office for IT User Access Recommendations for websites, Shopify, and Financial systems
- Completed - Sent Time Zone notice to all online and telephone meeting list contacts
- In progress – Updating Zoom Meeting Guide (procedures for scheduling and recording)
- In progress - Creating a “how to” channel on Slack to support committee chairs and volunteers

Websites

- Adultchildren.org
 - Completed - fixed “pagination” issue for online & telephone meeting lists
 - Completed - added buttons for meeting information and meeting contact
 - In progress - “Search by Type” for meeting list
 - New Homepage Development for Adultchildren.org (new layout and dynamic content)
 - Completed - Approved image for Subscription link
 - In progress – Editing images and design to replace buttons on current page
 - In progress - Updating Logo to match literature “branding”
- Acawso.org
 - Completed - replaced Service Inquiry form with updated form that gives those interested in service more information and sends an automated email to the correct contact or committee, depending on the selections made by the volunteer
 - Limited the “Fellowship News” section on service website to 5 most recent posts and added pagination for the rest - Mobile users were having to scroll past 20 articles before getting to the WSO Committees Link
 - Completed - New Traveler Submission form posted to assist Traveler Editor and those wishing to submit an article
<https://acawso.org/category/the-traveler-newsletter/>
- All sites - Security updates/backups

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Support of other Committees and Special Workers

General

- Completed - new email addresses for Ad-Hoc Meeting Safety Committee and Literature Committee's Volunteer Coordinator and IT Committee Liaison
- Completed - Updated Literature in Production page on service website
- Completed - Updated LPG page on service website
- In progress - Assisting Finance Committee in locating and cancelling automatic software subscriptions that are no longer in use by WSO
 - Cancelled Carbonite Backup program that hasn't been used since May 2017, saving WSO approximately \$120 per year.
- In progress – Collecting AWC handouts and eventually audio for posting to Convention Website
- In progress - Researching various platforms for event registration and meal sales for the ABC/AWC
- Recurring - Updated various committee headers and uploaded committee reports
- Recurring - Zoom – Transfer of recordings and technical assistance

Upcoming Projects

- Meeting List - Search by State
- Using GSuite for Committee Collaboration

Projects on Hold

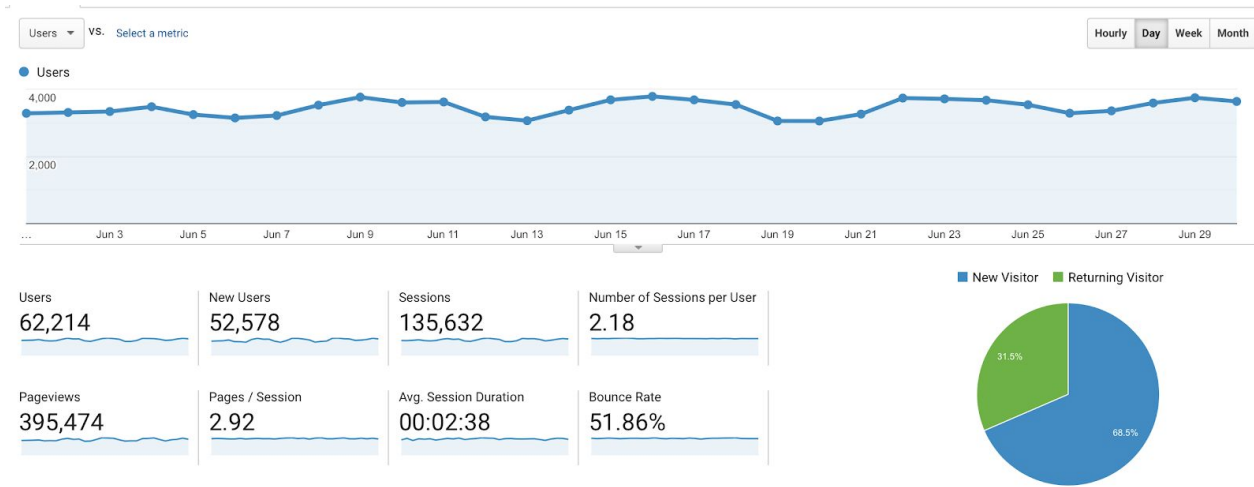
- Investigation of other software for meeting list database – more research needed – additional site purchased for development
- ACA Meeting List App
- On hold – Updating or removing Public contact emails with first & last names

Looking for Volunteers

- Content editors to update existing pages
- Zoom scheduling (calendar), meeting & webinar options
- MailChimp design and/or audience maintenance
- Writer for Traveler Articles
- Graphics and/or Web Layout
- Document creation for procedure and “best practices” manuals
- Create screenshots for procedure manuals
- Zoho Forms integrations
- Project timeline and task coordination with project management software
- Spreadsheet
- Anyone else interested
- And yes, web developers, PHP programmers, WordPress, and database

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Website Usage Statistics



Types of Devices accessing our site











Device Category ?	Users ?	New Users ?
	↓	
	62,214 % of Total: 100.00% (62,214)	52,601 % of Total: 100.04% (52,578)
1. mobile	37,618 (60.84%)	32,662 (62.09%)
2. desktop	22,202 (35.91%)	18,324 (34.84%)
3. tablet	2,007 (3.25%)	1,615 (3.07%)

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Top Visiting Countries

Country ?	Users ? ↓
	62,214 % of Total: 100.00% (62,214)
1.  United States	48,938 (79.03%)
2.  United Kingdom	3,602 (5.82%)
3.  Canada	2,615 (4.22%)
4.  Australia	1,398 (2.26%)
5.  Sweden	490 (0.79%)
6.  Germany	443 (0.72%)
7.  Netherlands	321 (0.52%)
8.  Ireland	288 (0.47%)
9.  India	280 (0.45%)
10.  New Zealand	244 (0.39%)

Top Pages Visited

Page path level 1 ?	Pageviews ? ↓
	395,474 % of Total: 100.00% (395,474)
1.  /quick-search/	97,482 (24.65%)
2.  /literature/	47,812 (12.09%)
3.  /	39,899 (10.09%)
4.  /meditation/	34,027 (8.60%)
5.  /resources/	31,806 (8.04%)
6.  /meeting-search/	28,217 (7.13%)
7.  /find-a-meeting-contact/	25,758 (6.51%)
8.  /mtsearch	23,796 (6.02%)
9.  /newcomer/	13,297 (3.36%)
10.  /aca-daily-affirmation/	9,948 (2.52%)