Ken Demuyakor

Countrywide Promotions

Website Administrator

Clark Haddock

May 7th ,2007- July 27th,2007

Ken Demuyakor Website Administrator

Dr. Marjorie Davis Technical Communication Chair School of Engineering Macon,GA 31207

Dear Dr.Davis,

I take great pleasure in submitting my work report, professional log and internship deliverables to the Technical Communication department. The work specifically details my duties and activities during my internship with Countrywide Promotions as Website Administrator. It has material that will prove to be beneficial to the Technical Communication/School of Engineering Department as it entails a multitude of management-level duties.

The professional log consists of a day-by-day account of my time as an intern, what I learned and my approaches to certain experiences based on what I had been taught in Technical Communication and other computer-related courses. It also chronicles my slow and steady transition from a first-time intern doing programming and design work to being the actual operator for the company's customers.

Lastly, my deliverables being submitted features some of the work done throughout the course of the internship. It ranges from web design done in Technical Communication and programming; Some website features had to be constructed from blank while some programs had to be installed strictly using internal code. Overall, this was a magnificent learning experience from me as this internship demanded a lot from me from the very start. Along with that, I was expected to perform at exactly the same level as the management which I did on every single day. Therefore, I am pleased to be submitting this to the Technical Communication department.

Sincerely,

Ken Demuyakor

Ken Demuyakor's

Professional Log

May 7th, 2007

Today I walked into Countrywide Promotions and was introduced by Clark Haddock to the company policy and system of operations. I learned how to look up quotes depending on the customers' requests. I was also taken on a tour around the store. I saw sample T-shirts that had designs on them and the workshop in the back that was used to print the designs on these t-shirts. I later browsed the company website and got aquainted with its features. Based on what Clark had informed me, my main duty for the entirety of the summer would be to work on landing pages. This would be to design web sites of the company in such a way that it can be easily accessible from almost any part of the country. I went on the Yellow Pages directory online and gathered comprehensive cities for a lot of the states. These cities would be integrated into the web design of the company's sites.

May 8th, 2007

There was a slight problem with one of the word programs (wordperfect) so I had to start over with the cities of the states. I switched to notepad and listed all the major cities for each state and saved it as "official city list." After this, I went to the back of the store and helped load T-shirts together by the size listing on their order papers. After this was done, Clark set up the computer at the aisle I would be working at for the summer and loaded Nano WebEditor onto it. WebEditor allows one to be able to load and edit a website to their convenience and load the edited version back onto the web page. It is very synonymous with Macromedia and I immediately became familiar with it since I had worked with a lot of the stuff all through my TCO courses. As far as the editing went, we would be creating a version of the Country Wide Promotions website for each state with their most popular city as part of the title heading. Then down at the very bottom, we would have the lesser cities of that state along with the state's most popular colleges, which we would get from wikipedia. This is done so that there would be more web results bringing up 'CountryWide Promotions' should a customer, from any state, type in a common search like 'custom print' or 'custom design'. Customers with Countrywide Promotions are employees of various companies who wish to have their company's design and/or logo onto assorted clothing (usually T-shirts)in order to better promote that business.

May 9th, 2007

I began the actual process of creating the landing pages for the 50 states. What we decided to do was to integrate a state's capital or most popular city into the title and list the next 50 or so most popular cities at the very bottom. We started with California and decided to make Los Angeles as the part of the title. It appeared like this: "Custom T-Shirts for Los Angeles, California." When we previewed it, we couldn't get the title to show up like we wanted it to appear on the website and we received a dialog box saying that we needed Internet Information Server installed in order to be able to properly publish and test web pages. Therefore, I spent the next few hours

trying to finda way to download an IIS. I finally came upon an easy 5-step process on a Microsoft website on how to install IIS 5.1 (the one we needed for Windows XP) into the computer. In order to fully install this, we needed the Windows XP CD-ROM, which Clark said he would retrieve with the laptop I was using being some years old. In the mean time, he asked for my assistance with Google Analytics. This is a software that tracks transactions and monitors how customers enter a company website and what they do once they are there. I came to see that there was a specific Google Analytics code that needed to be copied and pasted into every webpage in order for that specific webpage to be monitored and tracked. We came upon the agreement that I would spend the next day doing that.

May 10th, 2007

I was able to paste the exact code onto the bottom of every html code for each countrywide promotions website (including the homepage). Afterwards the google analytics tracker could be seen from the gmail homepage as "Receiving Data". This was a great start into tracking what customers did once they got to the site. After this we agreed that we would check the stats the next morning to see where we were in the progress and if we needed to do anything more from there.

May 11th,2007

Google Analytics displayed statistics on the screen however it was only displaying the stats of just the employees whereas we desired it be of mainly the customers. We decided to copy and paste the code into the index.html (home page) code in hopes that would work. When we did that, the home page ceased to come up. A couple of hours later, we got it back up and working. After this attempt, we came to the conclusion that after successfully installing the Google Analytics program, that we would call their headquarters and have them guide us through the process of having the program track customer transactions. Clark also said he would look for the Windows XP CD-ROM, which would help us install Internet Information Server. This would help us create the landing pages for the 50 states.

May 14th, 2007

I emailed the Google Analytics customer service (they had no phone number) and informed them of our problem. They sent an auto-reply stating that they had received the email and would respond within one business day. In the meantime, I signed up the account for the new version Google was delivering. This new version proved to be very informative as it had many statistical displays which would be more understandable once we have the customer results coming in. Along with this, I went back and touched up the code on the html pages and in the end, between that and the email I sent google analytics, we were confident that we would make more strides tomorrow. Towards the end of the day, I helped Clark print designs onto green T-shirts in readying them for shipment.

May 15th, 2007

Google Analytics successfully showed all the statistics and results for all visitors. We were glad to see it working well as this was a monumental step towards re-creating Countrywide Promotions for optimal customer service. I spent much of the day inserting the tracking code onto other pages that weren't the conventional type (i.e. php pages). Albeit, long and laborious it proves to be beneficial as that would give us more options to work with once it came time to viewing and analyzing the google stats and seeing how we can edit the web pages to support the elements of the sites that attracts customers to the business. Lastly, the e-commerce tracking was the last of what was left to do in terms of the code and with our pricing being dependent on customer input and not set, we decided that we would contact Google Analytics the next day and see what they would recommend as far as inputing that type of code onto our html pages.

May 16th, 2007

On the heels of adding the tracking code to the php pages and other pages within the module, the google analytics brought up even more results regarding customer visitation and it proved to be a great improvement upon the testing and implementation of what we had installed. Clark informed me that we would wait on the e-commerce tracking until after we had finished with the new website for countrywide promotions. With the programming for the analytics done, we now had the construction of the landing pages for the 50 states and accompanying 50 most popular cities left to do.

May 17th,2007

Along with helping Clark fold shirts that had to be packed for UPS to meet shipping deadline and taking customer phone calls for order verification and inquisitation, I worked with Nano WebEditor 6 in beginning with creating the landing pages. Each member earlier in the week took a biographical survey which with some information Clark wanted to feature on the homepage. What he wanted was the photos of the four members on the top of the page going from left to right. As a customer scrolled over each picture, a small bit of biographical information would display at the bottom of the photo in a rollover manner. Using Nano WebEditor, I was able to find out how to go about programming the software to do that using sample clip art photos and built-in actions and events (program language). What would happen is that an action called "MouseOver" would be used for when the mouse cursor is over a member's photo. Then for the MouseOver, a feature called "Replace Layer Contents with Text". This text would then be freely entered by the programmer. Here is where shortened Q/A excerpts from the surveys would be entered. After I informed him of this, we agreed that I would work on that over the next few days.

May 18th, 2007

I folded T-shirts for an order and cleaned some printing screens today. I got more acquainted with Nano WebEditor and with the feature that I worked on yesterday. With most of the work pending on the Windows XP CD-ROM, I was mainly touching up work on Analytics as we needed the CD in order to properly download Internet Information Server which would help us efficiently test out web pages being worked on in Editor.later on, Clark said that there may not be any need for the IIS as we would be starting the landing page process for the states as soon as we added certain features for the new company website, which we would start work on for Monday.

May 21st, 2007

I implemented certain features Clark wanted for the new Countrywide Promotion website using Nano WebEditor. I was able to get the MouseOver action to work with the text appearing beneath the sample photo when one scrolled the mouse curser over it. The next thing Clark instructed me to do was to align thumbnail photos in three rows and 5 images in each row. For each thumbnail that was clicked to the left,there was to be the enlarged version of that photo on the right. As another thumbnail is clicked, that particular photo will appear enlarged on the right. I was able to get this implemented and executed as well. Whereas we were using sample photos for today, the agreement would be to use the actual images and information for tomorrow. Along with this web work, I also took some customer information and called some other customers for order verification by getting their shipping address and credit card information. In between, I also folded some shirts for shipping. In closing for the day, Clark informed me that there would be some programming work for me to do for the next day in regards to Adword Campaigns he had customized using Google Analytics.

May 22nd,2007

I inputed programming code for tracking Goodle Adword Campaigns for Super Pages and Yahoo. That is anyone who came into the website from Yahoo or any other cross-reference site would be tracked for sales and purchases. Next,I went ahead and added the thumbnail pictures from the company website and created the "enlarged version" feature for 19 pictures using Nano WebEditor and Clark said he would give me two extra pictures to add the next day. I was on the verge of uploading colors for about 750 different company shirts for the new website but we decided to do that later on in the week. Towards the end of the day, I was able to get the survey questions and their accompanying answers for one of the employees onto the site using a built-in action involving the layer of that photo. This was a big step in the right direction because getting this to work was a really tricky step but I was able to find the solution by getting to understand WebEditor more. For the next day, we would see the results of the Google Adword Campaign set-up and possibly start with the color upload for the T-shirts using Excel along with finish out the photo/survey features for the remaining employees.

May 23rd,2007

I was able to successfully complete the photo/survey features with all of each member's survey questions and accompanying answers appearing once the viewer clicked on their photo. The results for the Google Adwords hadn't come up yet because Clark forgot to switch to the new URL the code had set as our destination but said he would the next day. He also stated that we were going to continue with the states and cities work as he instructed me to search for the zip codes of the 50 most populous cities for each state. I found a brainyzip.com site that provided the zip codes for all the states with which we could filter out for the most populous cities later using other web references. I was excited to be underway with the landing pages because with the quick progress we had made over the past weeks, that was the bulk of what we had left to do in this huge project.

May 24th, 2007

I got started with uploading colors for 750 T-shirts using Microsoft Excel. Clark did the first 3, then demonstrated to me on how to do it, then I worked on it. I was able to do them at an alarming speed as I completed 175 of them in just 2 hours. I informed him that we should be finished with this by the end of next week. Before working on the shirt colors, I had successfully concluded work on the survey answers/questions as all we needed to do now, was to load the member photos on the web page that would be entitled, "About Us" on the company site. Along with this, we sent programming instructions to the web operator so we would be able to transit information from the new website we were building to our Google Analytics account. We sent him instructions on how to install the general tracking for the new website as well as cross-reference tracking for the new website...It was all the same as what we had already done so we were just transferring data to the new website we were currently building.

May 25th, 2007

I had today off because I visited family for my brother's graduation.

May 28th, 2007

I continued uploading colors for the clothing accessories through Microsoft Excel. I made exceptional progress today as I continued on product #176 and stopped for the day on product #634 as I spent the entire day uploading colors. I would have gone on and finished at #707 but Clark recommended I call it a day and come back the following day since I had worked a relatively strenuous day.

May 29th, 2007

I picked up on product #634 and did it all the way up until the last one at #707. Clark was amazed at the rapidity at which I was able to complete this as we had thought that it would take the entirety of the week to complete this task with it only being Tuesday. We went ahead and packed up some designed shirts for shipping and he told me to come back in tomorrow and help him with some last tasks.

May 30th, 2007

I helped Clark process the designs for several T-shirts as he would put a shirt on the revolved and I would pull it off as that shirt had its design imprinted on it. I would pull it off and put it on a treadmill that would take it through a heater which would "cement" the design on the T-shirt. Amid breaks where Clark had to help an employee with certain designs, we were able to finish. Afterwards, he asked me to fold the shirts in their different sizes in groups of twelve shirtsFor the remainder of the week, I inputed data into the website administration for the company in modifying and testing Google Analytics. For the next week, he informed me that we would start work on the landing pages and on a certain feature of the new website where customers can scroll through the diagram of the workplace and see first hand photos over the rooms they scroll over.

June 4th, 2007

I spent the whole of today working on a premade office layout diagram of the company. Im implemented features onto it so that when a customer scrolls over a section of the office layout, an actual photo of that section and accompanying information text would display to inform the customer of that part of the building. This proved to be a very mazey task as I had to work with up to 9 sections that would display the "photo/text" feature upon being scrolled over. While taking pauses here and there through answering customer phone calls and taking down their information, I was able to complete about 8 sections and Clark permitted me to finish it the next day.

June 5th, 2007

I worked on landing pages today with Nano Web Editor. Each page had a state and its accompanying capital state at the top and then when the introductory header was clicked on, it would bring up the cities, regions and counties of the state. We got this information from Yellow Pages LTD and Wikipedia. For the states that were too populous to have their regions and counties listed all in a table, we took the most populated cities of that state instead.

June 6th – 8th 2007

I continued on the landing pages and was able to complete them all with their most populous cities. Afterwards, Clark gave me a multitude of key search terms he wanted me to create landing pages for in the same format used with the state landing pages. Between the revising the state landing pages and creating more for those search terms, this occupied the remainder of my work week since it was a gargantuan amount of data being worked with. On Friday (8th), I was informed by Clark that the design and production stage of our project for the new website had been completed and starting Monday of next week, we would partake on the implementation/testing part for the rest of the summer.

June 11th,2007

I went back to the uploaded items (T-shirts,bags,etc..) for the new website nad defaulted all the base unit prices to 0 for half of them while our operator did it almost instantaneously for the remaining half. The implementation process had begun. Afterwards, I helped Clark's father screw together metals rods to form something of a rectangle to be used in the production room.I took calls from customers again as usual and at the end of the day, we decided that I could clock out and continue the uploading of our features the next day.

June 12th,2007

I spent the whole of today building screens using rods, screws and a specialized type of glue for the production compartment.

June 13th, 2007

I helped with customer calls and shipment packaging as we awaited the upload of our new server.

June 14th,2007

I worked on the thumbnail resize web feature as we had implemented it on the half uploaded server. I informed Clark that it was probably best if we waited for the server to be switched back to our locale since it was on a remote (or foreign) system for the time being. With it being this way, the thumbnail resize document would not properly upload if it didn't have its home folder (where all its information was) to resort to and would malfunction. Along with this, I analyzed some of the Google Analytics data and took down important information: top regions, top 10 products, top 10 landing pages and busiest times of the day people were likely to do searches on our website.)

June 15th, 2007

We were still awaiting the uploading of the server by our operator. In the meantime, I helped with packaging, answering customer calls and cleaning some screens along with some miscellaneous activities.

June 18th.2007

I analyzed Google Analytics today and helped Clark with miscellaneous activities.

June 19th, 2007

I uploaded and implemented the thumbnail resize html document and the survey html onto the new company website. I was able to successfully upload the thumbnail document and ended the day halfway done with the survey html, with which we agreed I would continue work on the next day.

June 20th, 2007

I worked on the html code portion of the survey website the entirety of the day as I was able to successfully implement it fully onto the new company website. All that was left to do was to fix the alignment of the information box and to close up the spaces on the top and bottom of the page. Clark instructed me that I would finish up on that the next day.

June 21st, 2007

I finished up with the alignment and the truncating of the spacing around the 'About Us' section of the website. Therefore between yesterday and today, I was able to upload the whole employee photo/survey information website feature entirely from scratch during this implementation process. Clark also informed me that the new website (which was to be uploaded back in january but kept being delayed) was to be uploaded any minute. He gave me the website to continually refresh to see if it were to be finished by the operator.

June 22nd, 2007

I helped Clark design shirts and package them, this along with taking calls from customers and leaving messages for them. After a productive week, I got a bit of a breather today.

June 25th, 2007

The server was successfully uploaded and the new website was up and running. Clark was still speaking with the operator about certain things here and there that needed to be taken care of. In the meantime, he asked if I could find a way where we could change the AliveChat feature on the website to make it more customized and a feature more about Countrywide Promotions than

LiveChat. I went about doing that and came across a question/answer in the FAQ section which I thought addressed what he was looking for. However, I never got a chance to tell him since he was busy with customer calls and so forth. I found a website, in the process, which would allow him to download newer versions of livechat alongside what we already had. These ones allowed cemployees to have interaction with the customers and allow more direct, personal feedback. I went ahead, upon his request, emailed him the link. Later on in the day, we had a Professor-Student-Employer Site Visitation meeting.

June 26th,2007

I helped Clark get a problem with the email fixed using phone/live chat contact with the server operators. This was before I was able to get the contact us feature working using their help after Clark had stepped out to run an errand. The Contact Us feature is an upload section at the bottom of the page where customers can manually load their design of choice to the company and only email it if it is bigger than 3 Megabytes.

June 27th 2007

We got another email problem fixed as we were trying to find out what we needed to do to get the newly installed (by the operators) code into the email system to work. I was on hold with the email while trying to contact them through livechat as Clark awaited a return email from them. The return email came and he was able to talk to them about the problem. We had a new hire today whose position was mainly printing designs in the factory section. Clark taught him the process of using the machine to print out T-shirts and called upon me to stack the shirts they had done by sizes as those also needed to be printed on the back. This was a particularly grand order as white T-shirts were abundant.

June 28th, 2007

As more of the new website started to come up at www.customtshirtprinter.com, Clark got me acquainted with how to log into AliveChat and be the system operator for the website. This is so I would be able to take customer questions and answer them accordingly. In the AliveChat operator base, there was HotKeys, which are phrases and URLs to help refer customers to certain information based on their questions. There was also Transfer Chat, which allows me as an operator to talk to other operators online if a customer asked a question I didn't know the answer to. The employee circulation during various duty shifts would be in a way that the company would consistently be online with AliveChat and ready to answer any customer questions. If I had to leave my cubicle to fold shirts, for example, there would be someone else (i.e Clark,another employee) online with AliveChat.

June 29th, 2007

I cleaned a multitude of screens today and afterwards, at the request of Mrs.Haddock contacted Dr.Davis to see if she knew of a School of Business intern who would be willing to help her out with some of the accounting work.

I spent the majority of today being the company's online operator. I would regularly press a button on a customer's path (which usually said 'browsing') that would give them an alivechat pop-up to accept or deny. If they accepted, there would be a green **accepted** by them on my screen. If they denied, there would be a red **denied**. I was essentially to wait for a customer to initiate the conversation by asking a question but no customers had questions today. This was my first day being a live operator and it was pretty thrilling.

July 3rd,2007

I called the ApolloHosting servers for some support information we needed with our new website. Afterwards I helped with packaging and shipping and continued my duties as an operator.

We had today off for the holiday.

July 5th, 2007

I helped with miscellaneous activities such as setting up t-shirts for screen printing. During the middle of the day, Mrs. Haddock informed me how she felt some of the design elements for the new website could be arranged more efficiently i.e the 'quick quote' logo which was at a tricky location on the interface. I referred to usability and the useit website in agreeing that the new company website could be touched up for improvement. I did a little research on the useit.com website and found the contact info for consultant services she could use sometime in the future. She took down the information and said she would refer it to Clark (who was gone for the day on some errands).

July 6th, 2007

There was a special order that required 6 screens alone to be processed. Therefore, I spent most of today cleaning enough screens for Clark and his mom to use to design the T-shirts over the weekend.

July 9th, 2007

I spent much of the day being the company operator in the AliveChat 4 Lite operator console and towards the end, I helped with packaging of designed shirts. The company website was being transitioned from the operators' base back to our server. Once that was done, we would be able to upload the state landing pages and search term pages onto the new website.

July 10th, 2007

I researched up the epikone.com from earlier in the summer as that would be the source that would help us get the e-commerce tracking code working. In all of Google Analytics, that was the one thing that was (optional) left to do. Clark took me through a walkthrough of the new customer self-processing where they can create and confirm their own orders. This was one of the many reasons why the new website now allowed for a much faster business. Along with this I continued on my operator and miscellaneous activities.

July 11th, 2007

I visited the countrywide promotions website to view our overall progress and everything else I needed to do in regards to the e-commerce code and the office layout feature. There were two weeks left with the internship and in all, I felt I had done a lot by helping the company get to where it was right now.

July 12th, 2007

I analyzed Google Analytics to view customer interactions with the new website. Within Google Analytics, I looked at the **Map Overlay US** section and saw California and Georgia as the leading visiting states for the website. (Next being Florida). California had 89.51% new visits while Georgia had 58.57%. If we were able to find out what in California made the citizens so interested in custom design T-shirts, then that could further enlighten us on user-designed perspective with our website.

July 13th, 2007

Most of today was spent doing miscellaneous activities for Clark. Ideally, the new website was switched back to our server at countrywidepromotions.com

July 16th,2007.

I spent a lot of today being the operator and at one time spoke with a customer who wanted an order of softball jerseys to be designed. Along with this, a different customer (by phone) made a 400-shirt order which was really beneficial. I also folded shirts for shipping towards the end of the day. With the new website now back on the countrywidepromotions domain, we could now start with the uploading of the landing pages and search term pages pretty soon.

July 17th 2007

As Clark got the server ready for the landing pages, I did multiple duties such as being the operator, receiving phone calls and helping with T-shirts.

July 19th, 2007

I went into the administrative module for countrywide promotions and switched the items to ones on the alphashirt.com website with the instructions of Clark. It was a means to make the item photos look more presentable for the viewers. I finished with most of them and informed Clark that I would finish up the rest the next day.

July 20th, 2007

I finished up the item switch task by completing the 'sport shirt' and 'ladies sport shirt' items. It was a big load of work done in a scant two days. Afterwards, I switched into an old shirt and cleaned seven screens.

July 23rd,2007

I started on a whole new set of clothing items as I swtiched out more items today. Again, I finished a wide array of items in this day alone.

July 24th, 2007

I completed a different new set of items and upon finishing this, was officially done with the assigned allotment. I finished the day by taking tape off used screens.

July
$$25^{th} - 27^{th}, 2007$$

I worked on uploading the landing and search term pages to the company website for the remainder of the week.

Ken Demuyakor

Countrywide Promotions

Website Administrator

Clark Haddock

May 7th ,2007- July 27th,2007

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1.0 Executive Summary

This is the work report designed for my internship at Countrywide Promotions for Summer 2007. It details my various details for the company ranging from installing Google Analytics using the administrative database module, to creating landing pages for all 50 states in the U.S to constructing web page features using html code. I learned a lot about being a part of management in a company as I did a lot of higher level duties and how in having a website,maintenance is important as it is key to constantly improve upon it. I saw how integral technical communication was to the workplace as far as testing out web pages for ideal performance and being efficient with communication with customers. In the end, I would recommend that the Technical Communication, if it can, add a programming class to its coursework because that would make the major accessible almost anywhere.

2.0 Body of Report

2.1 Introduction

The summer internship was at Countrywide Promotions in Macon, GA approximately 10 minues from the Mercer University campus. It was essentially an e-commerce business featuring screen print design (and occasionally custom embroidery) for T-shirts. The customers would choose their order of T-shirts, minimum of 24 shirts, email the company the design style and give the company their order information (address,payment type,etc...) The setting was that of a half-office and half-production site. The front of the workplace layout consisted of the office cubicles, one which I was assigned to. Clark Haddock, the manager, had the main cubicle and another was assigned to our routine designer, Jeff.

My postion for the summer intership was that of a Website Administrator as it was heavily influenced by programming and web design. Anything that needed to be installed in order to promote the company in the computer world was my duty. I found this to be an intense but very helpful position as I partook on several management-level work for the company. Through hardwork and focus, I was able to continuously complete the assignments and projects I was given on a daily basis.

2.2 Narrative

In the very beginning, I was assigned the duty of installing Google Analytics onto the company website through their Administrative Module, which was the database code. Through reading and understanding the instructions on the Google Analytics website,, I was able to install the code onto every module and html page that would allow us to pick up the customer actions on the website. After I had added the code to the php pages and other pages within the module in the database ,tested and finalized it, our Google Analytics account was fully installed.

Around this time, I was able saving the major cities of all the 50 states into a word document for future use with the landing pages. I did that over the course of a few weeks. The intended plan was to have the each state having its own landing page with its capital, state logo on the top in bold while the other major cities would be down on the bottom in smaller text. The intention was that if a customer from South Dakota made a search for custom t-shirt prints, we would more than likely appear in one of their search results since we would have a landing page for South Dakota.

Along with the work I did with the computer, I did a variety of other work duties as well. I did everything from helping Clark print designs onto T-shirts, folded the shirts for packaging, built screens for printing using rods and screws and sometimes even cleaned screens using a hose in the clean-up section. This served to be instrumental as I had a very well-rounded approach to the company.

One of the more up-to-par assignments I had during my time at Countrywide Promotions was building this web feature using the "OnClick" programming function. We would have 4

employee pictures in the About Us section of the company website. They were Clark, Jeff, Ken, Matt and Tommy. Once the customer clicked on Clark's picture, it would show a question/answer survey below for Clark below Clark's photo. If they went over and clicked on Jeff's photo, Clark's survey would disappear and Jeff's would come up below *his* picture and so on. With a feature that outwardly appeared so simple, it was very difficult as it had to be built using html code in the implementation process. This took me the entirety of a whole work day and slightly into the next day. In the end. I got it to come up in a picture-perfect manner as this was so exhilarating for me in the end.

The other website feature I worked on was something called "Thumbnail Resize".

Although, this was also a website feature like the survey one, this was powered by a feature on Nano WebEditor and not one of its functions. PhotoWizard on Nano was what was used for the thumbnail resize so that for everytime the customer would click on a design thumbnail, the bigger version of that thumnail would appear for it. There were about 12 thumbnails.

Implementing this web feature wasn't as hard as the survey one as with a little touch up in the code, I were able to upload that onto the new website. (This was actually done before the survey feature.)

Another big task I was assigned to complete was uploading the colors for all the company items (T-shirts, jackets,polos,etc..) using Microsoft Excel. For every single clothing item i.e. Gildan 6.1 oz Ultra Cotton Tee, I had to copy and paste the color code through Excel and upload it straight onto the new company website. Clark had done the first 4 as I was to do #5 all the way onto #707. Using precision and focus, I was able to upload all the colors in just a few days and with this, we got the bulk of the set-up for uploading the new website done. While this task wasn't challenging, the immense depth of it made it a great learning experience as I saw how

customers would easily took web features for granted not knowing how hard the employees work to have it accessible for them.

I completed the landing pages for all 50 states with their accompanying major cities in a faster time that projected with the timeline. Some weeks later, Clark went ahead and gave me around 60-70 often used key terms by customers that I also created separate landing pages for. (70 + landing pages) alongside the state pages we already had. This was done using Nano WebEditor and entailed principles from Visual Communication and Document and Web Design. Again, we had the bold text on the top to attract the viewer then as they made their way down, the text would get smaller and the bold would be taken off. The landing pages for the states and key terms were the main web design aspects for my position. With these, we were sure to come up as one of the results for a customer google search.

Later on in the internship, I went back to Google Analytics, upon request by Clark, to track down the most searched items, top regions in the U.S customers searched from and the busiest times. I went back and jotted down on paper these data stats and gave them to him for future reference.

The other task I did, which had me going back to using my programming skills, was the Office Layout feature of the website. We had the diagram of the office layout with the cubicles, production, packaging and clean-up sections. I programmed it with the "MouseOver" funtion so that when a customer scrolled over a particular section, cubicle or pathway, the photo and subsequent description on the bottom would come up and disappear once the customer scrolled over a different part of the office layout. This was basically like the About Us assignment just at a more advanced level and using "MouseOver" instead of "OnClick".

Along with the activities and duties that were exclusive to my postion, I also actively customer phone calls. Having worked at jobs that required active customer interaction, this was a relatively easy task for me. There were times when the customers would ask for a quote that would require me to entirely stop what I was doing on the computer to help them.

Also, as we kept having more of the new website up, I got the chance to be an AliveChat operator fo the website, which was basically an instant messenger, FAQ session with the customer. This was a particularly intriguing task because I got a chance to see what it was like to be an operator as there were times in the past where I needed to call a technician/operator for assistance.

Technical Communication proved to be important for the operator duty because in chatting with the customer, it was important that the operator gave them the information as concisely and efficiently as possible. In communicating with the customer, I used user-centered perspective because it helped best if I viewed a problem from their viewpoint so I would understand the best way to help them. Alongside all this, I had a feature called HotKeys to use. These were important phrases and references designed to answer problems customers usually encountered with the website.

There was a different day where I referred Mrs. Haddock to the useit.com website since we were talking about certain elements of the website that could be re-designed and made better for customer use. I brought up the course about Usability and how in the end, she obtained the contact information to professional consultant services straight from the site. She informed me that she most likely would use it for the time after the uploading/implementation part of the new website had been completed (Post Summer 2007).

2.3 Analysis and Evaluation

As soon as I became involved with this internship, I was immediately catapulted from a student intern to an administrator/supervisor position for the company's web pages. I was given access to the database as I did management-level work throughout the internship. Some of it featured course work from Technical Communication and a lot of involved programming I learned in high school and at a small college I went to before coming to Mercer. From the very start, I had to give it everything I had as a lot of the tasks required cutting-edge performance and efficiency and that's what I delivered on a regular basis. This was also with miscellaneous activities such as constructing screens as I had never done anything like this before but with minimal learning, I built 25 independent screens single-handedly using metal rods and screws for the company in one day. Other miscellaneous activities including troubleshooting as during the transition from the old server to the new one, there were times we had to call the operators to help us with the email system, Contact Us feature (explained in log) and such. It really mirrored what the business world was like. Another was the laborious task of switching out as many as 300-400 clothing items for others that were more presentable to the viewer.

The pros of doing such work is that it really prepares me for the real world as I am almost ready for anything. I greatly appreciated from this company the work load as I found that being pushed to the limit on a daily basis really developed my resolve and sharpened my skills. The sole con of this is that it really lowers the surprise level for future jobs because very few companies would realistically carry this much work for one employee in such a short and limited amount of time. This is why my post-internship job search was tricky because psychologically, I was trying to find a job that was the "next step up" after Countrywide.

One thing I knew I could carry into the workplace after this internship was computer work. Since every marketable organization has some form of web page that advertises them online, I could use some of the Technical Communication course principles into that and sometimes even go as far as to test, fix and implement some of the web features for that company. My sole concern is that even 20 years from now, I am not sure if I would be able to find a job which was as challenging and up to the plate as Countrywide but as long as I carried what I had learned to wherever I go from here on out, then that would be what was important.

Personally, I was glad to have contributed this much to the company as I it gave me a sense of fulfillment and a job well-done. I am not sure exactly how far into the corporate world I am willing to go after this internship but it's always nice to have this to think back on as I delivered instrumental help in the company's transition from their old website to the new one (which was some months overdue before my arrival.)

3.0 Recommendations to the Department

The biggest suggestion I would give for the TCO department would be, if possible, to integrate some engineering (computer) principles into its coursework. With the market being more and more dependent on computers in this digital age, this might prove helpful. I had prior programming skills going into TCO and this internship, so it served as a crucial backdrop for the assignments and projects that were strictly code. During the Site Visitation, I expressed this concern to Dr. Davis as I told her that I wasn't sure if most of the other TCO students would have been able to have completed some of the more computer-affiliated tasks had they been the ones who had this for an internship. This along with being a huge amount of work as code usually requires editing, test viewing and going back and re-editing. Apart from that, technical communication was a great precursor for this internship.



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- * Custom artwork may add up to 3 days or more to your overall production time depending on artwork complexity and
- Orders do not start the approximately 10 business day production time until artwork has been approved.
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- Q: How do I submit my artwork?
- Q: How can I view my artwork before production?
- Q: What formats should my art be saved in?
- Q: What is Vector format?
- Q: Do you match Pantone colors?
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Champion 6 oz Pieced Baseball Jersey with Contrasting Underarm Piecing. \$\$\$



Jerzees 5.6 oz 50/50 Blend Contrast Raglan Tee. \$\$\$



Hyp Doheney Cotton Raglan Tee \$\$\$

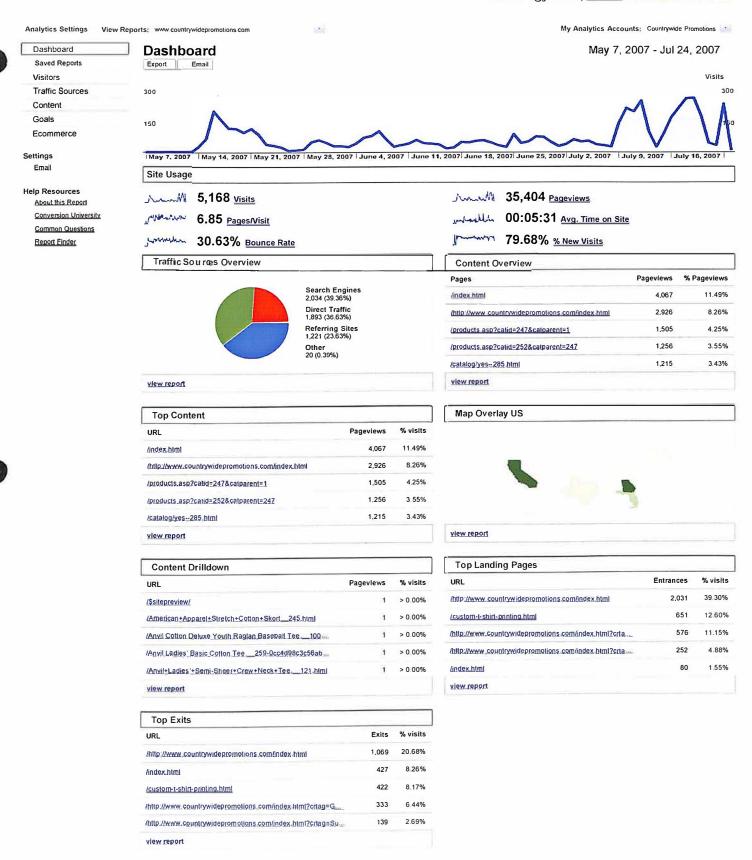


Hyp Princeton Cotton Colorblock Tee \$\$\$

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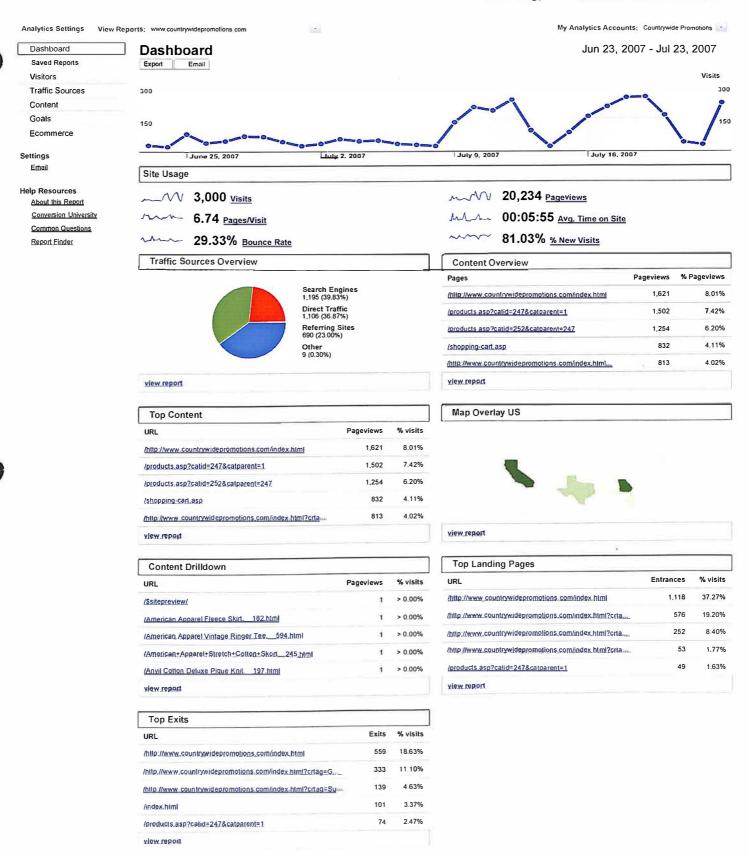
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Implementing features for New Company Website

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Landing Pages for States 13-18

Landing Pages for States 19-24

Landing Pages for States 24-29

Landing Pages for States 30-35

Landing Pages for States 35-40

Landing Pages for States 41-46

Landing Pages for States 47-50

Testing and Implementation of Landing Pages

May 7-11 May 14-18 May 21-25





