Criterion A: Initial investigation

Summary of Problem:

My client is Karen Carson (my mother). She is the lineage parent (sort of a leader or missionary) of the Carson Lineage within the Mahayana Buddhist sect of Shinnyo-en. She wants to have a resource where followers and prospective followers of our religion can reference religious testimonies made by our lineage children, translated religious allegories that are hard to come across elsewhere, and present information about our lineage.

Currently in order to present this information, the client has a website, carsonlineage.com. However she is dissatisfied with the site in several respects. First, the site is organized differently than she wants it to be, and makes it hard to access some elements she considers important and difficult to navigate in general. Second, the site has broken links and outdated information because the site has never been updated. Third, the client thinks that the current site is ugly and very old looking; she wants the website to look better than the websites of other lineages. **(problems)**

I was able to interview her on August 14, 2014.

Explanation of Inadequacies of Current Situation

The main goal of my client as stated in the interview was "to be able to show people [testimonials] and the translated Buddhist Stories and the division number and all those things." In other words, to present static information to her audience.

The client already has a website that accomplishes this goal, but she has these issues with the current site:

- She thinks that it looks bad ("the site is just really old looking")

- It's difficult to navigate ("It's hard to find your way around sometimes")

- Some elements of the website are broken ("Also when you click on some of the things it doesn't work")

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