Working with Housing Matters (HM) has proved to be a great experience, but this experience came with challenges and setbacks for the group to overcome individually or as a team. However, these are the type of experiences that will allow us to reflect upon our actions and not face a similar situation further in life.

One of the first things we noticed was choice of wording, specifically in terms of keywords. While we as a group were very happy using words like wireframes and Figma, as it was second nature to us, this was not the case for the HM board. During meetings we had to clarify words on our end, which is not an issue but was something for us to reflect upon, this became apparent during later meetings when we were talking more technically about design. To overcome these issues of interpretation, at the end of each meeting we would clarify and summarise our viewpoint of the meeting, as well as send a follow-up email which further recapped our discussions and aims in the meeting.

Another hurdle we faced was too many voices at once. Very often, at the beginning of the project, we would have meetings with different members of the team, with people making appearances very infrequently leading to many different ideas and understandings of the project being thrown about. For a moment, the project almost lost track, however due to us creating a project plan in the early stages of the project, we never diverged off of our projected trajectory. Although, the infrequent appearances of people came to the forefront at the Project Presentation in January, when we were tasked with answering many questions about the project. This was easily overcome due to us having the work quickly on hand but as we also hosted a shared OneDrive folder with HM, from the beginning of the project, that contained all the work we covered and delivered in that presentation.

Given the opportunity to do this project again, I would work with my team more closely in-person but also online. The team and I started arranging calls online to-do work in the latter stage of the timeline, which enhanced our work proficiency and enabled for the workload to be more evenly distributed. This would have been key to completely staying on track to our project plan rather than as loosely as we did, leaving enough time to really implement feedback from HM.