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| Iteration 2 |
| Project Analysis for KSOA Website Design |
| Andrew J. McQuillen Andrew Wilkerson Jessica Shade Katelyn Sherrard Lauren Hertel |

KSOA Website

Vision (Small Project)

Version <1.0>

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 9/10/15 | 1.0 | Rough Draft | Design-X |
| 9/11/15 | 1.1 | Revision 1 | Design-X |
| 9/13/15 | 1.2 | Revision 2 | Design-X |
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Vision (Small Project)

# Introduction

The Kentuckiana Soccer Officials Association has approached students in Dr.Barker’s CIS 320 class about designing and eventual implementation of a new website. Design-X recognizes that there are deeper needs than a simple landing page that executes a few key features. Many of the problems that KSOA faces are, in fact, not technology problems. Our goal is to assess whether the implementation of new technology in the form of a website would help solve some of KSOA’s problems.

## References

In this assessment, Design-X has used the following resources to help gather the necessary information to fully analyze the problem.

* Face to face meeting with the client
* Dr. Barker’s input and instructions
* Emails between KSOA members and Dr. Barker
* Reports found in Course Documents on blackboard
* Similar websites for benchmarking purposes

# Positioning

## Problem Statement

KSOA currently does not have a website. While there are many features this website could have, the main feature, or goal, is to help grow KSOA’s membership by limiting attrition and making it easy for prospective officials to join.

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| The problem of | member attrition and lack of a website |
| affects | the game of soccer in the states of Kentucky and Indiana |
| the impact of which is | felt across many age groups across Kentucky and Indiana |
| a successful solution would be | One that helps the KSOA membership not only grow, but to thrive and keep their members informed, trained and at the top of their game. |

## Product Position Statement

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| For | Current and future KSOA members |
| Who | Need convenient, up to date information on schedules, events, meetings etc. |
| The (product name) | website |
| That | Will help transform the way the KSOA operates |
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| Our product | Will attempt to streamline business processes with an emphasis on membership growth. |

# Stakeholder and User Descriptions

## Stakeholder Summary

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| **Name** | **Description** | **Responsibilities** |
| Soccer players | Individuals who participate in organized soccer across all age groups and varying levels of competition. These individuals are affected by the quality, quantity, and effectiveness of KSOA members | Soccer players are responsible for playing the game of soccer. It is important to recognize their importance to this project because without them, the KSOA would not exist. It is the responsibility of the KSOA to provide capable officials in the appropriate quantity for a given match. |
| Clients | There are many clients, from high schools and universities to competitive travel leagues and YMCA youth soccer. | The clients are responsible for providing a venue and organization for the soccer players. While they may not use the KSOA website, they are affected by how the organization works. Mainly by how many officials are at the KSOA’s disposal. |

## 

## User Summary

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| **Name** | **Description** | **Responsibilities** | **Stakeholder** |
| KSOA Officials | Game referees | Affectively referee soccer matches. Pay dues and be active members in the KSOA by participating in elections and voting on changes. Officials have a responsibility to the stakeholders to be present and attentive. | All member officials |
| KSOA Board | Governing body of the KSOA | To guide the KSOA in operational decision making. They are responsible for growing and maintaining the membership. | All board members |

## User Environment

The user environment will consist of features that the KSOA has requested. Some of these include:

* Member login
* Voting
* Discussion board
* Weather updates
* Calendar of events
* Training material
* Class signups
* New official registration
* Payment processing
* Links to partner sites such as Arbiter, KHSAA etc.

The Design-X team consists of 6 members in various backgrounds all united by the single goal of providing the KSOA with a high functioning website to provide solutions for many of their business needs. Design-X understands that, in conjunction with the features listed above, usability is paramount. We will strive to create a website that will address all of the KSOA’s requests. At this time, specifics are unavailable. Currently, Design-X is in the problem recognition phase. We feel that in order to fully solve a problem, one must fully address it and analyze it from many angles.

## Summary of Key Stakeholder or User Needs

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| **Need** | **Priority** | **Concerns** | **Current Solution** | **Proposed Solutions** | |
| Login | High | Managing the user database | None in place | | Secure login with user managed login name and passwords. Must be verified by domain controller |
| Assessment | High | Establishing communications with the Assessor | Individual contact | | Email sent through the website to the assessor who then schedules the assessmnet |
| New Member Registration | High | Recruiting | None in place | | Easy to find, informative how to registration function. Specifics to be designed at later date |
| Dues processing | High | Secure payment processing | Manual processing done by treasurer | | Dues payment in controlled access portion of website. Third party processing application to assume liability and PCI compliance |
| Discussion Board | High | None | None in place | | Simple user discussion board, can be hosted on website or can be linked to free third party forum |
| Calendar | High | None | None in place | | Calendar of meetings and events placed within own easy to find section of website |
| Training Information/Class registration | High | Registration database management | None in place | | Most likely will be links to other sites, possibly iFraming a websites information into our own. Process that will be further investigated in the design phase |
| Links | High | None | None in place | | Links to Arbiter and other partner websites |

## Alternatives and Competition

There are other groups providing what will most likely be insightful ideas. Design-X brings many perspectives into this project. Our group consists of Accounting students that will be mindful of financial processes, marketing students that will find new and creative ways to help promote the KSOA to new members, and CIS students who will help deliver cutting edge technology to the implementation phase.

# Product Overview

## Product Perspective

This product will be its own self-contained entity. Some of the features will be outsourced to open source software or will be linked to other sites. In those cases, the KSOA will be a stand-alone portal to those sites.

## Assumptions and Dependencies

Most of these features can be implemented using open source software which is free to the public. The problem with open source is that it can be buggy. Where applicable, Design-X will strive to create custom solutions that will be easy for KSOA to manage on their own with minimal training required.

# Product Features

This website will look to change the way the KSOA operates. One thing Design-X noticed is the amount of time spent doing simple business processes by hand. While there will always be a need for human involvement, many processes can now be automated. Payment processing can now be handled online. This will save the treasurer valuable time handling payments during meetings. It will also make it more convenient for members to pay their dues if they can’t make it to a meeting.

Member involvement currently comes in the form of attending meetings. In some cases it is not possible for members to attend a meeting. Many of KSOA’s members are officials as a hobby. Most have careers, families and other hobbies that can sometime make attendance problematic. This website will aim to not only keep members informed when they miss a meeting, but to help members stay informed in between meetings. It will also give a platform for those unable to attend to still vote on key elections and policies.

While it is important for KSOA leaders to communicate with KSOA members, it is also important for members to communicate with each other. This is why we would like to place a member directory with contact information of all members.

Design-X would be remiss if we did not mention the most important aspect of this website; membership growth. This website will not be able to go door to door or make cold calls to generate new officials. What this website can do is develop and easy to find and easy to fill out form along with all information a prospective official would need. The website should have contact information for several people that could guide a prospective official if necessary. One thing seen across other websites in similar fields is a guided tutorial for how to sign up and requirements. We would look forward to working closely with KSOA in the design and development of these functions.

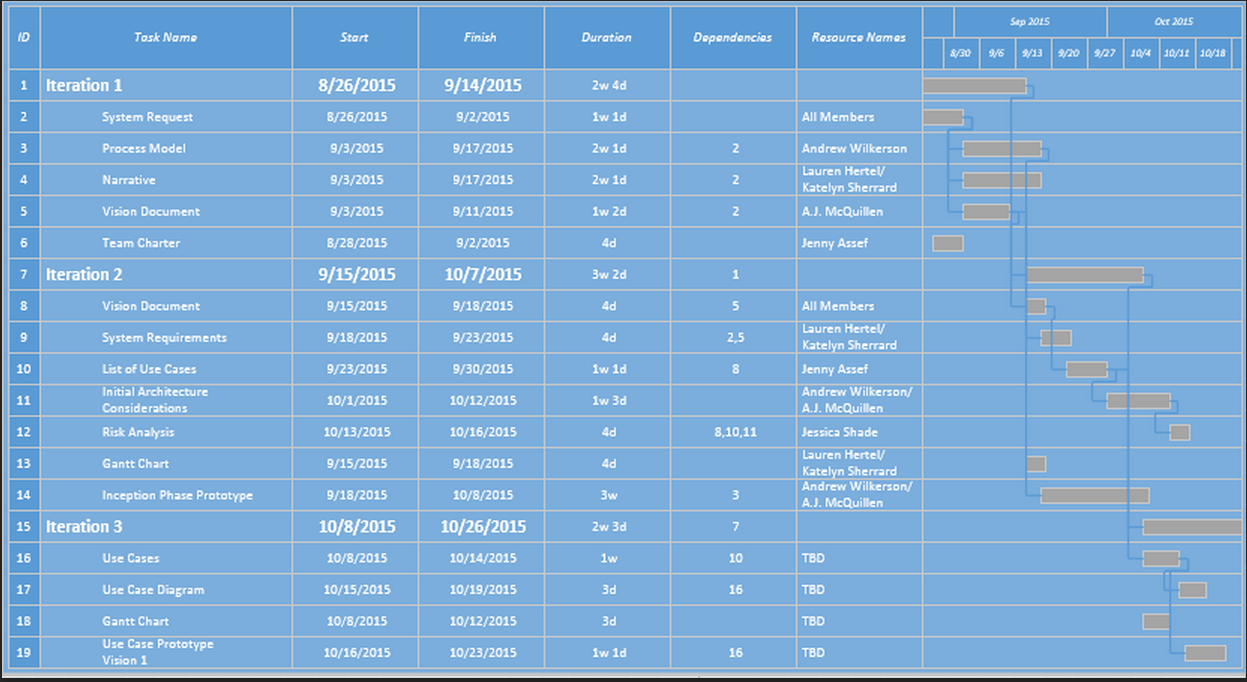
# Other Product Requirements

As of now the only known product is our domain. We don’t know what third party software we would need at this time simply because we aren’t sure how much we can develop on our own. We do know that there are open sourced software for every process or feature that the KSOA is asking for.

**System Requirements**

* The system will automate processes for the KSOA
  + The system will process payments for the treasurer
  + The system will allow the payment of dues online
  + The system will automate the voting system for KSOA
  + The system will provide a login and online registration for new members
* The system may increase member involvement
  + The system will provide a calendar
    - The calendar could increase attendees at meetings
    - The calendar allows members to stay updated on events
    - A calendar of events on the website shall also increase organization by centralizing a list of all classes and fundraisers in one location.
  + The system allows members to stay informed in between meetings, as well as allowing for communication through the website about events and coordination.
* The system will allow an increase in member communication
  + The system will have a discussion board for member contribution.
  + The system will encompass a member directory.

Gannt Diagram



**Use Case**

Use cases describe ways that the website is used. These cases list the ways that Site Administrator, Members and Prospective Members will use KSOAref.com.

|  |  |  |
| --- | --- | --- |
| Use Case Name | Primary Actor | Description |
| Add/Edit Content | Admin | Manipulate data displayed to users on the homepage |
| Login Database Management | Admin | Maintain database of users login information |
| Weather applet maintenance | Admin | Manage and maintain the weather applet on the homepage |
| Weather Inquiry | Member/Prospective Member | User can gather information on weather in an area on the homepage |
| Member Registration | Prospective Member | User can click the join tab on the left pane and follow the steps to become a member of the KSOA |
| Membership Research | Prospective Member | User can click the About Us tab and do research on the KSOA and how to become a member |
| Exchange Uniforms | Member | User can find the uniform exchange link in the About Us setting. This is particularly useful for new members |
| Add/Edit Content | Admin | Manipulate data displayed to users on the About Us/ Join Page |
| Login | Member | User can login from any page and access new information specifically pertaining to them |
| Class Registration | Member | User can click the Training tab and find information about classes and how to register for them |
| Training Video | Member/Prospective Member | Users interested in watching educational videos can click on the Training tab and watch videos pertaining to Soccer officiating |
| Add/Edit Content | Admin | Manipulate data displayed on the Training page |
| Find Out Assignment | Member | User can login to arbiter through a iFrame live image of the website and find out their assignments in the Assignment page |
| Arbiter iFrame maintenance | Admin | Ensure that the iFrame continues to display correctly |
| Lookup User | Member | The user directory link redirects the user to an external database that has member contact information. This is located in the Assignments page |
| Manage User Directory | Admin | Manage and maintain member database |
| News Maintenance | Admin | Manually update any content provided in the News tab |
| Learn about current News | Member/Prospective Member | Users can navigate to the News page to view current events, weather forecasts, and scores and results |
| Learn about Rule Change | Member/Prospective Member | A user can stay up to date on rule changes through the News page |
| Meeting Information | Member/Prospective Member | User can find information about meetings on the Calendar page |
| Upcoming Events | Member/Prospective Member | Users can find information on any upcoming event on the Calendar page |
| Calendar Maintenance | Admin | Manage and maintain as well as update content on the Calendar page |
| Moderate Discussion Board | Admin | Admin (or any assigned Moderator) can moderate the Discussion Board content to ensure appropriate use |
| Maintain Discussion Board | Admin | Admin will keep all technical aspects of the discussion board functioning as intended |
| Post new idea on Discussion Board | Member | Member can post any content they would like to share with the KSOA community. This can be about officiating information or social |
| Unauthorized Access | Disgruntled Coach/Fan/Parent | Outside users cannot view or post to the discussion board since they do not have a login. If they apply for a login, they must be approved by a moderator before they can view any content |
| View Meeting Notes | Member | Active members can view notes covering important information from previous meetings. |
| Maintain Meeting Notes | Admin | Admin will update content in the meeting notes |
| Vote | Member | Member can vote in the meeting section |
| Post new votes | Admin | Admin can post new elections for voting on the Meeting page |
| Maintain Dues Processor | Admin | Admin will ensure that all functions are working as intended on the website with dues processing |
| Pay Dues | Member | Members can login and access the Pay Dues page and follow the instructions to pay their dues in a timely and efficient manner |
| Request Assessment | Member | Member can navigate to the Assessment page once they login and use a contact link to communicate with a group of assessors |
| Maintenance | Admin | Admin will ensure that the contact settings for reaching the assessor works properly |

**Initial Architecture Considerations**

The KSOA will be receiving a new website that will contain many new features designed to streamline common business processes. With new features, new technology will be prevalent in the system. Starting at the basics, the website will need to be built using a Content Management System, or CMS for short. After reviewing several types, there are two that stand out above the rest Contao and WordPress. Each have their advantages and disadvantages but ultimately are very similar and either would work very well for the KSOA.

When the website is first opened, we would like the user to be greeted with a bright welcoming landing page. Organization can vary, but the general idea is to have site navigation either at the top or left pane. After reviewing 10 similar websites across the country, we have noticed that most follow this template. The Navigation pane will have seven options, Home, About Us/Join, Training, Assignments, News, Calendar and Discussion Board.

The Home tab will lead back to the main landing page. This main landing page will be a good place to list the KSOA’s mission statement, video clip highlights from local matches, and other announcements like upcoming events. At the forefront should be a live weather look in for Louisville, Bullitt Co and Shepherdsville where users can see what to expect for game time.

The About Us/Join tab will be a more in depth description of the KSOA. Here should express the mission statement and why being a part of the KSOA is so special. There should be clear cut information on Joining as well as a link to Uniform Exchange program. The Join link should bring up a simple form asking for basic information so a prospective member can easily join and not be turned away.

The Training tab will contain links to register for training classes to become a better official. This same tab should also contain instructional videos and links to other informative resources.

The assignments tab will contain a live image of Arbiter that will show an up to date listing of assignments. This way everyone can view their schedule as well as their peer’s schedule. They will know ahead of time who will be working each game with them. On that same page there will be a link to a directory database with contact information for each official.

The News tab will be an in depth version of the home page. It will offer more detailed examples of what’s going around the KSOA and other pertinent information. This could local scores and results, rule changes, weather delays and standard operating procedures for weather related issues.

The calendar and discussion board tabs are just as they sounds. These tabs will have a calendar with up to date information on meetings and events that the KSOA would like its members to be aware of. The discussion board will be a place where officials can discuss anything from Rules, Coaches, and Teams to even a personal area where they can socialize among themselves.

Also, on the same pane there will be a spot for users to Log In. Once a user logs in, three new options appear, Meeting Highlights, Pay Dues and Assessments. The Meeting Highlights tab will hold information from previous meetings like upcoming elections, voting, policy changes or other important news from Association meetings. Pay Dues will be a link to a payment processing service that will keep a list of who has paid what. The assessments tab will hold a list of that users assessments and also have a link where they can request an assessment.

**Risk Analysis**

One risk that we have identified would be the credit card information being stole from the system that is selected to be used. This risk is a risk that would be associated with whatever system is selected and not directly with the KSOA website. This is a high risk because if someone accesses a user’s financial information they can steal the user’s money. The possible outcomes of this risk could be someone who should not be accessing user’s credit card information accessing the credit card information. The solution to this problem is doing extensive research about the systems that we could possibly use and making sure that they have the proper security and verification systems in place to protect the user’s information. Sites like PayPal have assurances that include fraud prevention (24/7 monitoring of transactions, secure logins (no bank details or card numbers are given to the KSOA), and holds can be placed on funds if there are any problems.

A second risk we have identified would be personal information being accessed by an unauthorized person. This risk is low because the personal information only includes names, phone numbers, and email addresses. The possible outcomes of this risk could be an unauthorized person accessing authorized members personal information. The solution to this problem would be having an activating system that allows a user to create a login, but they must be given access to the website before they can view the information that requires an authorized user. Once an administrator approves the new user and activates their login, then the new user can access the secure information.

A third risk we have identified would be inappropriate content being posted on the discussion board. This is either a high risk or low risk depending on the access to the discussion board. We suggest that the discussion board only be available with a user login. If the discussion board is only accessible through a user login than it would be a low risk because it is less likely that inappropriate content will be posted because the access is limited and the repercussions are less severe. The possible outcomes of this risk are inappropriate content (arguments between referees and/or referees and coaches) being posted on the website. The solution to this problem are limiting access to the discussion board to only users who have a user login and also monitoring the discussion board regularly (as regularly as the KSOA sees fit) for inappropriate content.

A fourth risk we have identified would be users being able to create multiple user profiles and then voting multiple times in an election. This is low risk because it has minimal impact. The possible outcomes of this risk could be that a user creates multiple user profiles and votes in an election multiple times, which effects the outcome of the election in favor of the selection of the user. The solution to this problem would be similar to the solution of the risk of unauthorized users accessing user’s information. This would including having a process of activating a user’s login once they make one and during this process, making sure that each user in unique.

The last risk that we have identified would be users gaining inappropriate access to editing information that he/she should not be able to edit. This is a high risk because there are limitless possibilities to what the user could change the website to say. The possible outcome of this risk could be anything from changing the date of an event on the calendar to changing the name of the KSOA to something inappropriate. The solution to this risk would be having the default selection of access to be user only, and not the administrator’s access privileges.

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| Iteration One |
| Project Analysis for KSOA Website Design |
| Andrew J. McQuillen Andrew Wilkerson Jessica Shade Katelyn Sherrard Lauren Hertel Jenny Assef |

**I. System Request**

**Project Sponsor:** Dr.Barker/KSOA

**Business Need:** Kentuckiana Soccer Officials Association has requested a design and implementation for an initial solution. The KSOA has been without a website for nearly six months. KSOA needs this website to help curb member attrition which is currently at about 15-20% per year.

**Business Requirements:** The KSOA has requested several key elements to be introduced into its website.

·         Personal Login

·         Calendar Features

·         Pay Dues

·         Vote in elections

·         Training and Education material

·         Discussion Board

·         Official’s Assessment documents

·         Uniform exchange

·         Links to other affiliated websites

·         Member database and contact info

**Business Value:** Before the project can be started, we must determine if the value added from this feature will be worth the cost. In short, will this project add or improve something the business already does? With the implementation of a new website and the features requested by the KSOA, we project we can cut attrition by 50%. Based on the KSOA having 80 members and currently losing 15-20% members per year, a website could cut attrition in half. This would keep about 8 additional members per year, increasing revenue by $280 a year (8 members paying $35 a year). The ability to pay dues online will decrease the amount of time the treasurer has to spend accepting dues and attempting to reach members to collect necessary dues.

**Special Issues or Constraints:** A website, in this day and age, is paramount to a successful business. We have concluded that without the website, the KSOA will continue to struggle to maintain its member base.

**II. Narrative**

**Problem Statement:**

The KSOA needs to find a consistent and efficient way to manage their organization, while at the same time helping attract potential members and preventing attrition of current ones. An official website will be an all-encompassing solution that will help the KSOA maintain its member base and curb member attrition, which is currently at about 15-20% per year.

**Business Case:**

The association may use this solution as a touchpoint for members and prospective members. The establishment of this solution may help certify the KSOA as a credible community that referees will want to be a part of. Providing users with a personal login, an open discussion board, uniform exchange, and member database and contact info could help join the referees together and form a united front among them. In turn, this would help attract new referees, while at the same time decrease the amount of attrition. We project to cut attrition by 50%, which would increase revenue by $280 a year.

The solution may also provide a reliable, convenient system to help run the necessary functions needed for the association. This includes paying dues, voting in elections, keeping track of game assignments and other events. These functions could decrease labor time and increase the association’s productivity rate. To expand, the ability to pay dues online could decrease the amount of time the treasurer has to spend accepting dues and attempting to reach members to collect necessary dues. The ability provided by these tools to offer a second, less staff-intensive tier of service is significant. Therefore, the ability to attract and service both younger and more tech-savvy prospects also becomes a very real possibility.

Lastly, the solution may help contribute to the training of employees by providing extra education materials, assessment documents, and links to other affiliated websites. These functions are not necessarily needed to run the association but are still helpful to include on the website. The extra materials may not only allow the refs to expand their knowledge of their own abilities on the field, but could also be utilized as an up-to-date educational tool to the outside soccer world.

**Feasibility Considerations:**

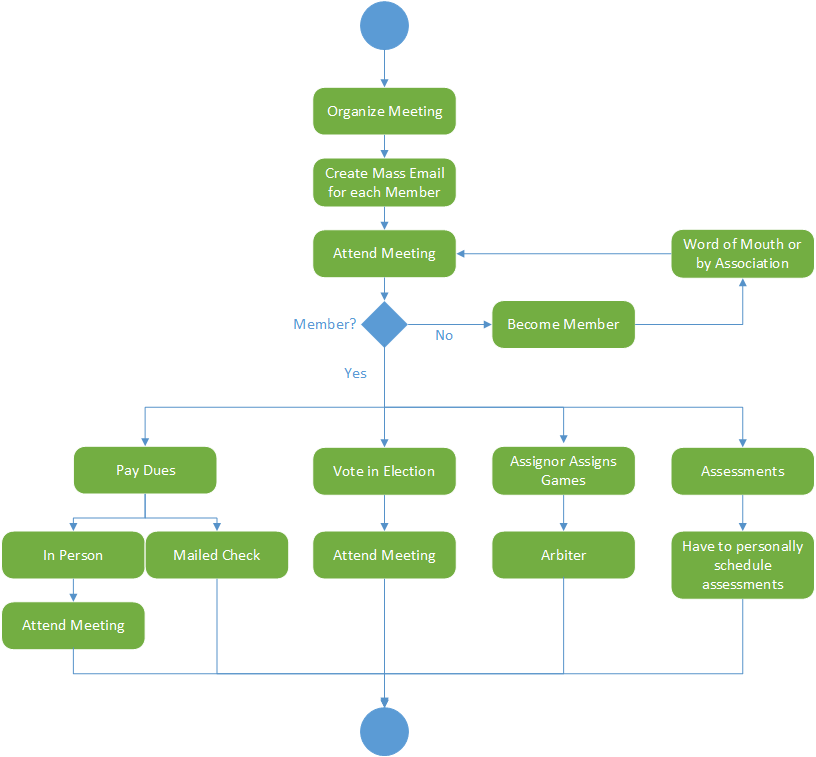
**Technical -** The [t](https://en.wikipedia.org/wiki/Technical_feasibility)echnical feasibilit[y](https://en.wikipedia.org/wiki/Technical_feasibility) assessment is focused on gaining an understanding of the present technical resources of the organization and their applicability to the expected needs of the proposed system. It is an evaluation of the hardware and software and how it meets the need of the proposed system. The only hardware required of the KSOA to maintain the proposed system is a basic computer with internet access. Our team may design the structure and the website components. The KSOA may need to assign a member the responsibility of making simple content changes on the website, such as calendar updates, posting in the news pieces, and other various changes. There could be no need to make structural changes to the website once it is designed. The only other technical maintenance required could be to actively renew the domain every year.

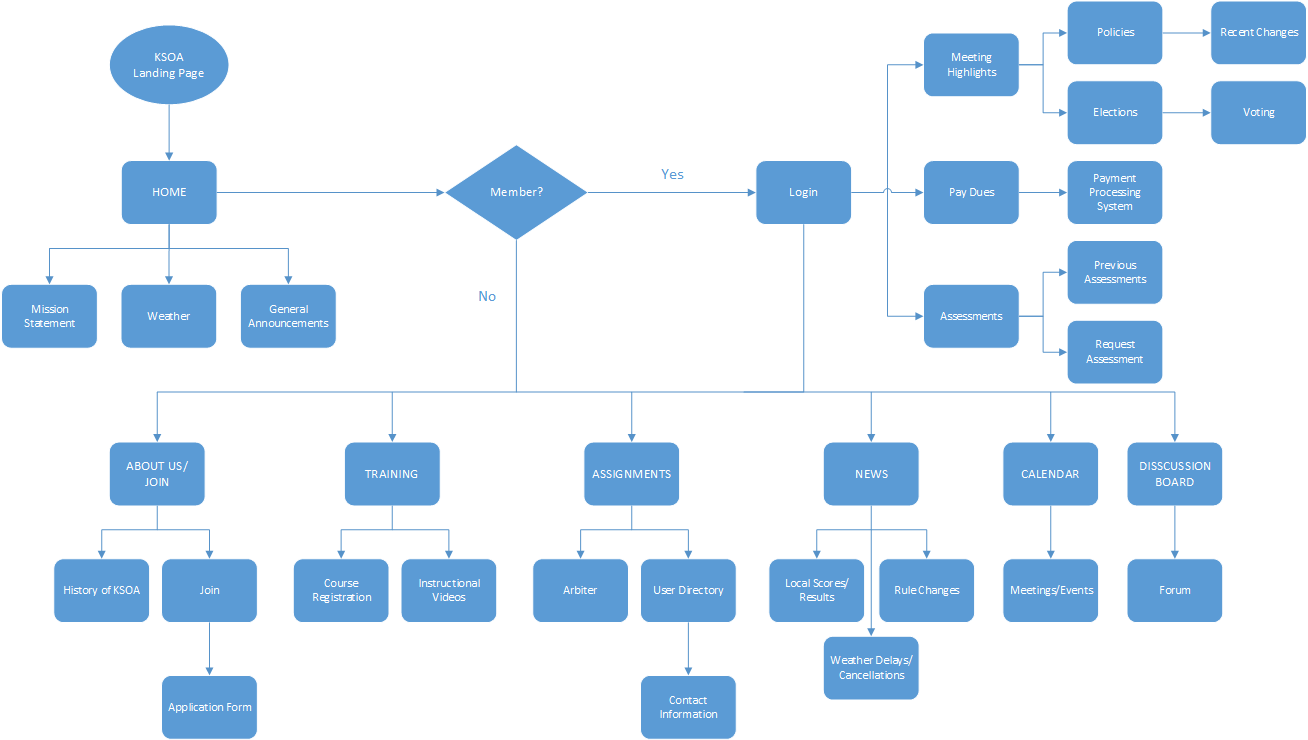
**Economic (Cost/Benefit) -** The purpose of the economic feasibility assessment is to determine the positive economic benefits to the organization that the proposed system may provide. As stated, the website could have an annual $9.95 charge for the domain name. The KSOA must also take any processing fees into considerations. We have estimated an annual fee of approximately $84 for the 80 current members of the KSOA, if they were to all pay by credit card. We calculated this number from taking the 80 members and multiplying by the annual fee of $35 which is $2800. We then took 3%, the average processing fee for credit cards, of the $2800 which comes out to $84. This may be an added cost, considering the KSOA does not currently accept credit card payments. However, we anticipate this cost could balance out due to members no longer having an excuse as to why they cannot pay on time. This provides an easily accessible payment system for all of the members of the KSOA.

**Organizational**- The purpose of the organizational feasibility is to see whether the new system could fit into the organization and meet the current goals and objectives. The new system may need to have enough support and understanding from the association members to be successfully implemented. They could have to be willing to elect a dedicated member to perform the maintenance updates needed to keep the website current. Providing the members with an organized system may help raise awareness of any updates or current events happening within the association. For example, this may help increase the number of attendees at the meetings and also keep members on track and up to date on their payments.

**III. Process Model**

As-Is



To-Be

**IV. Vision Document**

# Introduction

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| Who | Need convenient, up to date information on schedules, events, meetings etc. |
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# Stakeholder and User Descriptions

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## Summary of Key Stakeholder or User Needs

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| New Member Registration | High | Recruiting | None in place | | Easy to find, informative how to registration function. Specifics to be designed at later date |
| Dues processing | High | Secure payment processing | Manual processing done by treasurer | | Dues payment in controlled access portion of website. Third party processing application to assume liability and PCI compliance |
| Discussion Board | High | None | None in place | | Simple user discussion board, can be hosted on website or can be linked to free third party forum |
| Calendar | High | None | None in place | | Calendar of meetings and events placed within own easy to find section of website |
| Training Information/Class registration | High | Registration database management | None in place | | Most likely will be links to other sites, possibly framing a websites information into our own. Process that will be further investigated in the design phase |
| Links | High | None | None in place | | Links to Arbiter and other partner websites |

## Alternatives and Competition

There are other groups providing what will most likely be insightful ideas. Design-X brings many perspectives into this project. Our group consists of Accounting students that will be mindful of financial processes, marketing students that will find new and creative ways to help promote the KSOA to new members, and CIS students who will help deliver cutting edge technology to the implementation phase.

# Product Overview

## Product Perspective

This product will be its own self-contained entity. Some of the features will be outsourced to open source software or will be linked to other sites. In those cases, the KSOA will be a stand-alone portal to those sites.

## Assumptions and Dependencies

Most of these features can be implemented using open source software which is free to the public. The problem with open source is that it can be buggy. Where applicable, Design-X will strive to create custom solutions that will be easy for KSOA to manage on their own with minimal training required.

# Product Features

This website will look to change the way the KSOA operates. One thing Design-X noticed is the amount of time spent doing simple business processes by hand. While there will always be a need for human involvement, many processes can now be automated. Payment processing can now be handled online. This will save the treasurer valuable time handling payments during meetings. It will also make it more convenient for members to pay their dues if they can’t make it to a meeting.

Member involvement currently comes in the form of attending meetings. In some cases it is not possible for members to attend a meeting. Many of KSOA’s members are officials as a hobby. Most have careers, families and other hobbies that can sometime make attendance problematic. This website will aim to not only keep members informed when they miss a meeting, but to help members stay informed in between meetings. It will also give a platform for those unable to attend to still vote on key elections and policies.

While it is important for KSOA leaders to communicate with KSOA members, it is also important for members to communicate with each other. This is why we would like to place a member directory with contact information of all members.

Design-X would be remiss if we did not mention the most important aspect of this website; membership growth. This website will not be able to go door to door or make cold calls to generate new officials. What this website can do is develop and easy to find and easy to fill out form along with all information a prospective official would need. The website should have contact information for several people that could guide a prospective official if necessary. One thing seen across other websites in similar fields is a guided tutorial for how to sign up and requirements. We would look forward to working closely with KSOA in the design and development of these functions.

# Other Product Requirements

As of now the only known product is our domain. We don’t know what third party software we would need at this time simply because we aren’t sure how much we can develop on our own. We do know that there are open sourced software for every process or feature that the KSOA is asking for.

**V. Team Charter**

**1. Mission**

The mission of Design X is to design an efficient, cost-effective website to address KSOA's business needs through systematic analysis of their existing processes and the best practices of similar organizations.

**2. Goals**

* To submit a thorough and accurate report, free of typographical and grammatical errors, for each assigned iteration by its due date
* To design an efficient, affordable solution that meets the needs of the client (KOSA) by the designated due date
* To promote team cohesion by ensuring every member has the opportunity to voice his/her opinion and review the work of others before submission

**3. Team Members**

* Andrew Wilkerson -- Team Leader
* Jessica Shade-- Recorder
* Katelyn Sherrard
* AJ McQuillen
* Lauren Hertel
* Jenny Assef

**4. Team Meetings**

**Attendance**:

* Meetings will be scheduled in advance and will accommodate the schedules of as many team members as possible.
* Attendance at team meetings is mandatory for all members unless they have a valid reason for their absence (e.g. work, class conflict, illness, family emergency)
* If a team member must miss a meeting, he/she will notify the Team Leader via email or text message prior to the meeting start time.
* If a team member has more than 3 unexcused absences, their conduct will be reported to Dr. Barker at the end of the semester.

**Group Discussion:**

* All team members will actively participate in team discussions, and each will be given the opportunity to present their ideas and opinions on all matters affecting the team project.
* No team member will ridicule the ideas or opinions of others.
* If team members disagree on project decisions, they will attempt to resolve the disagreement through discussion in order to reach consensus. If the dispute is not resolved, the decision will be made by majority vote of all team members present.

**Division of Labor:**

* Work will be divided equally among all team members.
* Team members will produce their assigned work by the established deadline.
* In the event a team member is not able to complete his/her work assignment, he/she will immediately notify the Team Leader so the work can be reassigned.
* The Recorder will take minutes at all team meetings and will post the minutes on the team's Google Docs account.

**Communication**

* Team members will communicate with each other via GROUPME messages. Documents will be posted on Google Docs for review and revision.
* Team members will communicate with the client via email or in person.
* Team members will communicate with Dr. Barker in person and via email. Assignments will be submitted via Blackboard or other means as required by Dr. Barker.

**Project Repository**

* All work products created by team members will be stored in the group's OneDrive account.
* The OneDrive account will be monitored and maintained by the Team Leader.

**5. Assessment of team effectiveness**

At the conclusion of every project iteration, team members will discuss (1) the group's effectiveness in meeting the requirements of the assignment, and (2) the group's effectiveness in working together as a team. We will devise solutions to address any identified weaknesses and set improvement goals for our future performance.

**6. Team Member Accountability**

In the event a team member fails to act in accordance with the terms of this charter, the remaining team members will first discuss the issue with the offending team member, reminding him/her of this charter and its requirements. If the team member's conduct persists, the Team Leader will request a meeting with Dr. Barker to discuss other courses of action.