**1. Which business processes are most common and which ones are the least common?**

When comparing websites of similar non-profit organizations, we found common processes to be donation, volunteer, contact info, events, email subscription, and partnerships. Because these companies are publicly funded, it made sense why the Donation appeared on every site. The next most common process appeared to be links for volunteer signups. Only one website did not prompt visitors to volunteer. Contact info was the next common process, which allowed visitors to easily access phone number and emails. Another common process was Events, in which visitors could see what fundraisers the organization was promoting. Most of the websites allowed users to enter emails to subscribe and stay up-to-date with the organizations events and news. The last common process was the listing of partnerships on the organization's website. This helps with the organization's credibility.

The least common practices were the user’s ability to refer a patient, options for Spanish speakers, and guaranteed secure connection. Because we chose similar organizations that were not necessarily medical providers, some did not the option to refer a patient or client. Looking a couple of nonprofit medical websites, only two provided the option to adapt the site for Spanish speakers. Only four organizations had securely connected websites. We saw this to be a concern due to the ability for all sites promoting donations.

**2. Which organizations would you group together as representing “best practice” use of the web to support business processes? Why?**

Operation Smile

This webpage is representing best practices because they are one of the few adapting to their customers. Surgery on Sundays (SOS) mentioned about 75% of their patients are Spanish speaking and I am sure this is the same for many other companies like them.

Fresh Start

This webpage is representing best practices because they are choosing protecting their sites visitors and potential donors. Personally, I know I would not send money over the internet if it was not a secured site.

Centerstone Kentucky

This organization’s website establishes its credibility by being an accredited charity by the Better Business Bureau. At the top of the website it lists important emergency contact information. Additionally, it also provides the language options for Spanish speakers.

Dare to Care

While this organization has a different responsibility to the community, its website is similar to medical nonprofit organizations. Its website has a simple user interface with direct links to social media, donations, and news. It is also a Better Business Bureau accredited charity, and provides a safe connection for users entering personal data.

**3. In relation to the set of websites you identify, which business processes and activities should SOS consider including on its web site? Why?**

Spanish Option

SOS should consider this option because 75% of their patients are Spanish speaking and this would allow their patients the opportunity to understand more about this organization before they give them permission to potentially cut into them.

Donation Options

SOS should consider this option because not only would it allow donors to make a onetime donation, but it could give donors the option to donate weekly, monthly, quarterly, or annually. This could help SOS receive more donations and it would also give them estimate future donations they could use to plan a future budget.

Email Subscriptions

SOS should consider this option because they are looking to reach out to donors on a regular basis, and this would allow them to send up to date information about upcoming fundraisers. This would also help SOS to receive more donations, and keep in contact with frequent users.

Secure Connection

SOS should consider this option because volunteers and donors are entering personal/financial information to donate. This increases the website’s security and protect the visitors’ data.