

The team met to revisit and potentially finalize the scope of the capstone project in conversation with Gloria. The initial project goal was to create a resource platform, but after discussion, the team acknowledged that a comprehensive resource like [211 Maryland](#) already exists and covers essential categories such as food, work, immigration, and multilingual access. Therefore, creating a brand-new platform may not be the best use of time or resources. So we would make a resource hub for the people of this area.

User Personas (6 Personas Recommended)

- Focus on **immigrant communities**, particularly:
 - Individuals and families earning **minimum wage or up to \$60,000 annually**
 - Residents who frequently use local food distribution services
 - Individuals from **Muslim communities** and other growing immigrant populations
- Include **students** and **veterans** as key groups to represent
- Each user persona should include:
 - Demographics (e.g., age, income level, family status, employment)
 - Needs and barriers to accessing resources
 - Preferred formats for receiving information (e.g., print, digital, audio)
 - **Audio guide** component to accompany each persona, helping personalize the experience and improve accessibility

Information Hub Content Requirements

- Focus on consolidating key resources into one accessible format (e.g., Linktree, printed PDF, small-scale microsite)
- Must include:
 - **Food distribution resources**
 - **Legal aid** services
 - **Diaper/family-focused services**
 - **Transportation options**

- **Rental/housing assistance**
- Additional features:
 - **Maps and directions** to each service location (with consideration for those relying on public transportation)
 - **Audio guide** to help users understand and navigate the available resources
 - Content should be accessible in **multiple formats** (digital and physical copies)
 - Materials should be tailored to users who may or may not have access to smartphones or the internet

The team also discussed the importance of understanding how many community members have access to mobile devices, which will influence whether QR codes or physical materials are more effective.

Action Items:

Project Team:

- CJ & Sid: Begin drafting user personas based on known community needs
- Matt & Rohan: Start outlining a Linktree or PDF-style resource compilation (possibly including transportation, legal aid, family/child services, housing, food distribution, etc.)
- Reach out to Lisa at the College Park Food Bank to inquire about mobile device usage among the population they serve
- Prepare ideas for physical and digital accessibility at outreach events
- Confirm attendance and prepare for next meeting on Thursday, April 10th at 7:00 PM

Client (Gloria):

- Review and confirm whether the revised project direction (resource promotion and support tools) aligns with client expectations
- Provide any existing materials or insights related to transportation needs in the community

- If available, share feedback or needs identified by other community engagement initiatives for possible integration