

BCA

Better Community Awareness

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English 502, David Howland

Project IV Final Report

May 8, 2017

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Introduction



The purpose of this document is to introduce readers to our collaboration with The Waysmeet Center and to explain the contents of our completed report. Our project spanned many weeks, and during that time, and internal paper trail along with several memos and letters were created. We helped our non-profit by updating their website and adding several features. Our group worked to revise current work, like the Executive Director's bio, and added new information, such as intern and volunteer biographies and a video tab. We also made other small changes, like adding a contact email and reorganizing page for better flow.

This document features all written work that took place over the duration of this project.

These documents include:

- Progress Reports and Meeting Minutes: These documents were submitted at the end of each week and served as an internal paper trail for our group. We were able to track progress and make notes about our meetings.
- Team Organizational Memo: This document outlined each group member's responsibilities, our group's plan for dealing with disagreements or trouble, the projected timeline.
- Letter: This document served as our first correspondence with our client. The letter introduced our group, our project, and inquired about technical writing jobs they may have for us.
- Needs Analysis: This document summed up what we would be needing in order to complete our project and what are next steps would be to complete said project by the end of our project.
- Project Proposal: This document outlines exactly what, and how, we wanted to accomplish for our client.
- Usability Memo: This memo formalizes the feedback we received from our peers in regards to our website updates. It explains changes and displays a visual representation our our feedback,
- Presentation Slides: These slides were used to present our final product to the class.

To reference these documents, see the provided Table of Contents.

Meeting Minutes and Progress Reports

Meeting Minutes (3/6-3/10)

Meeting 1

Date: 3/6, 12:00pm

Location: Hewitt 301



Agenda Items:

- Establish meeting time for 3/7 to complete work due by 3/8
- Establish a weekly meeting time
- Continue to discuss/decide on a non-profit organization and begin drafting letter and organizational memo

Topics:

I. Discussed meeting times for tomorrow (Tuesday, 3/7) to complete documents due by Wednesday (3/8) - organizational memo and draft letter to potential client. We decided on 8:30 pm in Kingsbury Library. This was the only time that all group members were available. Work and prior commitments made finding a time to meet challenging.

II. We established a weekly meeting time. Due to our busy schedules, we believe creating a set time to meet each week will keep our group on track during the project. Ultimately, we decided on Tuesdays at 3:30 in the Kingsbury Library. We will plan to meet until around 5 each week, as Caroline has a class beginning at 5:10. If we find more time is necessary to complete assignments on time, we will add meetings on Mondays too.

III. Began discussing group names and logo. We are leaning towards a combination of the letters K, H and D, but have made no final decisions. We have not decided on a logo.

IV. Andrew began a draft letter to Larry Brickner-Wood, the Executive Director of Waysmeet Center located here in Durham. Professor Howland encouraged contacting this non-profit, so we will go forward with opening a line of communication. We plan to finish the draft letter at tomorrow's meeting, and will send it shortly thereafter.

This meeting ended at 12:30 with the conclusion of class.

Meeting 2

Date: 3/7, 8:00 pm

Location: Kingsbury Library

Agenda Items:

- Finalize division of labor
- Finish draft letter to Larry Brickner-Wood
- Make final decisions about team name and logo
- Finish Organizational Memo

Topics:

I. We began the meeting by discussing jobs and responsibilities within the group. We decided Caroline will serve as the Meeting Minutes/Progress Report writer, Andrew will be our Communications and Task Manager and Bret will serve as the Principal Writer. These tasks align with our strengths. Although we have different jobs, we agree that group collaboration on documents will create the best product.

II. We worked on editing the letter to be sent to Larry Brickner-Wood. Andrew started the letter and shared it with on the Canvas page via Google Docs. Bret made several suggestions/changes to letter. We sent the letter at the meeting, too.

III. Creating a name proved difficult, but we finally decided on Better Community Awareness. This is an acronym for ABC, the first letter of each of our first names. Bret created our team logo. We drafted and created the memo due tomorrow. Caroline and Bret filled in information in regards to division of labor, meeting times, etc. to complete the document.

Meeting 3

Date: 3/ 8, 11:40 am

Location: Hewitt 301

Topics:

- I. We have not yet received a response to our email to Larry Brickner-Wood so we have not began drafting new documents. We recognized the next document due is the Needs Analysis on March 29 (Wed.) This is 3 weeks from today, so we feel comfortable starting it after Spring Break.
- II. Caroline will submit both the weekly meeting minutes and progress report on or by Friday.

MEMORANDUM

To: Dave Howland

From: Better Community Awareness

Date: March 10, 2017

Subject: Progress Report 1

Project Overview:

At this point, our group has finished all work due before spring break. We submitted both our draft letter and organizational memo on Wednesday. We have sent our letter to Larry Brickner-Wood.

Work Completed: (by date)

March 6: Our team met at 12:00 pm during class in Hewitt Hall. We discussed meeting times based on our schedules, division on labor, potential clients and nonprofit organizations in the area. Andrew has connections to the Waysmeet Center (Durham) through his fraternity, Phi Mu Delta. He told us more about the organization and Executive Director, Larry Brickner-Wood. Caroline and Bret agreed that we should reach out to this non-profit.

March 7: We met in Kingsbury Library at 8:30 pm and finalized division of labor. Caroline will serve as the Meeting Minutes/Progress Report Writer. Bret will be the Principal Writer and Andrew will be our Communications/Task Manager. We believe these jobs play into our strengths. Caroline is organized and timely while Bret is a strong writer. Andrew has had prior contact with the Waysmeet Center's Executive Director and has good people skills. We also finished the team organization memo and draft letter. We established a team name and logo. Additionally, we sent the letter to our potential client.

March 8: We met during class today in Hewitt Hall. At this point, we had not received a reply to our email.

Work in Progress:

We do not have any "work in progress" documents. After Spring Break, we will begin drafting the Needs Analysis due March 29.

Complications:

The biggest complication this week was determining meeting times. Our group members have busy class schedules and other commitments like work or student organizations meetings.

Meeting Minutes (3/20-3/24)

Meeting 1

Date: 3/20, 11:25am

Location: Hewitt 301



Topics:

- I. Bret is not in class today. Andrew and Caroline discussed setting up a meeting with Larry Brickner-Wood (Executive Director at Waysmeet Center) at some point this week to discuss our project with him. Andrew drafted and sent a follow up email to Larry asking about when he is available to meet this week or early next week.
- II. We have decided to hold off on our weekly meeting until after we have set up an appointment with Larry. This meeting would usually be held Tuesday at 3:30pm. Andrew and Caroline decided it would be best to meet as a group *after* our meeting at the Waysmeet Center to further discuss the meeting and our assigned tasks.
- III. We do not have any major documents due this week, aside from the weekly meeting minutes and progress report. Next week, our needs analysis report is due on March 29. We will take necessary steps this week to make sure this documents will be completed on time.

Meeting 2

Date: 3/22, class time

Location: Hewitt 301

Topics:

- I. Larry Brickner-Wood has not yet responded to our email.
- II. We have received feedback from our Team Organizational Memo on Canvas. We need to add both a calendar of our projected work schedule and a paragraph about how our team

will deal with any disagreements. We need to set expectations about how our team will work together to propose a solution given any problems. We are working in class today to fix these issues and will then update the Team Organization Memo.

MEMORANDUM

To: Dave Howland
From: Better Community Awareness
Date: March 24, 2017
Subject: Progress Report 2

Project Overview:

Our project seems to be running smoothly at this point. We have nailed down a client, and are just waiting to hear more from him in regards to our assignment. Our group has been working together well, in and out of class. We have verbalized our thoughts and concerns, addressed them, and have made changes where necessary.

Work Completed: (by date)

March 20: Andrew and Caroline worked to draft an email to Larry Brickner-Wood. We sent the email which gave him information about our project, and inquired as to a meeting time.

March 22: We worked in class to correct the issues found in our Organization Memo. Our original document lacked a paragraph explaining how we will deal with differences in opinion or disagreements. We discussed this topic and Bret worked in class to add the paragraph to the document. Andrew also worked on adding a chart that details our projected work schedule for the next several weeks.

March 23: We discussed the fact that Larry Brickner-Wood has still not replied to Andrew's email. Collectively, we decided that Andrew would call Waysmeet on 3/24 to try to make contact with Larry. There was no answer as Waysmeet as of Friday late afternoon. We also discussed our schedules for early next week and agreed we will personally visit the Waysmeet Center if no contact is made by the weekend.

Work in Progress:

We are still in the process of making contact with our client in regards to our assignment. Additionally, we have the needs analysis report due next Wednesday (3/29).

Complications:

The biggest complication we faced this week has been in regards to speaking with Larry about our project. We have taken necessary steps to fix this issue, and will hopefully be making contact in the next few days.

Meeting Minutes (3/27-3/31)

Meeting 1

Date: 3/28, 5 pm



Location: Waysmeet Center

Members Present: Bret Dusseault, Andrew Hebert, Larry Brickner-Wood

Members Absent: Caroline Kahr

Topics:

I. Meeting With Larry

Andrew and Bret met with Larry at the Waysmeet Center on Tuesday to speak about their needs and potential topics for the project. Caroline was absent from this meeting due to a conflicting class schedule. Larry seemed excited to work with our group and had many of how we could help the Waysmeet Center. Larry explained the outdated state of their website. He mentioned there are many sections we can update and expand, and some potential new features that would add value to the site.

II. Collected data for potential projects

Larry explained he would like updating, specifically, to the bios for staff and the food pantry. He also showed interest in adding an interactive calendar and blog to improve communication on the site. Finally, Larry suggested perhaps building some sort of online form for new volunteers to sign up and share availability. He hopes these improvements will make the site more user-friendly, functional and updated.

III. Organized Needs Analysis

After their meeting with Larry, Bret and Andrew discussed ways to implement some of the improvements Larry had requested. Bret and Andrew worked to draft and gather information needed to the Needs Analysis due 3/29. Caroline reviewed the Need Analysis to gather a better understanding of the meeting and the requests Larry had made of our group. The Needs Analysis was finalized Wednesday morning, and submitted.

Progress Report

To: Dave Howland

From: Better Community Awareness: Andrew Hebert, Bret Dusseault,
Caroline Kahr

Date: March 31, 2017

Subject: Progress Report 3



Project Overview:

We are making good progress with our project, despite a slightly delayed start while trying to make contact with Larry. We now have a good grasp on what Larry's expectations are, and what he expects from our group. We are excited to get started on our projects with him, and will remain in close contact.

Work Completed: (By Date)

March 27: We met with you after class to try to establish contact with Larry Brickner-Wood. We did not made contact at this point but fortunately, Andrew received an email from Larry later in the day. In the email, he showed enthusiasm for the project and included times he would be available to talk with our team. Bret and Andrew met with him Tuesday (3/28) at 5 pm. Caroline had class, but but Bret and Andrew made sure to take notes and share them later.

March 28: Bret and Andrew met with Larry at the Waysmeet Center at 5pm. From this meeting, they were able to determine what Larry's needs were in relation to our project. They then drafted our team's Needs Analysis document, due 3/29.

March 29: We decided in class to meet as a group on Sunday to create our PowerPoint for the class presentation and begin drafting our next documents. We will also speak about *how* we will go about implementing the fixes Larry suggested during Bret and Andrew's meeting with him.

Work In Progress:

Our group has agreed to meet on Sunday (4/2) in Kingsbury Library to work on our class PowerPoint presentation and Project Proposal, due on 4/5. We do not anticipate these documents to be difficult to draft, as we have a clear idea about what Larry wants from our group.

Complications/Other:

This week, our biggest complication was getting into contact with Larry. Fortunately, he made contact with Andrew early in the week. Additionally, our busy schedules have created some minor complications, such as Caroline not being able to attend the client meeting.

Meeting Minutes (4/2-4/7)

Meeting 1



Date: 4/2, 1 pm - 3pm

Location: Kingsbury Library

Members Present: Bret Dusseault, Andrew Hebert, Caroline Kahr

Agenda Items:

- Create class presentation
- Begin Project Proposal
- Send Larry Needs Analysis and Establish Meeting Time

Topics:

I. Class Presentation

Andrew, Bret and Caroline worked to create the PowerPoint presentation that will be shown in class on Monday, 4/3. We discussed what information we would like to share on the slides and how best to convey it to our classmates. We agreed that short, concise bullets look the most professional and would allow us to add lots of information without making the slides overwhelming. We simultaneously worked on the document, making edits and suggestions to each other's work as we worked. We then discussed how our presentation would go, making it clear who would be presenting each slide.

II. Project Proposal

We collectively worked on the Project Proposal document, due Wednesday, 4/5. We cleared up and discussed what Larry was expecting from our group and included this information in our proposal document. We discussed how we would enact these changes, and if they were plausible for our group. Andrew and Caroline worked to express the Waysmeet's needs while Bret and Andrew typed several other sections of the document.

III. Contact with Larry

Andrew forwarded our Needs Analysis to Larry, cc-ing both Bret and Caroline on the email. In the email, Andrew proposed we set up a meeting this week, and mentioned we were all free Wednesday after 3:30. At this meeting, we would plan to ask Larry about himself and the Waysmeet Center to gather information for the website update. As a group, we would like to draft several questions to ask Larry during this meeting, to guide his answers and make the most out of our time. We would also discuss updating the photos on the website with Larry and let him know how we plan to complete all the tasks he proposed to us.

Meeting 2

Date: 4/5, 4 pm

Location: The Waysmeet Center

Members Present: Bret Dusseault, Andrew Hebert, Caroline Kahr

Agenda Items:

- Review the Project Proposal with Larry
- Gather information about Larry and interns
- Gather general information on the Waysmeet Center

I. Review Project Proposal

Bret brought his laptop to our meeting with Larry, making it easy to review our Project Proposal with him. We mentioned we would be sending along the document in the next day or two. Larry reviewed the work we planned to do for the Waysmeet. This was helpful so we could be sure all parties were on the same page in terms of what work would be done. Larry was pleased with the write-up and requested one addition. He let us know there were several videos he wanted to embed on the site, making them viewable for the public. Our group happily agreed to add these videos to the website.

II. Info on Larry

Larry's bio on the website is around 2 years out of date. We gathered updated information. For example, the website states Larry has been at the Waysmeet Center for 16 years, when he has been there for 18. Other information is slightly outdated, and should be an easy update. We also got to know more about Larry's background and his current responsibilities at the Waysmeet Center.

III. Info on the Waysmeet

In addition to updating Larry's bio, he had requested we add more information to the site. For example, we are planning to also create short biographies of each intern, accompanied by a photo. One intern present during our meeting with Larry seemed excited and honored to be recognized on the website. We gathered some other general information on the Waysmeet that helped us understand the organization better and will undoubtedly help with our updates.

MEMORANDUM

To: Dave Howland

From: Better Community Awareness: Bret Dusseault, Andrew Hebert, Caroline Kahr

Date: April 7, 2017

Subject: Progress Report 3

Project Overview:

Our project is going to plan. We have all met with Larry as a group by this point, and have a good understanding of our tasks to improve the website. Our group discussed our work load, and we feel we have adequate time to complete all the tasks by the end of the semester. We are going to re-visit the Waysmeet Center soon to take photos for the website update.

Work Completed: (by date)

April 2: We met as a group to create our class PowerPoint presentation and to draft our Needs Analysis document. We worked for around two hours in the Kingsbury Library.

April 3: We submitted our Project Proposal and discussed the fact that we should all have several questions prepared for our interview with Larry tomorrow at the Waysmeet Center.

April 5: Our group had a very productive meeting with Larry. We discussed his visions for the website and made final decisions on several topics. We gathered information for the updated biographies.

Work In Progress:

We do not have any documents due next week. However, we will begin drafting the new biographies of both Larry and several interns at the Waysmeet Center. Additionally, we will begin making some of the other changes to the website that we discussed with Larry. As mentioned, we would like to visit the Waysmeet next week to take photos to update the bios.

Complications:

We did not face any complications this week. Unlike the last meeting, all members were able to attend this interview.

Meeting Minutes (4/10-4/14)

Meeting 1

Date: 4/10, class period

Location: Hewitt Hall 301

Members Present: Bret Dusseault, Andrew Hebert, Caroline Kahr



Agenda Items:

- Discuss logistics of website changes, bios etc.
- Workload
- Email Larry

Topics:

I. Website

Larry gave us the information to log on to the Waysmeet website in order to make changes. We logged onto the site and began investigating the logistics of making changes and discussing how and what we would like to update and change. The website is user friendly and seems simple to edit. Bret also began looking into changes we would like to make to the calendar currently on the site.

II. Workload

Our group discussed our projected workload for this project. After investigating the website, we believe many of the changes Larry is looking for will be fairly simple to implement. In addition to our work on the biographies and other changes to the site, our group discussed the set of instructions we would like to leave behind at the Waysmeet so Larry, or interns, are able to make changes in the future. These instructions will likely be 1-2 pages. Even with this addition to our workload, we feel there may be extra time to do more work for the Waysmeet. Our group agreed we would like to pick up an additional project if we are able to complete this work well before the project deadline. This is a hypothetical situation which may not come to fruition, but we have agreed on a plan if it does.

III. Email to Larry

Our group discussed scheduling another meeting with Larry this week. Andrew, with input from Bret and Caroline, drafted and sent an email covering several topics. In the email, we inquired about setting up a meeting time and asked about some website settings and preferences. Additionally, we asked about intern biographies and photos and requested a document containing several videos Larry would like to put on the site. Last, we asked Larry about what contact information he would like to have on the website. Currently, there is not email for volunteers to use to contact the Waysmeet center.

Meeting 2

Date: 4/12, class period

Location: Hewitt Hall 301

Members Present: Bret Dusseault, Andrew Hebert, Caroline Kahr



Agenda Items:

- Begin adding info to website
- Draft a Usability Feedback document
- Draft Larry's bio and other written work

Topics:

I. Website Info

Larry replied to our email with lots of useful information that will allow us to continue improving the site. Andrew and Bret worked during class to add this information to the website, as well as make other edits.

II. Usability Feedback Document

Our team wants to draft a usability feedback testing document that will allow us to make genuine improvements to our work. We plan to have Larry's bio and the website on display for our peers to critique. Caroline drafted three questions for both the website and bio that we would like our classmates to comment on. We will make changes to our work based on peer response and suggestions.

III. Bios

Caroline is going to draft Larry's biography over the weekend so that it will be ready for Monday's usability test. She is planning to update the outdated information and reformat/reorganize the bio. Andrew and Bret will be able to make edits where they feel necessary before Monday.

We used this meeting as a time to draft work and make improvements to the website. We were able to work efficiently making the meeting productive. The meeting was a great use of our time.

MEMORANDUM

To: Dave Howland

From: Better Community Awareness: Bret Dusseault, Andrew Hebert, Caroline Kahr

Date: April 14, 2017

Subject: Progress Report

Project Overview:

We have made great progress this week on improving the Waysmeet's website. Larry sent us an email this week which included bio information and other useful details which will allow us to begin making improvements. We will have drafts of written documents and a usability testing documents ready by Monday, 4/17.

Work Completed (by date):

Monday, 4/10: Andrew sent an email to Larry inquiring about several details including intern bios, photos, several videos Larry would like embedded to the website, a meeting time, and contact information for the site.

Wednesday, 4/12: Larry returned our email with useful information that will allow us to move forward with our project. He provided links to the videos he would like on the Waysmeet website, and included some volunteer bios. Andrew and Bret worked to add this information to the website while Caroline worked to draft Larry's bio and the usability testing document due for Monday's class.

Work In Progress:

We have a usability testing document due on Monday which will allow other groups to assess our work. For Monday, we will need drafts of all our work ready to be critiqued by other students. These tasks have been divided between the group members, and will be ready for Monday.

Complications:

We did not face any complications this week. We have delegated work to be completed for Monday's class and will be ready the usability testing session.

Meeting Minutes (4/17-4/21)

Meeting 1

Date: 4/18. 9:00 pm

Location: Kingsbury Library

Members Present: Bret Dusseault, Andrew Hebert, Caroline Kahr



Agenda Items:

- Discuss usability feedback
- Make usability feedback memo

Topics:

I. Feedback

Our group reviewed and discussed the information we received from our fellow students during our Monday class period. Bret had previously set up an online survey that our peers were able to take during the class. This information was translated into pie charts and percentages making it easy to see where we needed to make improvements and changes. Most students saw some fault with the general navigation of the site and the intern bio structure. They did however, agree that Larry's new bio was well-written and informative. Bret worked to change the format of the volunteer bios making the page much more user-friendly and visually accessible. This change made a huge difference to the site, and was one thing that many of our peers commented on, so we knew it needed to change.

II. Usability Feedback Memo

Our team met in Kingsbury Library at around 9 pm to write out Usability Memo. Using Google Docs, we were able to collaborate on this document together. We further discussed the changes we needed to implement, and made them. We tried to address each concern students pointed out in our documents. It took us around an hour and 10 minutes to write this Memo, and we turned it in at the end of this work session.

This meeting adjourned around 10:10 pm.

Meeting 1

Date: 4/19, class time

Location: Hewitt 301

Members Present: Bret Dusseault, Andrew Hebert, Caroline Kahr



Agenda Items:

- Videos
- Feedback from Larry

Topics:

I. Videos

Larry requested that our group add several videos made by students to be added to the website. Today in class, Andrew worked to add these videos to the Waysmeet Website. He also suggested that we add a short description of each video onto the website too. Caroline agreed this would be a good idea if the videos called for a description. During this time, Bret continued to work on modifying the volunteer bios. The bios are much more visually accessible with the new changes.

II. Feedback from Larry

Andrew suggested that we send an email to Larry about all the changes we have made. We would like to send him his updated biography and ask him to look around the Waysmeet website to check out our changes. After he makes notes of our changes, we would request that he reply to our email with his thoughts and ideas about the changes. We would like him to let us know if he needs any additional work done on the website or if he would like any additions changed. We are working to draft this email and send it to Larry during our class period. Hopefully, Larry will reply in the next few days so we can make the changes he may suggest.

MEMORANDUM

To: Dave Howland

From: Better Community Awareness: Bret Dusseault, Andrew Hebert, Caroline Kahr

Date: April 21, 2017

Subject: Progress Report

Project Overview:

Our project is going to plan at this point. We have implemented most of the changes our peers suggested during our usability feedback day on Monday. In particular, Bret has worked to clean up the format of the volunteer bios.

Work Completed: (by date)

4/17: We completed our usability testing class period on Monday with help from our peers. Bret and Caroline discussed the results at the end of the class and agreed we received constructive and helpful feedback. Our classmates suggested we change some aspects of the website, but thought Larry's biography was well written.

4/18: We met to write our usability memo. We talked about the changes we wanted to implement and made said changes. It took around 1 hour and 10 minutes to discuss the changes we needed to make, make them, and write our Usability Memo. We made great use of our time at this meeting.

4/19: Bret continued to make improvements to the volunteer bios Larry provided for us. Our group decided we would like to send an email to Larry about the updates and changes we have made to the website, and ask for any feedback he may have for us. We would like him to let us know if he would like any aspects of the site altered.

Work In Progress:

We are waiting to hear back from Larry about any changes he'd like us to make to the website. We will continue improvements as our group sees fit. On April 26, our Final Check In Memo is due. We will begin working on this document next week in time for Wednesdays class.

Complications:

We did not face any overbearing complications this week. We worked effectively and efficiently to improve our work, and only debated changes to be made, but did not see serious complications.

Memorandum

To: Professor Dave Howland
From: Better Community Awareness
Date: 3/8/2017
Subject: Team Organization Memo



Overview

This memorandum serves to inform you of our team's organizational set-up and meeting plans regarding Project IV. The memo will provide detailed descriptions of each member's job and major responsibilities according to their strengths. The memo will also cover our plans for meeting each week. Lastly, this memo will include an image of our team logo and team name.

Team Organization

To split up and assign roles within the group, we discussed our skills and options available for each task. Each of us will work where we believe we offer the most to the group.

Communications/Task Manager: Andrew will serve as our primary line of communication with the client, edits all major documents and proofread other documents. Andrew already has correspondents with our first-choice client, Waysmeet Center, and has thus been appointed as the group communications manager.

Meeting Minutes/Progress Report Writer: Caroline will be writing meeting minutes at each meeting and progress reports on a weekly basis in the form of a memo. She will proofread other documents and will assist in completing major documents where necessary.

Principal Writer: Bret will be in charge of writing the team organizational memo, needs analysis, project proposal, usability testing memo, and revisions memo.

While each member has a different specified job, we will all work to polish final documents, maintain a line of communication with our client and make sure meetings run smoothly. All members will share equally in verbal presentations and product development. Additionally, we plan to utilize the Collaborations tab (Google Docs) on Canvas, allowing all members to share and edit documents.

In the case of our group not being able to meet our expected level of work together or individually, we will meet as soon as possible to discuss remedies, including reassigning goals or

seeking additional counseling. We will ensure this with frequent communication and transparent progress reports. Our group will strive to maintain an open line of communication to avoid any of these issues.

Meeting Plans

We have made a plan to meet Tuesday's at 3:30 in the Kingsbury Library. This is the most convenient time for all group members and allows us to work on documents that may be due the following Wednesday.

	Week 1 (3/6)	Week 2 (3/13)	Week 3 (3/20)	Week 4 (3/27)	Week 5 (4/3)	Week 6 (4/10)	Week 7 (4/17)	Week 8 (4/24)	Week 9 (5/1)
Organizational Memo									
Needs Analysis									
Project Proposal									
Usability Testing Memo									
Final Check-in Memo									
Finished Products									

Logo

After meeting to come up with a name that encompasses the group's goals, the name, "Better Community Awareness" was created. Along with it, Bret created a simple logo in an image editor. The inspiration for the name comes from combining the first letter of each of our first names, and creating appropriate acronyms.

Client Letter

Larry Brickner-Wood
15 Mill Road
The Waysmeet Center
Durham, NH 03824
March 7, 2017

Andrew Hebert
24 Madbury Road
Durham, NH 03824

Dear Larry,

My name is Andrew Hebert, you may remember meeting me as a member of Phi Mu Delta. I'm writing to propose writing work for a group project I have been assigned in my English class.

The project would involve creating a piece of written work that the Waysmeet center could use, whether it be work on your website, a poster to advertise an event, staff handbook, or anything the organization might find useful. The project is due at the end of the semester, and we will be asking for weekly feedback on the drafts until it's complete. Attached are the assignment instructions that include more details on the project requirements.

I understand you've worked with groups like this in the past, and we would be able to do something similar. Our professor Dave Howland mentioned there are some groups in the class that have yet to be assigned organizations to work for, and if you have several projects that could use student work, I'd be happy to relay that information to our peers!

If this is something that interests you, I'd like to organize a time for us to meet and discuss possible projects. If you have any questions, don't hesitate to ask myself, or our professor at Dave.Howland@unh.edu.

Thank you,

A handwritten signature in black ink, appearing to read "Andrew Hebert". The signature is fluid and cursive, with the first name "Andrew" written in a larger, more prominent script than the last name "Hebert".

Andrew Hebert

Client Needs Analysis

MEMORANDUM

To: Larry Brickner-Wood

CC: Professor Dave Howland

From: Better Community Awareness: Andrew Hebert, Bret Dusseault, Caroline Kahr

Date: 3/29/17

Subject: Needs Analysis Report for Waysmeet Website Renovations

Introduction - This report is an analysis of the potential needs of our client, the Waysmeet Center. We met with Larry Brickner-Wood, director of the Waysmeet Center, on 03/28/17 to discuss potential projects to work on, and this report summarizes those needs in order to determine a proposal.

Waysmeet's Mission - The Waysmeet Center was founded to “support and empower the individual and community” by hosting public dinners, drum circles, offering spiritual guidance, and running the Cornucopia Food Pantry. Volunteers and interns help out year round with the food pantry and certain events. Most interns are UNH students majoring in any school, but often social justice or womens’ studies. Your goal is to create a more wholesome community through spiritual activities and social involvement.

Collected Data - Our meeting gave us a good idea of the needs of your website, which areas are outdated and some ways it could be made more interactive, useful, and updated. We learned that your website has gone through several iterations, most recently two years ago when the site migrated to Wordpress. While the site looks presentable and serves its purpose, much of the information on it is out of date, such as the staff bio and Cornucopia section. In addition to updating the information for these pages, we also discussed possible new features that would make the site more useful.

We also saw some of the volunteer-bio posters that already exist, and learned how it would be constructive for them to be on display. These could perhaps be in the staff section, and would be a great way to show off some of the hard work of these volunteers. You also described the need for new volunteers to be able to sign up and give hours, and we talked about ways to make the volunteer form, housing application, and food pantry form available for download or to somehow be filled in on the website itself. We can also make sure the Contact section is correctly sending queries to your email.

There are regular events at The Waysmeet Center and Cornucopia food pantry that need to be easy to learn about. We talked about how this can be more easily displayed, perhaps in the form of a calendar. In addition to advertising events, we also talked about implementing some sort of blog or newsletter to allow staff to update the community on the events and accomplishments of the Waysmeet staff. The changes to the site should also be documented in a way that future changes can be easily added and the website doesn't again become outdated.

Outline Potential Needs - The following list contains the needs you put forward at the meeting that are within the scope of this assignment and our skills.

- Update descriptions and images on the website.
- Add employee entries for volunteers and interns.
- Create guidelines for those working at Waysmeet to easily maintain and update the website.
- Add sections on the website for submitting housing or volunteer inquiries, and sections to download any relevant forms. Inquiries and submitted forms should be sent to some email address.
- Add calendar to website and a method for Waysmeet to keep it up to date.
- Revive the blog section of the website.
- Assist in setting up an Instagram account.

Closing Remarks - We will discuss and determine which projects to go forward with and write a formal project proposal. Any resources necessary for the project will be detailed in the proposal. We will continue having meetings at least once a week and will try to have weekly contact with you.

Project Proposal

Memorandum

To: Larry Brickner-Wood

CC: Professor Dave Howland

From: Better Community Awareness

Date: 4/5/17

Subject: Project Proposal



After reviewing our group's analysis of The Waysmeet Center's writing needs, the following memo is a project proposal for updates to your website. This memo briefly covers the proposed works, which consists of updating outdated information and streamlining the application process for volunteers. We also included a brief analysis of our projected timeline and your current resources. Please inform us if this proposal needs any adjustments or improvements.

Client Needs

After meeting with you and discussing the various needs of your website we have determined which problems are the most important. Your website was last updated two years ago when it was moved from UNH's website system to a wordpress managed site. Since then, the site has been neglected and most of the information is now inaccurate. The calendar has old dates and times, your bio has not been updated in many years, the images are all old, none of the volunteers are mentioned online, and it needs to be more useful, interactive, and updated.

The website has potential to be a powerful way for the Waysmeet to communicate with the community, volunteers, and potential funders. The involved community needs to be able to see event times and get accurate information on what the organization does. So, we plan on implementing a more interactive calendar, blog page, and updating description pages. Volunteers need a way to learn how to get involved and submit availability. Funders may want to learn about the Waysmeet community involvement and our improvements should be presentable.

Client Resources

Waysmeet already hosts the website and maintains the wordpress editor account. We will take pictures for the website, write bios, and update information on the website. Regarding the calendar, if after investigation it seems easy to maintain the model already on the website, then we will write a manual on how to put dates into it, otherwise we will investigate alternatives and attempt to implement them. Any and all final works of writing will be provided in word document format as a backup or for any other uses.

Tasks

For the Waysmeet Center, BCA will be

- Updating the website: Specifically, we will update the staff biographies and photos. Other out of date information will be updated and polished. This update will require several interviews with current staff members about themselves and the Waysmeet Center, and concise technical writing skills.
- Volunteer Forms: Make it easier for volunteers to sign up and give availability. Post the pdf for download and perhaps include an in-page form to fill it out.
- Calendar: Easily maintainable calendar that can be more accurate and useful.
- Newsletter/Blog: Add a way for staff to write weekly or monthly updates to a new page. Should improve communication and allow the organization to show off events and give updates
- Update Instructions: After working with the website, we could write instructions that explain how to make changes, specifically to the calendar. This should make it easier for anyone to make updates to the website in the future.

Division of Labor

Andrew will serve as our primary line of communication with the Waysmeet Center. Andrew has had prior correspondence with the Waysmeet Center, and has thus been appointed as the group communications manager. Caroline will be writing meeting minutes at each meeting and progress reports on a weekly basis in the form of a memo. Lastly, Bret will serve as our primary writer.

Caroline will take the lead on some of the writing for the staff bios and event descriptions, while Bret and Andrew will be focusing on making implementations and user documents for the website updates. We all contribute to our meeting documents and will be attending meetings with you as we work on the project.

Below is a guideline calendar that describes our expected progress to the end of the project.

[illegible]

Project Drafts and Revisions: Before

Our project was to fix Larry's biography, add the former interns' biographies to the website, create a volunteer application, and fix some bugs in the website's settings. Thus, our only document 'before' revisions is Larry's biography. Our 'After' section contains a couple of biographies from former interns that we reformatted, Larry's new biography, and an image of the volunteer application page. We decided upon these changes based on feedback from the usability survey and Larry. Most of the feedback from the survey regarded the layout of the website and various controls, which have been changed to be more intuitive.

Larry Brickner-Wood's Biography

Reverend Larry Brickner-Wood is the Chaplain and Executive Director of the Waysmeet Center, United Campus Ministry to the University of New Hampshire. Larry is an ordained minister in the United Church of Christ (UCC) and is in his 18th year at Waysmeet. He served previously as the Assistant Pastor at First Church Congregational, UCC, in Rochester, NH, and spent twenty years in local government, serving as a municipal manager in Durham for most of that time. He has a Bachelors degree in Public Administration from James Madison University in Virginia, a Masters in Public Administration from the University of Vermont, and a Master in Divinity from Andover Newton Theological School. He is a UNH Social Justice Educator, and serves on the Board of the National Campus Ministry Association. When not managing The Waysmeet Center, he still gets involved in local government and community organizations.

He is interested in inter and multi-faith work, spirituality, healing, community service, activism, holistic sustainability and spiritual direction. He enjoys hiking, biking, kayaking, gardens, poetry, reading, sports, drinking tea and cooking and spending time with his family. He lives in Durham, is married and has two sons, who are in college in New Hampshire and Arizona. He loves his work!

Project Drafts and Revisions: After

Larry Brickner-Wood's Biography

Reverend Larry Brickner-Wood is the Chaplain and Executive Director of the Waysmeet Center, aka the United Campus Ministry to the University of New Hampshire. Larry has been serving at the Center for 18 years and is a crucial part of the organization. Like any director, Larry manages programs, finances, and personnel. His goal is to change the world in a positive way by teaching guiding students and volunteers to be ethical activists. He is passionate about

diversity, social justice, economic justice, earth justice, spirituality, ending sexual and intimate partner violence, ending hunger and food insecurity, and other issues, and his passion is to lead outreach missions in surrounding communities. He loves his work!

Prior to his work at the Waysmeet Center, Larry spent 20 years serving in local government. He worked as both the Durham town planner and Town Manager. Today, Larry continues to be an involved community member. He is an ordained minister in the United Church of Christ (UCC) and served previously as the Assistant Pastor at First Church Congregational, UCC, in Rochester, NH. Larry received a Bachelor's degree in Public Administration from James Madison University in Virginia, and earned his Masters in Public Administration from the University of Vermont. Additionally, he received a Master in Divinity from Andover Newton Theological School. In addition to his work at the Waysmeet Center, Larry is a UNH Social Justice Educator and serves on the Internal Review Board at Wentworth Douglass Hospital, the Durham Historic District and Heritage Review Commission and is Chair of the Carroll-Strafford Association Committee on Church and Ministry. Board of the National Campus Ministry Association.

Larry is interested in inter and multi-faith work, spirituality, healing, community service, activism, holistic sustainability and spiritual direction. In his free time, Larry enjoys hiking, biking, kayaking, gardens, poetry, reading, sports, drinking tea, drumming, cooking and spending time with his family. He lives in Durham, is married and has two sons, who live in Brooklyn and attend college in New Hampshire and Arizona.

Former Interns' Biographies



Jess "Clementine" Kowalski is someone who stretched and pushed beyond her comfort zones.

"I feel like at my core I am still exactly the same as I always have been. But my boundaries keep getting bigger and bigger and bigger and I keep pushing myself to go out of my comfort zone and do more things that make me uncomfortable so I can grow. **My favorite thing to do is grow.** To grow you have to go in deep. But I think that once you go in deep and get comfortable that's when you need to move onto something else. I feel like a lot of our parents have ended up in jobs that they have been in forever and it's comfortable and I totally understand why they do it. They need to pay their bills and support their family and that kind of thing. Sometimes they may stop growing after some point, and lead to lives that are unhappy.

To keep happy we need to keep on growing. It's definitely become more apparent to me recently. I started climbing a lot because I have always been so afraid of heights. So that is the first time I realized that I could take control of my growth and push myself. I still struggle with it. **In my life,** there have been so many times when I was feeling bad and I would get mad at myself for feeling bad. **That's one of the biggest problems** I have had at times. I needed to just accept the fact that I was feeling bad. I didn't want to accept it. People know me as the happy person and I

was afraid to let people down in that way. I don't think that was a conscious thing, I think it was a subconscious thing that was on my mind and I didn't really know how to change it. So I think just accepting that and pushing yourself. Keep trying. I am hiking the Long ont. It's like a shorter version of the Appalachian Trail. Just by myself. **That's my next big thing.**"



Alex White has come to value the importance of listening to others' options and respecting their perspectives.


"I don't want to say think critically, but **question everything**. Just because there is so much information I feel like people will clamp onto an idea really hard and not let go. You don't need to have a heavy debate with somebody, just a conversation, **talking with an open mind** and if his or her idea is different than yours accept it or toy with it at least.

Don't just decline it because it's different than what you believe in.

I thought about this after one of my friends and I asked each other what bugs us about them. She said that I tend to believe that my ideas are the only correct ideas and that I will convince somebody that my way is the only way.

After she told me that I thought, that's kinda true. I do that sometimes."

Volunteer Application Form Screenshot

The Waysmeet Center

[Home](#) [Donate](#) [About Us ▾](#) [Contact](#) [Blog](#) [Waysmeet Calendar](#) [Cornucopia](#) [Services & Events ▾](#)

[Home](#) » Volunteer Application

Volunteer Application

Name (required)

Email (required)

Major

Phone Number (required)

Interests, check all that apply (required)

- ☐ Drum Circles first Friday of every month 3–7pm
- ☐ Community Dinners second Friday of every month 3–8pm
- ☐ Cornucopia Food Pantry Tuesday 3–5:30pm
- ☐ Food Rescue (Times available each day)
- ☐ Cornucopia Food Pantry Wednesday 3:30–5pm
- ☐ Spring Food Baskets in April
- ☐ Cornucopia Food Pantry Friday 11–1pm
- ☐ Taking Care of the Waysmeet Garden
- ☐ Landscaping and Ground Work
- ☐ Special Projects
- ☐ Internships (Please see Internship Application)
- ☐ Administrative Work in the Office
- ☐ Thanksgiving Food Baskets in November
- ☐ Winter Food Baskets in December

Memorandum

To: Larry Brickner-Wood

CC: David Howland

From: Better Community Awareness

Date: May 2, 2017

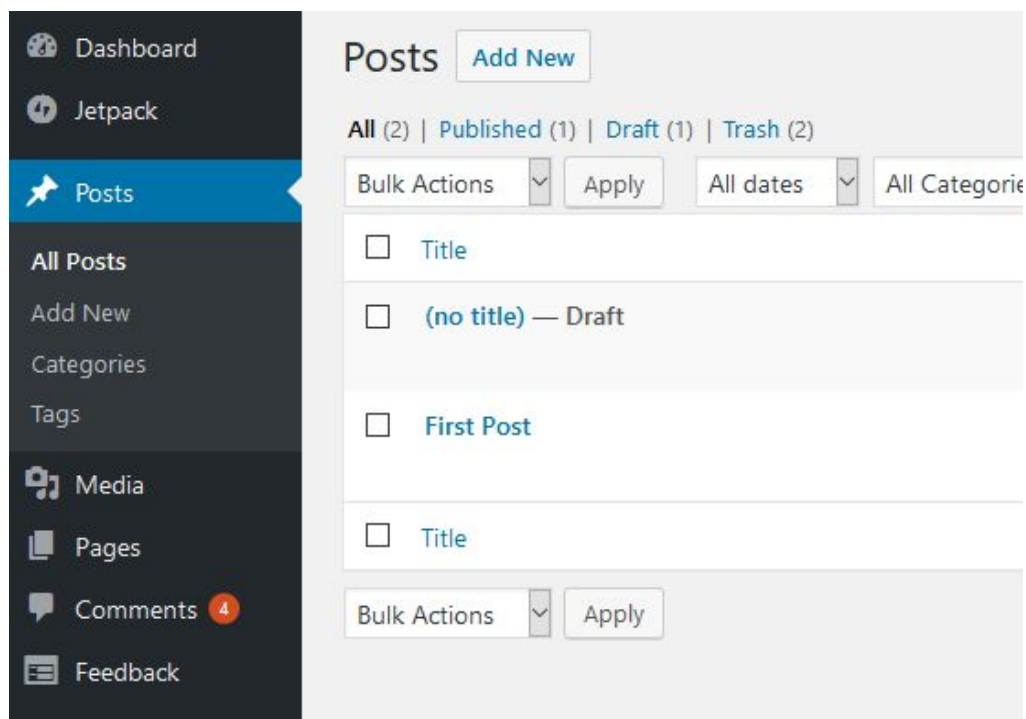
Subject: Creating Blog Posts



This is a quick instructional memo about how to create blog posts on your website. The plugin we installed manages everything but writing the actual post, including previews, paging, and social media sharing. Thus, the instructions here are essentially how to create a new post and publish it.

Instructions

1. Login to the website admin panel and navigate to the “Posts” section on the left-hand menu.
2. Press the “Add new” button in the top left of the dashboard to create a new post, or you can hover over old posts and click “Edit” or “Quick Edit” to change them



3. When you are done, simply hit “Publish” on the right side to put it up. If you do not want to publish the article yet, you can also hit “Save Draft” so it can be edited further before publishing. You can also change the visibility to “Private” to hide posts.
4. More in-depth explanations can be found on Wordpress’ website here <https://en.support.wordpress.com/posts/> if needed

Memorandum

To: Larry Brickner-Wood

CC: David Howland

From: Better Community Awareness

Date: May 2, 2017

Subject: Adding to the Former Interns Page



This is a brief instructional memo about how to add biographies from former interns onto the “Former Interns” page on your website. The method we used may seem tedious at first but it is actually quite quick once you have done it once or twice. We chose this method because it seemed the most intuitive and scalable going forward.

Instructions

1. Take a screenshot of the header image and text. We used the “Snipping Tool” to do so on windows, but it can be done with “Command+Shift+4” to select a rectangle that is then saved to the desktop.
2. Use that image and rewrite the text (copying from a pdf often does not work properly) on the page. Alternate left and right alignment to stay consistent.
3. The formatting might not look 100% when viewed on the site, but that is unavoidable with the limited tools available on wordpress.
4. Save the page once you are done making edits to publish the changes. Alternatively, you can press “Preview Changes” to see how your edits look.

Usability Memo

Memorandum

To: Larry Brickner-Wood
CC: David Howland
From: Better Community Awareness
Date: April 19, 2017
Subject: *Website Updates Usability Survey Results Memo*



Introduction

This memo is to evaluate the results Better Community Awareness' usability survey for changes on your website and our revisions of your online biography. The target audience of the changes made to the website are interested volunteers and partners in Durham and surrounding counties. Our changes should better inform readers of your mission so that they can become more easily get involved with your organization.

Our usability survey was designed around the changes that we have made so far to web pages, your biography, and the general layout of the website. We created a Google Form Survey so that we could have participants view the website and writing while quickly answering questions. The results are automatically collated by Google and presented in several statistical formats for easy analysis. This information was gathered from the targeted following audience: classmates from ENGL 502.

Purpose

This document serves to summarize the feedback on our usability survey based on the responses received from students in our class. The survey asked several questions regarding the status of the website, in particular some of the changes we made. We were looking for specific suggestions for what to add or change, as well as general opinions on the organization and readability of some of the sections we've updated already.

The following questions were included:

Look and Feel

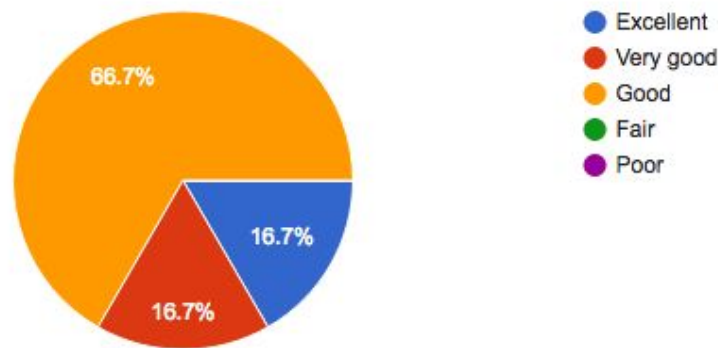
- How would you rate the website layout and ease of navigation?
- Is the website organized well?
- What changes would improve organization?

Biographies

- Is Larry Brickner-Wood's bio well written?
- Can you think of any improvements for Larry's bio?
- Is the Former Intern's page easy to navigate?
- What would be the easiest way to display the Former Intern's page?
 - One page with multiple documents
 - Several pages, one for each bio

These are the results from our first question:

How would you rate the website layout and ease of navigation? (6 responses)



Evolution of Draft

Your bio has been restructured and expanded to increase flow and to talk more about his passions. Based on our feedback from the last revision of your biography, we are not looking to make any major changes. We have edited for conciseness and cleaned up several sentences to make it more reader friendly. Also, based on feedback from a few students we decided to update the Former Intern page to use direct text in-page so that the page loads faster and lists all the bios consecutively on the same page. That way it is easily maintainable for you and interns to add the biographies online, since they are just text and images rather than PDFs. The original version used a plugin to display the pdfs but the controls were not intuitive, so it was scrapped. We did not change the navigation menu at the top despite receiving several comments from the survey because you explained in a meeting that the most important links are organized towards the front. Other changes that we have made include: installing a blog presenter plugin to better organize blog posts, publishing the blog page, and setting the email recipient of contact and internship applications to your email.

Moving Forward

Going forward, we must still put up a final revision of your biography, put the volunteer form on the website, put your interns' biographies, and any other changes you request. Our final presentation is on May 1st and our final report is due May 8th, so we need to have everything completed before then. We will shortly be sending you a final check-in memo to reflect on this project's goals and what was accomplished.

Usability Survey

Waysmeet Center Website Revamp

This is a quick survey to get some feedback on changes being made to The Waysmeet Center's website. Please head over to it at <http://www.waysmeetcenter.org/> and look at any relevant pages before answering.

Website Look and Feel

These questions are about the website in general. Some ask for feedback but it is not required.

How would you rate the website layout and ease of navigation?

- ☐ Excellent
- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor

Is the website organized well?

- ☐ Yes
- ☐ No

What changes could be made to the website?

Biographies

In this section, there will be questions for the biographies section. Relevant pages are <http://www.waysmeetcenter.org/staff/> and <http://www.waysmeetcenter.org/former-interns/>

Is Larry Brickner-Wood's bio well written?

- ☐ Yes
- ☐ No

If you can think of any improvements for Larry's bio, please write them here.

Is the Former Intern's page easy to navigate?

- ☐ Yes
- ☐ No

What would be the best way to display the Former Intern's page?

- ☐ One page with multiple documents
- ☐ Several pages, each for one biography

Better Community Awareness & The Waysmeet Center

Andrew Hebert, Bret Dusseault, Caroline Kahr

Who Are We?



- Caroline maintained an internal paper trail by taking meeting minutes and writing weekly progress reports
- Andrew took the lead in communications with the Waysmeet Center
- Bret served as our the principal writer

The Waysmeet Center

- Volunteer/Intern center for students and community members
- Cornucopia Food Pantry
- Temporary or permanent housing
- Events for community dinners, drum circles, and a community garden
- Belief and spiritual support groups



Larry Brickner-Wood

- Executive Director and Chaplain
- 20+ years serving in local government
- UNH Social Justice Educator, member of Durham Historic District and Heritage Review Commission, member of Internal Review Board at Wentworth Douglass Hospital, etc.
- Passionate about social justice and ethical activism



State of the Website Before Project

- Outdated biographical information on Staff page
- Unpublished blog
- Lack of information on interns and volunteers at Waysmeet
- Non-functional application forms

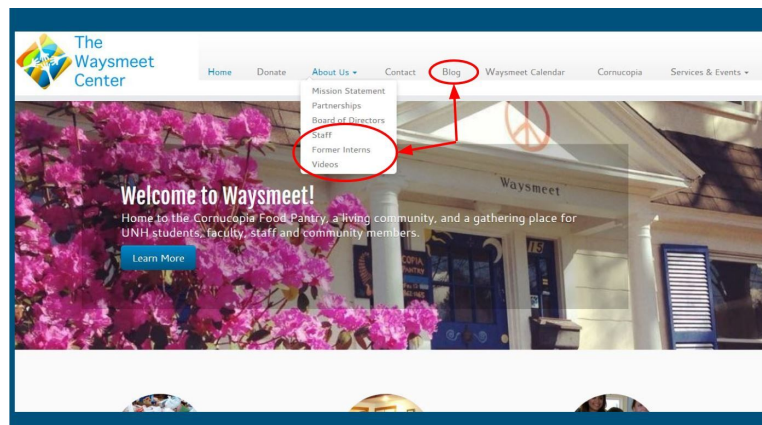
Client's Needs

Larry requested some improvements for the website to make it more interactive and updated including:

- Updating staff biographies
- Adding intern biographies and images
- Creating a page for student made videos
- Add a volunteer form

The Project's Accomplishments

- Created a volunteer application form
- Published blog using a plugin to manage posts and social media
- Corrected email recipient for contact and intern applications
- Created a page with biographies and pictures of former interns at Waysmeet
- Updated Larry Brickner-Wood's biography
- Introduced a page for videos



Home

Donate

About Us

Contact

Blog

Waymeet Calendar

Careers

Services & Events

Home » Volunteer Application

Volunteer Application

Name (required)

Email (required)

Major

Phone Number (required)

Interests, check all that apply (required)

☐ Draw Circles first Friday of every month 3-7pm

☐ Community Cleaners second Friday of every month 3-8pm

☐ Cereusopia Food Pantry Tuesday 3-5:30pm

☐ Food Rescue (Times available each day)

☐ Cereusopia Food Pantry Wednesday 3:30-5pm

☐ Spring Food Baskets in April

☐ Cereusopia Food Pantry Friday 11-1pm

☐ Taking Care of the Waymeet Garden

☐ Landscaping and Ground Work

☐ Special Projects

☐ Internship (Please see Internship Application)

☐ Administrative Work in the Office

☐ Thanksgiving Food Baskets in November

☐ Winter Food Baskets in December

Submit

Former Interns

Jessica Kowalski

Jess "Clementine" Kowalski is someone who stretched and pushed beyond her comfort zones.

"I feel like at my core I am still exactly the same as I always have been. But my boundaries keep getting bigger and bigger and bigger and I keep pushing myself to go out of my comfort zone and do more things that make me uncomfortable so I can grow. **My favorite thing to do is grow.** To grow you have to go in deep. But I think that once you go in deep and get comfortable that's when you need to move onto something else. I feel like a lot of our parents have ended up in jobs that they have been in forever and it's comfortable and I totally understand why they do it. They need to pay their bills and support their family and that kind of thing. Sometimes they may stop growing after some point, and lead to lives that are unhappy.

To keep happy we need to keep on growing. It's definitely become more apparent to me recently. I started climbing a lot because I have always been so afraid of heights. So that is the first time I realized that I could take control of my growth and push myself. I still struggle with it. In my life, there have been so many times when I was feeling bad and I would get mad at myself for feeling bad. **That's one of the biggest problems** I have had at times. I needed to just accept the fact that I was feeling bad. I didn't want to accept it. People know me as the happy person and I was afraid to let people down in that way. I don't think that was a conscious thing. I think it was a subconscious thing that was on my mind and I didn't really know how to change it. So I think just accepting that and pushing yourself. Keep trying. I'm hiking the Longmont. It's like a shorter version of the Appalachian Trail. Just by myself. **That's my next big thing.**

Alex White

"You don't need to have a heavy debate with somebody, just a conversation."

Alex White has come to value the importance of listening to others' options and respecting their perspectives.

"I don't want to say think critically, but **question everything**. Just because there is so much information I feel like people will clamp onto an idea really hard and not let go. You don't need to have a heavy debate with somebody, just a conversation, talking with an open mind and if his or her idea is different than yours accept it or try with it at least.

Don't just decline it because it's different than what you believe in. I thought about this after one of my friends and I talked each other what bugs us about them. She said that I tend to believe that my ideas are the only correct ideas and that I will convince somebody that my way is the only way.

After she told me that I thought, that's kinda true. I do that sometimes."

Home » Videos

Videos

Waysmeet Summer Challenger 2014

See Jessica Fish explain the many uses of the Waysmeet building, and some of the events that are made possible by fundraising efforts in the community. The Waysmeet Center is always looking for charitable donations, and any support directly helps The Waysmeet Center and the community it serves!

Waysmeet Summer Challenge!!!

Staff

Larry Brickner-Wood

Reverend Larry Brickner-Wood is the Chaplain and Executive Director of the Waysmeet Center, aka the United Campus Ministry to the University of New Hampshire. Larry has been serving at the Center for 18 years and is a crucial part of the organization. Like any director, Larry manages programs, finances, and personnel. His goal is to change the world in a positive way by guiding students and volunteers to be ethical activists. He is passionate about diversity, social justice, economic justice, earth justice, spirituality, ending sexual and intimate partner violence, ending hunger and food insecurity, and other issues. He loves his work!

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Larry is interested in inter and multi-faith work, spirituality, healing, community service, activism, holistic sustainability and spiritual direction. In his free time, Larry enjoys hiking, biking, kayaking, gardens, poetry, reading, sports, drinking tea, drumming, cooking and spending time with his family. He lives in Durham, is married and has two sons, who live in Brooklyn and Arizona.

Going Forward

- The blog is easily updated by adding new posts in Wordpress
- We chose a consistent format for new pages so they can easily be updated or added to
- We hope our changes encourage new volunteers to get involved

Conclusion and Reflection

Our group has had the opportunity to work closely with The Waysmeet Center and Larry Brickner-Wood over the past several weeks to update and reorganize their website information. Working closely with a non-profit organization was a new and challenging, yet rewarding, experience. The project has allowed us to develop our technical writing skills, interview skills, and has taught us about working cohesively as a group.

To distribute group work evenly, we found it helpful to assign each member a specified task that they would carry throughout the duration of our project. Caroline worked to create weekly progress reports and meeting minutes. Bret served as our chief writer and Andrew maintained contact with Larry through email and phone. This distribution of work enabled us to work effectively and in unison. Additionally, we relied heavily on Google Docs to share and edit documents. Google Docs also allowed us to organize our documents, making sure we did not misplace or delete files.

Our group worked well together and did not face any overwhelming disagreements. We talked constructively about changes to be made to our documents, if needed. Our biggest conflict pertained to scheduling. There were several times when only two of our three group members were able to meet. Despite this challenge, it was easy to update all group members using Google Docs and text messaging.

While it can be intimidating to embark on such a large project, our communication skills, group organization and cooperation made the work manageable. We made sure to stay on top of our tasks, review changes with other group members and maintain an open line of communication. With all these qualities in mind, our group was able to produce a polished final product that The Waysmeet Center will benefit from for years. Likewise, the lessons we learned from this project, like working with a client, working in a group and various technical writing will likely benefit us for years to come.

Letter of Transmittal

To: Larry Brickner-Wood, The Waysmeet Center
From: Andrew Hebert, Bret Dusseault, Caroline Kahr
Date: May 8, 2017
Subject: Letter of Transmittal



Dear Larry,

It has been a pleasure to work with you and The Waysmeet Center. Over the past several weeks, our team has had the opportunity to update and restructure your organization's online presence. This collaboration has been rewarding. The project has given our team the chance to help your non-profit organization through our writing and technical computer skills.

Our final product will allow visitors to the website to easily navigate through biographies, student-made videos, volunteer forms, The Waysmeet Center blog page, and other information regarding the organization. These updates have made the website more user-friendly and accessible.

In addition to our work, our team was able to learn more about The Waysmeet Center, its goals and its extensive role in the community. It can be easy to forget that there are people struggling, right here in Durham, to find their next meal. The Waysmeet Center reminds us all to be grateful for what we have and to help other who are less fortunate.

Our team would like to thank you for your eagerness to collaborate with us on this project. We hope that our website updates and changes have met your needs, and will be helpful in The Waysmeet Center's continued success.

Best Regards,

A handwritten signature in black ink, appearing to read "Bret Dusseault".

A handwritten signature in black ink, appearing to read "Caroline Kahr".

A handwritten signature in black ink, appearing to read "Andrew Hebert".

BCA