Asian Byte Architects Presents…

KUSA's NEW WEBSITE

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Table of Contents

Project Description

Project Goal:

To revitalize KUSA's online presence by developing a modern, user-friendly website that effectively communicates the organization's mission, engages its members, showcases its activities, and attracts new participants, thereby strengthening its impact and relevance within the Korean student community at UGA.

Problem:

KUSA plays a crucial role in advocating for and supporting the Korean student body at UGA. However, their existing website is severely outdated, posing significant obstacles to their ability to effectively convey their mission. The website's antiquated design and functionality impede KUSA's capacity to promptly disseminate essential announcements, event details, and other pertinent information to its members, leading to a disconnected communication process. Furthermore, the website inadequately portrays the activities and cultural initiatives spearheaded by KUSA, diminishing its visibility and appeal to prospective members. In the absence of a contemporary and user-friendly online platform, KUSA grapples with sustaining its relevance and connection within the Korean student community at UGA, thereby thwarting its capacity to achieve its objectives efficiently.

Proposed Solution:

By creating a new website, KUSA can capitalize on the opportunity to streamline communication, increase member involvement, attract new members, and strengthen its presence on campus. This solution involves the development of a modern and intuitive website tailored specifically to meet the diverse needs of the Korean student community at UGA. The new website will feature a sleek and user-friendly design, enhancing accessibility and engagement for both current and prospective members. By incorporating interactive features and streamlined navigation, KUSA will be empowered to promptly share important announcements, event details, and other relevant information with its members, fostering a more cohesive and connected communication process. Additionally, the website will accurately showcase the range of activities and cultural initiatives undertaken by KUSA, effectively highlighting the organization's vibrant presence within the university community.

Project Scope

Our project in MIST 5740S is creating a functional website to encourage awareness and exposure of the Korean Undergraduate Student Association to all students on UGA campus and more. This website will inform interested parties of the organization's mission statement and affiliation with other organizations/companies. The website will disclose announcements, plan monthly schedules, and act as a guide for coordinating future events.

What is in the project:
1. Assess the current state of KUSA's existing website, identifying areas for improvement and gathering feedback from (website) stakeholders
2. Plan and design the new architecture, including layout, navigation, and features, in accordance with KUSA's goals and requirements.
3. Develop and implement the redesigned website, ensuring functionality, accessibility, and compatibility across various browsers.
4. Teaching KUSA members on how to manage, update, and navigate the website post-launch

What is NOT in the project:
- This website will not include anything such as a merchandise store for KUSA as it is out of the scope of this specific project and we are unable to work with credit card/debit card online portals.
- The payment processing for KUSA dues is also out of scope due to our team not being able to safeguard the credit card/ personal information that would be required in the checkout process.

<u>Measurable Organizational Impact</u>

Cost/Benefit Analysis

Tangible Benefits:
- Benefit: Improved communication efficiency within KUSA and its members.
- Value & Probability: Streamlining communication holds considerable value, with a high likelihood of fostering improved engagement and collaboration.
- Driving Value: Increased efficiency in dispersing information will lead to reduced misunderstandings and improved decision-making.

Intangible Benefits:
- Benefit: Enhanced brand reputation and visibility for KUSA.
- Value & Probability: Significant value is anticipated from the implementation of a modernized website, which should positively influence perceptions of KUSA.
- Driving Value: A visually appealing and user-friendly website will enhance the organization's credibility and attract more attention from the UGA Korean student community.

Cost Categories:
- Labor (consultants, contract labor):
  - $33 per hour for a web developer per Indeed
- Equipment, hardware or software:
  - Wix (Webpage Builder)

Financial Return:
  While the exact financial return is difficult to quantify, the investment in redesigning the website is expected to yield long-term benefits in terms of increased member engagement, recruitment, and overall organizational effectiveness.

Project Stakeholders

Project Stakeholders:

Name	Role	Email	Phone
Charlie Kim	Team Coordinator	ck30239@uga.edu	(213) 369-7577
Jimmy Kim	Project Manager	jk65005@uga.edu	(912) 508-6717
Aiman Lalani	Project Manager	aal96125@uga.edu	(678) 435-5080
Ryan Nair	Web Designer	an94397@uga.edu	(404) 780-5334
Willie Malonda	Web Designer	wfm28078@uga.edu	(912) 344-8840
Nicole Kim	KUSA President	nk36593@uga.edu	NA
Dr. Mark Huber	Professor/Advisor	mhuber@uga.edu	(706) 542-3336

Communications Management Plan:

1. **Communication Objectives:**
   - Guarantee transparent and prompt communication during the wireframe development phase
   - Cultivate a collaborative and knowledgeable atmosphere for all stakeholders involved
   - Establish platforms for feedback and promptly handle any concerns

2. **Forms of Communication:**
   - **Instant Messaging:** Team members can utilize informal text communication for inquiries, task updates, and sharing project-related information
   - **Zoom Meetings:** Team members can engage in formal video discussions for weekly team meetings and important discussions

3. **Crisis Management Plan:**

Project Administration

Risk Matrix:

			Impact			
			0 Acceptable	1 Tolerable	2 Unacceptable	3 Intolerable
			Little or No Effect	Effects are Felt but Not Critical	Serious Impact to Course of Action and Outcome	Could Result in Disasters
Likelihood	Improbable	Risk Unlikely to Occur				
	Possible	Risk Will Likely Occur	2	4	3	
	Probable	Risk Will Occur				1

Risk Identification:

1. Technical Challenges
   - Description: Difficulties that might arise when designing/creating the website wireframe and final product
   - Impact: Intolerable
   - Likelihood: Probable
   - Explanation: Within our project our main deliverable revolved around our ability to properly and correctly design a better functioning website for our clients (KUSA). If we fail to grasp the fundamentals of Wix Web Designer the entire project would be left in disarray. Therefore we have labeled this risk as Intolerable.

2. Communication Gaps
   - Description: Lack of or improper amount of communication between both the clients and the team members
   - Impact: Acceptance

- Likelihood: Possible
- Explanation: This is a risk that we can improve on within our organization so the issue of miscommunication externally to our clients did not pose such a risk. This was because when meeting with the president of KUSA she gave us a very loose rope when designing the website therefore the completion of our website more heavily relied on communication within the group, especially Jimmy who is also the Internal Vice President for KUSA who had the authority to make executive decisions on behalf of KUSA.

3. User Adoption Difficulties
   - Description: The EBOARD members of KUSA might have trouble navigating and updating the information/graphics on the new website
   - Impact: Unacceptable
   - Likelihood: Possible
   - Explanation: The entirety of the project was to deliver KUSA a functioning website that they could use to help attract and manage new/prospective members. If we fail to teach them how to properly manage and update their new website the entire purpose of the project would be deemed useless. Therefore this risk is deemed unacceptable. It is our group's responsibility to ensure that the clients understand how to manage the website during the handoff phase.

4. Content Management Issues
   - Description: Certain features included in the website such as future events, announcements, or other pages within the website may not be updated or added in the timely fashion the client expects.
   - Impact: Tolerable
   - Likelihood: Possible
   - Explanation: Throughout the project, we have effectively communicated with our clients and gathered the requirements that they had for the website. Any other requests they had were out of scope. Regarding the information/content that is on the website currently, it would be within our scope to help edit/ change since handoff has already occurred we have offered to include client support up until the add/drop week of next school semester. After that period ends the responsibility of updating information falls onto the clients

Change Management Plan:

To seamlessly integrate the Korean Undergraduate Student Association website, our team has devised a comprehensive Change Management Plan. The primary objectives are to inform stakeholders, minimize disruptions, encourage positive reception, and offer adequate training and support. This plan will encompass the following strategies:

1. KUSA's Executive Team Members will be provided with a Google Form to submit essential information on their desired website features. Our team will diligently incorporate these suggestions and make necessary fixes and additions to tailor the website to their specific needs.
2. Through a strategic communication strategy, we will conduct pre-implementation information sessions and provide regular progress updates where KUSA's president will provide necessary feedback to customize and improve the website wireframe.
3. Our team will anticipate and address potential resistance points, discuss any changes made with KUSA's president, and record all relevant information in the change log.

In summary, this Change Management Plan establishes a robust framework for the seamless transition to the Korean Undergraduate Student Association's website. By actively engaging stakeholders, providing steadfast support, and maintaining transparent communication, we aim to maximize the benefits of this new digital platform while safeguarding the continuity of club operations.

Change Log:

#	Category	Change Request	Requested By	Request Date	Decision	Notes
1	Communication	Send Google Form to only the President for Feedback.	Jimmy Kim	3/18/24	Approved	We decided that the information we needed could be given to us by only the co-president, instead of all the members.

Issue Management Plan:

1. Issue Identification:

- Definition: Issues are unforeseen challenges or roadblocks that arise during the Korean Undergraduate Student Association's Website Implementation project.
- Reporting: Any team member or stakeholder can report an issue through designated channels, such as a shared project management tool or direct communication with the project lead.
- Documentation: Each reported issue will be documented, including a description, date of occurrence, severity level, assigned owner, and proposed resolution.

2. Issue Handling Process:

- Assessment: The project lead will assess the reported issue to determine its severity level and potential impact on the project.
- Assigning Ownership: An owner will be assigned to the issue.
- Resolution: The assigned owner will work to resolve the issue promptly. If necessary, they will escalate it to higher levels of expertise or management.
- Documentation: The issue, its resolution, and any lessons learned will be documented for future reference.

3. Communication:

- Status Updates: Regular updates on issue resolution progress will be communicated to all stakeholders through established communication channels.
- Closure Notification: Once an issue is resolved, a closure notification will be sent to the reporting party and relevant stakeholders.

Quality Control Plan:

The quality control plan for the Korean Undergraduate Student Association's website wireframe project outlines a structured approach to ensure the wireframe's design and functionality meet high standards. Quality control measures will be applied throughout the wireframe development process, encompassing both the project team's internal quality checks and the incorporation of stakeholder feedback. Key aspects of the plan include:

- **Design Standards and Guidelines**: Adherence to established design standards and guidelines to maintain consistency and align with the club's branding and vision.
- **Internal Review**: Regular internal review sessions within the project team to evaluate the wireframe's design and user experience.
- **Stakeholder Feedback:** Engagement with the club president to gather feedback at specific milestones, ensuring the wireframe aligns with their expectations and requirements.
- **Usability Testing**: Conducting usability testing to assess the wireframe's user-friendliness, functionality, and responsiveness across different devices and browsers.
- **Error Identification and Correction**: A systematic approach to identifying and correcting errors, inconsistencies, or deviations from the wireframe's intended design and functionality.
- **Documentation and Version Control**: Maintaining comprehensive documentation of design decisions, feedback, and revisions for traceability and future reference.
- **Project Closure Review**: A final quality review during the project closure phase to ensure that all design and functionality requirements have been met before project submission.

This quality control plan aims to deliver a high-quality wireframe that aligns with the KUSA's vision and provides an excellent user experience. Continuous evaluation and refinement are key to maintaining quality standards throughout the wireframe development project.

Project Schedule Summary

1/9/2024 - Course Begins

1/18/2024 - Team meets to discuss potential clients to work with

1/23/2024 - Team decides to partner with Korean Undergraduate Student Association (KUSA)

2/15/2024 - Team meets to discuss project details & formulates a communication plan

2/26/2024 - Team meets Nicole (President of KUSA) for requirements gathering

3/14/2024 - Team meets to draft a website wireframe

3/21/2024 - Team meets to create presentation and edit wireframes for website

3/26/2024 - Team meets to practice presentation and website demo

3/28/2024 - Team does a presentation of our website wireframe (Project still In Progress)

4/11/2024 - Individual edits are made to presentation and website wireframe

4/18/2024 - Team meets to review presentation and wireframe demo

4/23/2024 - Final Presentation to the class and present final demo of website for KUSA

4/25/2024 - Team meets Nicole and handover project to KUSA

4/29/2024 - Course Completion

<u>Resources Required</u>

People:
- All stakeholders will be required to be involved to meet the necessary requirements for the project
- Team of developers to be able to create, design, and maintain the website until handover
- Member that will be our direct line of contact to the Korean Undergraduate Student Association

Technology:
- License to use the Wix website builder
- Access to the internet via laptops and personal computers
- Access to Zoom to have group calls remotely when needed

Facilities:
- Rooms in the Zell B. Miller Learning center to gather and work on the project together

Other:
- Collaboration with the Korean Undergraduate Student Association to use their provided resources

Project Budget Summary

Cost Estimates:

Cost Type	Amount
Labor Hours	$33 X 64 Hours = $2112.00
External Costs	
Labor	$0.00
Equipment, hardware, or software	$16 X 5 Months = $80.00
Other Costs	$0.00
Total	$2192.00

*Project budget summary not entirely accurate

Explanation:

Using Wix's platform, we've decided to use the "Light" plan for now, costing $16 per month. Since we've been working on this project for about 5 months, we've decided to reflect that in our budget. The main brunt of our budget comes from the labor the group has worked which is also reflected in the table above and comes out to roughly $2192. Additionally, we anticipate not having any other extra costs. Altogether the total estimated budget for the entire project is $2192. Please note that this, once again, is not entirely accurate and just an estimate.

User Manual for Managing a Wix Website

1. Accessing Your Wix Account
1.1 Sign In
Visit the Wix website: Go to www.wix.com.
Enter your credentials: Use your email address and password to log in. If you don't have an account, you'll need to create one by clicking on "Sign Up".
1.2 Dashboard Overview
Access the dashboard: Once logged in, you will be taken to your dashboard. This is your central hub for managing your website.
2. Editing Your Website
2.1 Entering Editor Mode
Select your site: From the dashboard, click on "My Sites", then select the site you want to edit.
Open the editor: Click on "Edit Site" to open the website editor.
2.2 Making Changes
Edit text: Click on any text to edit it directly.
Change images: Click on an image to replace, resize, or reposition it.
Add new sections: Click on "Add" on the left sidebar to include new elements like text, images, galleries, etc.
2.3 Using Advanced Features
Add apps: Click on "Apps" in the left sidebar to add new features from the Wix App Market.
Manage pages: Click on "Menus & Pages" to add, remove, or rearrange the pages on your website.
3. Publishing Changes
3.1 Preview Your Site
Preview mode: Click on "Preview" to see how your changes will look live.
3.2 Publish
Go live: Click on "Publish" on the top right corner to update your site with the changes. Your site is now live with the new updates.
4. Managing Site Settings
4.1 Access Settings
Site settings: Click on "Settings" in the left sidebar to manage site-wide settings such as domain, SEO, social, and more.
4.2 SEO & Social
SEO tools: Optimize your site's search engine presence through the SEO (Search Engine Optimization) settings.
Social media: Connect your site to social media platforms and manage settings for social sharing.
5. Getting Help
5.1 Wix Help Center

Access support: Click on "Help" in your dashboard or visit Wix Help Center for articles, tutorials, and to contact support.

5.2 Contact Support

Customer support: Use the help center to find contact options like email, phone, or live chat support.

6. Managing Account Settings

6.1 Update Profile

Personal info: Click on your profile at the top right of the dashboard to update your account details or to log out.

6.2 Subscription and Payments

Manage subscriptions: Navigate to "Subscriptions" in your account settings to manage your plans and payment methods.

<u>Individual Lessons Learned</u>

Jimmy Kim

Throughout this semester-long project, I've learned invaluable lessons that have greatly contributed to our team's effectiveness in delivering our website wireframe. Among the most crucial are effective communication among team members and maintaining a realistic project timeline.

Effective communication within the project team is essential for gathering all necessary information to produce the final wireframe. Understanding each team member's tasks, progress, and remaining work is facilitated through clear communication channels. Initially, we established weekly Zoom meetings and a main group chat to discuss project scope, tasks, and structure, ensuring everyone was aligned and aware of their responsibilities.

Communication isn't limited to the project team; it's equally important between team members and our client. Engaging with our client enables us to grasp their requirements, objectives, and desired outcomes, which are essential for creating a wireframe that aligns with their expectations and adds value to their project.

In hindsight, maintaining a realistic project timeline presented some challenges early on. However, as we recognized the need for proper planning and organization, we adjusted our approach and focused on meeting our deadlines. This shift in mindset allowed us to allocate sufficient time and resources to each task, ensuring that we stayed on track and delivered quality work within the established timeframe.

Overall, this project has underscored the importance of effective communication and realistic project planning. By fostering a collaborative environment and adhering to our timeline, we've been able to leverage each team member's strengths and support one another in achieving our common goal of delivering a high-quality wireframe that meets our client's expectations. Moving forward, it's crucial that we continue to communicate openly and work cohesively to ensure the success of our project.

Ryan Nair

Throughout the entirety of our project I have learned countless amounts of valuable lessons and information that are guaranteed to help me in any of my future endeavors. Many of these lessons were learned along the way while completing our project. Some of this being, how to effectively communicate within the team, communicating effectively with eternal stakeholders

such as the clients, how to schedule project deadlines and key milestones, as well as how to better handle certain risks/ situations when or if they are to occur.

Communicating effectively within our team was a great experience that brought many challenges and benefits. Learning how to navigate each team members schedules was no easy task but a good challenge to overcome for future projects that I might experience during my time in the workforce. It is no doubt that we had a significant amount of trouble handling this at first but once we got into a groove and properly managed our schedules by better communication we became an effective team so we could then help each other and tackle this project as a team instead of individually.

While communication within the team is no doubt a crucial aspect in the completion of the project, so was the ability to communicate with our clients. Without this component the entire project would have been left incomplete or worse in shambles. Learning how to effectively communicate with the clients by scheduling weekly meetings, building a rapport, and confirmation of key requirements/goals that the clients had for the project greatly helped in our ability to effectively work as a team to complete the project. This however was not a substantial challenge to overcome throughout the duration of this project due to that fact that our clients knew exactly what they required from us to help build their website as well as the fact that they were eager to communicate with us. I have learned from previous projects that this however is not the case with every client that I may experience but I am confident in my ability to remedy this due to the information I have learned in this class and throughout the project.

In regard to effectively scheduling project deadlines and key milestones this was some what of an issue for our team. At first we did not set realistic deadlines for our group to accomplish all of the goals that were in our project scope. We had underestimated how long it would actually take to accomplish certain tasks that were required. After catching this early on in our project as well as by getting a headstart on the work, we were able to reevaluate our deadlines and set realistic timelines for our needed tasks. Learning how to set realistic deadlines and not underestimating how long certain tasks would take is a crucial lesson learned. This is because it helps alleviate additional stress that it puts on group members. It causes them not to rush tasks and by that we are able to produce better quality deliverables.

Learning how to manage future risks and creating a plan of action for when or if they might occur is another crucial lesson learned. By creating this plan of action we were able to prepare for any of the potential risks that were in our hands to control. We were able to mitigate, avoid, or transfer the risks that had the potential to ruin our project. Having not done this for previous projects, I had most definitely see how important this step is no matter what project. This lesson is something that I see myself using for all facets of life. This project has taught me that communication and realistic, effective preparation will greatly benefit the success of any goal that one might encounter.

Aiman Lalani

Our semester-long project provided me with great insight into how to effectively manage a project from start to finish. When the class had first begun and we were introduced to the project, I didn't believe it could be much of an effective and helpful assignment honestly, but was proved wrong. I didn't consider the external factors that come into play with completing a project such as effective communication with your team members, creating checkpoints to ensure you are not behind on schedule, and completing deliverables that are requested from your client and/or stakeholders.

I did not expect that meeting up with your team members could be one of the hardest tasks in completing a project. As we are all college students who have different schedules, it took some time to figure out when everyone was free to meet at the MLC or even virtually through Zoom if one couldn't attend in person. This was by far one of our most difficult roadblocks we encountered as we definitely could've done a better job communicating with each other that would result in effective and efficient team meetings. After our first few meetings, we decided that it would be best to come up with a schedule or a task list of items we needed to get done during this meeting to help stay on track for the project timeline.

The consciousness to consider risks was something I had never thought about when working on a project. I am mostly used to completing projects individually or with a team that is directly submitted to our professor, so the only risk associated with this would be our own grade. We had to take into account our individual team members, our client, and other stakeholders which increased our possibilities of risk. Throughout the project, we were able to mitigate, transfer, accept, and avoid

There are many valuable lessons I will take away from this that I believe will help me navigate my way in future courses and my future career when working full-time.

There were definitely some challenges we encountered throughout this project, but that did not stop us from successfully handing over our project to our client, Nicole and the KUSA organization. There were tasks that needed to be completed that were not required from our client, but therefore needed to be established as a group, such as setting deadlines for our individual and team work to ensure we are going at a steady pace in order to complete the project by the end of this course. There were a few takeaways from this project that I believe will truly enhance my project management skills in future courses and in my future career.

Charlie Kim

The beginning of this Project Management class, I thought that having the entire semester for a college-level project would be more than enough to manage. I was very, very wrong. I realized and learned what it meant to develop a website with specific requirements, but more than that, the complications with being a project manager. An effective and positive project team requires many factors, and not always formed in a quick and easy manner. The takeaways I

learned from this semester for a well-run project team are the following: communication, task dividing, and flexibility.

Communication is by far the sole driving factor in determining whether a project team meets the deadlines and is efficient. It is called a project "team" for a reason, meaning that you must learn to be lenient and willing to mold your schedules with theirs. There is a sense of respect and responsibility to make sure that one person is not isolated or left behind. Like how we learned in class, a true leader leads from behind and allows others to lead. None of this would be possible if there was not a clear, set line for communicating with each other.

Task dividing comes with its ups and downs. If the group understands and respects each others' strengths and weaknesses while partitioning tasks respective to them, you have a well-running oil machine. However, task partitioning is also one of the reasons for teams unable to move further than the storming step in the group development process. Some may feel unfair with the imbalance of workload, or even an improbable deadline.

Lastly, flexibility is the factor that connects all the parts to the perfect project team. In the real world, you have to learn to be flexible because you can always learn something from anything, and not everyone comes from similar backgrounds as you. There can be cultural differences, religious differences, ethical differences, and etc. Another type of flexibility is being able to revise plans and making changes as you work down your timeline. Not everything always goes to plan, and one must be ready for sudden changes and shifts.

Willie Malonda

Looking back on our semester-long journey of building a website for KUSA, I've come to appreciate the power of effective communication and proper task delegation within a group project. These two lessons were the cornerstones of our success, shaping our experience and outcomes of this project in significant ways.

Firstly, communication was the basis of our project. We quickly realized that maintaining open and clear lines of communication was essential, especially given our varying class schedules and different levels of expertise. Regular check-ins, whether through meetings or messages, ensured that everyone remained informed and engaged. It was this consistent communication that helped us navigate challenges, align our efforts, and ultimately, stay on track towards our goals.

Secondly, proper task delegation played a pivotal role in maximizing our efficiency and productivity. Recognizing each team member's strengths and limitations, we carefully assigned roles and responsibilities, ensuring that everyone contributed meaningfully to the project. This approach not only optimized individual contributions but also created a sense of ownership and accountability within the team. By distributing tasks effectively, we were able to leverage our skills and resources to tackle our challenges and achieve our objectives with confidence.

In retrospect, our project taught me very valuable lessons about the importance of communication and task delegation. These principles not only guided our project's success but also equipped me with essential skills that I'll carry forward into future endeavors.

<u>Appendix</u>

See on Page below

BPMN Model

KUSA Website Development Process