

Krista M. Rundiks  
Internship Reflection

## Summary

My internship focused on finding a learning gap and creating a product for an independent high-end interior design firm located in Denver, CO called Recherché Interior Design. Through analysis, myself and the business owner found a need to educate new clients on Recherché's interior design process and general billing information. Our first rendition of the product is a responsive WordPress website that can be easily accessed and reviewed by new clients.

## Employer

Recherché Interior Design business is a little over one year old and is solely operated by an interior designer with more than 25 years of experience as a co-owner leading a high-end design firm. Recherché currently has an official website which can be found by visiting [www.rechercheid.com](http://www.rechercheid.com). Before I started this project, the business didn't have any branded content centered around the design process or what to expect on a typical project.

The business owner is a strong advocate for face-to-face communication as she conducts most of the client communication via phone, email, or onsite at her client's location. Starting off with established projects and being a new firm, Recherché hasn't had the time to further develop materials to help educate clients to better understand the design process.

## Tasks and Design Decisions

### **Needs Analysis:**

The internship started off with a needs analysis plan and information gathering to determine how a product could fill a gap within the business. This was done by creating a 10-question survey provided to 11 of Recherché's previous and current clients and a 25-question interview with the business owner that was conducted over two Zoom meetings. Appendix A includes the survey and interview questions. Regarding the 25 business owner interview questions, I've learned that a smaller question size that includes concentrated questions would be more effective. Although, I was able to learn a lot about the business in general from the larger question set.

### **Product:**

After reviewing the needs analysis data with the client, we decided upon creating a website ( <https://design.rechercheid.com/> ) for clients that would be structured in a way that linearly guides the user through the Recherché interior design process in an efficient, easy, and timely manner.

### **Learning Theories:**

In this business context the central learning theories are cognitivism, constructivism, and

sociocultural learning. Recherche clients will be able to navigate the website and read through the different aspects of the interior design process and view project examples (cognitivism). The clients will have a general consultation with Recherche before they start a new project. This will enable them to build upon their current understanding of the process if any and help determine best communication methods (constructivism). Face to face and phone conversations with clients coupled with digital information provided on the website will help establish client expectations (sociocultural learning).

#### **Development and Implementation:**

After the analysis was conducted, I created a content outline for the main navigation and received a green light from the client. Throughout the first version of the product both the client and I have adjusted the navigation several times as well as have updated functionality and design to display content in the most effective manner. Please see Appendix B for the content outline and finalized project structure. Appendix C shows various examples of design modifications made throughout the first iteration.

#### **Evaluation:**

A simple, qualitative, and formative evaluation was conducted. Modifications were suggested after the site was pilot tested by three homeowners interested in interior design updates and by the client herself. Before implementing some of the requested changes such as adding an “About the Designer” tab and including a “Vendor Partners” tab, a meeting was initiated with the client to review the feedback and decide what her preference was. See Appendix D for the suggested modifications and updates made to the first iteration. A summative evaluation would be preferential to perform after publicly launching the site and providing the content to new clients.

#### **Future Iterations:**

As the project was nearing completion on the first iteration, we needed to provide the content in a secondary format such as, pdf download. The client was very responsive and excited for the pdf brochure. In retrospect, this could have been a solution for the main product. Going forward as we progress into future iterations; this will be a prime focus for the client as she has already provided feedback on updates to remodel photos and the format in which they should be displayed. Follow this link to view the first public version of the pdf brochure:  
<https://design.rechercheid.com/wp-content/uploads/2020/10/Recherche-Interior-Design-Lets-Get-Started-3.pdf>

## Development of Knowledge / Skills

#### **Adaptive and Flexible Design:**

Through this internship experience I’ve been enlightened again on the fact that design is a fluid process and it’s good to be adaptive and flexible if possible, especially when designing for an artistic market. I’ve found that there are often changes made throughout every instructional design phase that hopefully assist in achieving a better product. I started off using the ADDIE model although it transitioned to a successive approximation (SAM) model after the analysis

stage, as reviews and changes were being given and completed more rapidly. In the future I feel like SAM is a more efficient approach when starting a small or medium project as it allows you to get to prototyping and refinement much quicker.

### **Project Planning and Management:**

I've been reminded that initial project planning is imperative as this helps guide the project in a more efficient manner and sets project expectations for everyone involved. Creating a Gantt chart and correlating detailed task list with deliverable milestones has been an effective way to stay on track and communicate progress to the client. I've also learned if you use a Gantt chart software generator, you want to make sure it doesn't expire with a trial version. Initially, I started with <https://ganttpro.com/> and I ended up switching to a free software through <https://www.teamgantt.com/>. One of my UNM peers suggested another solution which is a free MS Office template found here: <https://templates.office.com/en-us/simple-gantt-chart-tm16400962> See Appendix E for a screen shot of the project task list and Gantt chart.

### **File Organization and Structure:**

Over the past 15 years as a digital designer I've tried to stay organized by naming files with appropriate detailed names and version schemes. Over the past 16 weeks throughout the different assignments within the Capstone graduate classes, the many peer reviews, internship client meetings, and client assets, I became a little disorganized with my file organization and structure. In retrospect, I would have created folders by week and/or correlated them to the project task list so I could easily find what I was looking for. It's amazing how many files and versions can build up over the course of 16 weeks.

### **Client Communication:**

One of the most important skills that I'm reminded of is communication. Keeping a bi-weekly meeting with the client has been helpful in conveying progress, obtaining feedback, and answering questions. I feel it's of value when the client feels comfortable enough to ask any question that comes to mind or provide truthful feedback. This enables you to know where to elaborate, clarify or where there are still existing communication gaps. For example, in the analysis phase, I was initially surprised when the client stated she didn't know what we were doing. I had to reflect on this and describe why we were going through that process and how it was helping us to figure out the learning gap in which we would be designing a product for.

Another reflection was on the technology used to communicate. Zoom worked fine half the time, but there were inefficiencies and we had to adapt. In some meetings we primarily relied on mobile phone calls and verbally describing updates to pages while the website was open on each person's laptop.

Please see Appendix F for the list of client meetings throughout the project.

## Professional Goal

### **Value of Analysis:**

Throughout my experience in the OILS program I've learned the value of analysis to determine learning gaps and make justified design decisions. I've also learned that evaluating the product through the perspective of the primary and secondary stakeholders is vital to a successful outcome.

### **Analytical Skills:**

My professional goal is to continue my design services through using my fundamental skills as a digital designer, but also be able to bring forth the analytical skills of an instructional designer. I hope to do this through refined project management and planning, use of a keen and anticipated organization structure, open, flexible, and friendly communication, conducting thorough analysis, creating a rationale behind a design, and finally creating a plan to evaluate the effectiveness of a design, act on that plan, and recommend improvements.

## Project Rationale

### **Uses for Instructional Design:**

In reflection I've learned that instructional design serves not only in an academic environment, but can help organizations, businesses, and non-profits in the public and private sector. There are many people who don't know what instructional design is or how it can help with improvements on various levels. In my experience, I feel like there is always a need for expressing excellent communication, effective processes, and presenting the most clear and useable information to a user. Some organizations know where the need exists, and others might not. Some organizations might already have existing designs, available content, and perhaps structured requirements for performance or certifications and others might not. Another reason why the information gathering, and analysis process conducted by instructional designers is vital.

### **A Bird's Eye View:**

This project helped me to take a good bird's eye view of the instructional design process in general and learn more about a business in which I had no prior knowledge of. It helped me to educate the client on what instructional design is and how it could serve her newly formed business and help to better serve her clients. For this project we've nearly scratched the surface on the content that could be created, nonetheless we established a brand-new set of web pages and a brochure that can be even further improved upon as time and resources allow.

## Artifacts

The main artifacts of this internship are as follows:

1. A design document that entails the needs analysis results, content outline and project structure, and design rationale (learning theories and justification for design).

2. A secure responsive website that is branded and updated to the client's satisfaction, is easy to navigate and edit.
3. A secondary content format of the website accessible in a downloadable pdf.
4. A product evaluation report and most updates provided to reflect the improvements in the first iteration.

## Appendix A: Information Gathering Instruments

### 10-Question Client Survey:

Follow this link to view the completed survey: <https://www.surveymonkey.com/r/RSP72DQ>

1. How long have you worked with Recherché Interior Design?
  - 0-6 months
  - 7-12 months
  - 13-18 months
  - 19-24 months
  - More than 24+ months
2. What type of design project did you do? (select all that apply)
  - Kitchen
  - Bathroom
  - Bedroom
  - Living Room
  - Entire House
  - Business
  - Other (Please specify)
3. How would you rate your understanding of the Recherché Interior Design Process from the initial consultation to project completion?
  - Not at all understanding
  - Slightly understanding
  - Moderately understanding
  - Very understanding
  - Extremely understanding
4. What helped you understand the interior design process most effectively? (select all that apply)
  - Phone Conversation(s)
  - Face to face or on-site meetings

- Email Correspondence
- Text Messages
- Visual Examples
- Digital Files
- Printed Information
- Reminders
- Website
- Other (please specify)

5. From the design processes listed below, please select the ones which you feel you had the greatest understanding of:

- Initial consultation
- Agreement and retainer
- Conceptual ideas
- Technical drawings
- Design plans
- Finalizing schemes and design plan
- Utilizing experts and/or contractor management
- Project management and timelines
- Scheduling
- Purchasing
- Project completion
- Other (please specify)

6. From the design processes listed below, please select the ones which you had the most confusion with or wished you would have understood better.

- Initial consultation
- Agreement and retainer
- Conceptual ideas
- Technical drawings
- Design plans
- Finalizing schemes and design plan
- Utilizing experts and/or contractor management
- Project management and timelines
- Scheduling
- Purchasing
- Project completion
- Other (please specify)

7. In remembering your learning on how the interior design process works, please rank the communication method you would prefer the most with 1 being the most desired and 6 being the least.

- Face to face
- Mobile phone
- Text messages
- Email correspondence
- Personalized secure website portal
- Virtual meetings

8. From the list below, please indicate the types of information and/or support that would help you understand the interior design process more completely and that you are most comfortable with engaging. (select all that apply)

- Online videos
- In person consultation
- In person meetings
- Phone meetings
- Virtual meetings
- Informative emails
- Information one sheets on a particular process
- Printed single or multi-page brochure
- Electronic single or multi-page brochure
- Checklist
- Calendar reminders
- Text reminders
- Personalized secure webpage with your design documents
- Static photos with descriptions
- FAQ page
- Testimonials from other clients
- Other (please specify)

9. Please list up to 3 short positive descriptions of your experience working with Recherché Interior Design. (Example: listened to our needs, communicated in a timely manner, stayed within budget, clarified questions, met all expectations, etc.)

10. Do you have any suggestions about how Recherché Interior Design can help improve client understanding of the interior design process from start to completion?

**Business Owner Interview Questions:**

1. Please describe your business in 1-3 sentences.
2. Is it appropriate to categorize your clients as prospective, new, and returning? (Yes or No)

Client Type: Description:

Prospective Client Refers to those people/agencies whom you expect to become your clients in near future. They are not your clients right now.

New Client An entity (a person, business, or other organization) that has not previously purchased one's goods or services but has now made a purchase of those goods or services. So, once someone has bought something from you who has never bought from you before, he/she becomes a new customer.

Returning Client Someone who has made a purchase at your business before and has now decided to return for, at the very least, one more purchase.

3. If not, could you please indicate the categories you have for a client that would best describe their level of knowledge in working with you and receiving Recherché ID services?
4. List up to 5 business traits you value most when it comes to the owner / customer relationship? (Example: Providing Timely Responses, Providing Customer Personalization, Providing Service and Product Customization, Providing a Unique and Enjoyable Experience, etc.)
5. List up to 5 processes within your business that you wish you could streamline, make easier, or offset to someone else or have technology better assist with that would potentially help you focus on the 5 traits of most value? (Example: marketing, qualifying leads, orienting the customer with how to start the process, reminding and communicating to the customer throughout the process, contract negotiations, setting expectations for change requests, managing conflicts, requesting and/or receiving payments, scheduling, etc.)
6. In your opinion, what is a demographic of your typical client when it comes to the following items:
  - a) Income Range (Example: 150k-500k+):
  - b) Personality or Defining Cultural Traits (Example: laid back, uptight, hard to get a hold of, cooperative, excited, nervous, detail oriented, fast-paced, etc.):
  - c) Location of Client (Example: local, nationwide, another country):
  - d) Communication Style (Example: Email, Phone, Text, Face to Face, Online): e) Technology Preference (Example: Desktop Computer, Laptop, Tablet, Smart Phone, Direct Mail):
  - e) Has Access to Technology (Example: High Speed Internet to No Internet Connection):
  - f) Preferences: (Example: Likes you to take charge and gives you complete control to likes to have a say on everything and check in on every process):



7. To your best knowledge, please indicate the preferred way a typical prospective, new, or returning client would contact you? (Example: Phone, Email, Text, Repeat Customer with Established Communication Protocol, Word of Mouth, Organic (Non-Paid) Web Search, Cost Per Click Advertising (Paid) Web Lead, Official Website Contact Form Submission, Printed Magazine Article, I contact them, Other (Please Indicate))
8. What is your preferred style of communicating with clients? (Example: Mobile Phone, Text, Email, Virtual Meetings, Face to Face)
9. How would you rate your familiarity with using online technologies, tools, and applications?
  - a) Not at all Familiar
  - b) Slightly Familiar
  - c) Moderately Familiar
  - d) Very Familiar
  - e) Extremely Familiar
10. What are one or more online technologies, websites, tools, or applications that you currently use and like?
11. What are one or more online technologies, tools, or applications that you currently use and dislike?
12. How open are you to learn new online technologies, tools, or applications that could help assist with directing and communicating your firms design process?
  - a) Not at all Open
  - b) Slightly Open
  - c) Moderately Open
  - d) Very Open
  - e) Extremely Open
13. How much time during the week do you have or want to invest in learning new technologies, tools, or applications? (Example: 1-2 hours, 3-5 hours, 5-7 hours, None, Other (Please Specify))
14. What are the re-occurring general questions that a prospective, new, or returning client asks when inquiring about starting a Recherche interior design project and can you provide a few examples?
15. What are the re-occurring general questions you ask to a prospective, new, or returning client to qualify the project or set the stage for the next phase? (Yes or No)

16. Do you have a script or written set of questions that you use? (Yes or No)  
Can you provide if you do? (Yes or No)
17. What are ways in which you currently educate prospective, new, or returning clients about the Recherche Interior Design Process? (Example: Recherche Branded Design Process Word Document, Phone Consultation, Send Personalized or Template Email, Virtual Meeting, Direct Mail, Printed Brochures, One Sheets, Videos, Online Portal or Website, FAQ page, etc.)
18. In your opinion what would be the most ideal way to educate a prospective, new, or returning client about the Recherche Interior Design Process? (Example: Have materials ready to address specific needs first then be there to follow-up, provide customer online access to FAQ or more comprehensive documents covering different subjects, online knowledge base, videos, etc.)
19. In your opinion please use the list below (taken from your prior companies' design process document) please expound upon the 5 most difficult parts of the process to educate the client on. Please feel free to add something if it is not listed or remove it if it does not apply.

#### Initial Consultation

- space consultation and analysis
- discussing ideas and goals
- visual dialog - defining budget and scope

#### Agreement and Retainer

- written agreement
- signing the agreement

#### Design Process

- conceptual ideas
- technical drawings
- evaluating design plans
- refining schemes
- utilizing necessary experts
- contractor management

#### Technical Drawings

- AutoCAD, Sketchup, and Revit
- tile technical drawings
- furniture technical drawings
- construction technical drawings
- cabinetry technical drawings

#### Contractor Management and Communication

- # of professionals involved in design process
- coordination of project and expectations
- contractor book and construction software to outline details

#### Purchasing

- formal proposals
- getting a signed proposal
- deposits
- tax freight, delivery, and installation charges and invoices
- managing cancelation and return expectations
- product damage

#### Project Management and Expert Coordination

- placing and tracking orders for goods and services
- communications with vendors and contractors
- coordination of delivery and installation

#### Project Completion

- finishing touches, art, and accessories
- possible photography session of the space(s) with client approval

20. What are the 5 main challenges you have faced when trying to educate the client on your design process? (Example: It takes a lot of time, the client does not remember expectations set forth in the contract, it is hard to receive payment, some clients don't understand the billable hours, etc.)
21. Do you think prospective, new, and returning customers have different needs as far as the knowledge and information in which you need to provide them for their best understanding of the design process? If so, can you clarify by including a few examples?
22. Can you list 1-5 design firms that you like, find reputable, or may even be a competitor?
23. Would you find it valuable to have a user-friendly, secure online portal where clients can access anytime to review project files, owner/client can easily share information, and access resources, please indicate yes or no and feel free to explain any likes or dislikes?
24. When you put yourself in the role of a customer who is purchasing a highly custom product that you might not know a lot about, can you list some things that have made you feel or would make you feel more confident about the purchase or transaction? (Example: Being Given a Consultation Package to Keep Electronically on Key Drive or Folder with Printed Information, Follow-up Personalized Email and/or Phone/Text Reminders, Visual Updates, Client Testimonials, Surveys, etc.)

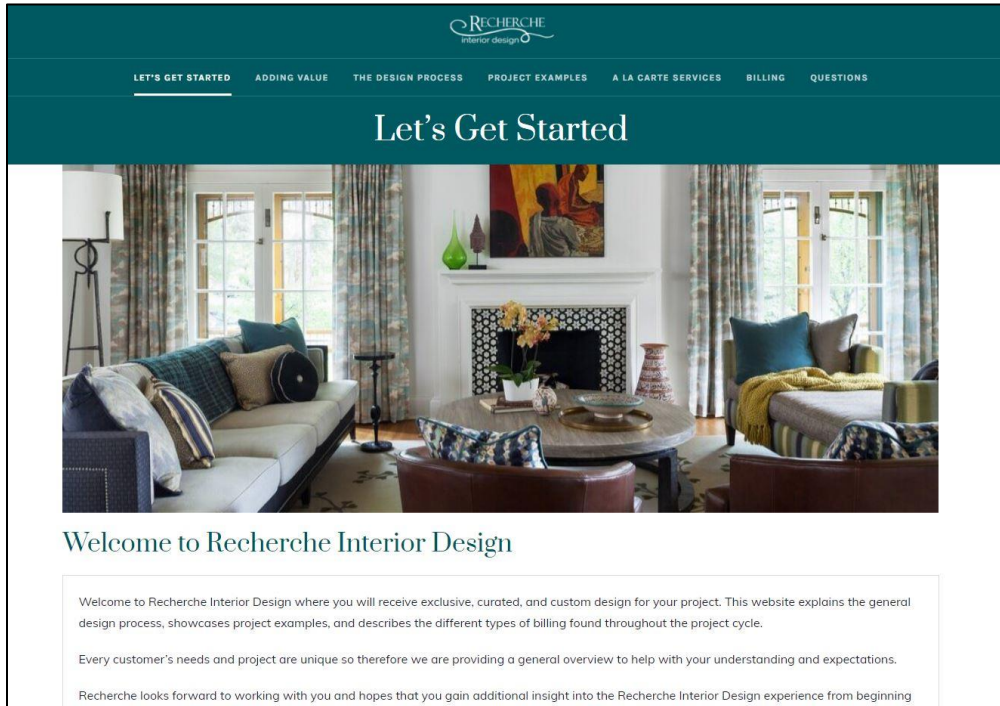
25. Is there anything else you would like to share or provide in this business owner analysis that would help me to better produce an instructional design package to educate clients on the Recherche Interior Design Process? (Example: Yes or No and/or please explain).

## Appendix B: Content Outline Project Structure

- Let's Get Started
- Adding Value
  - Adding Value to Your Project
  - Individualized Projects (Your Project is Unique)
  - Recherche In The Press
- The Design Process
  - Initial Consultation
  - Agreement and Retainer
  - Development of Design
  - Purchasing
  - Project Management and Expert Coordination
  - Furniture Installation
  - Project Completion
- Project Examples
  - Furnishing/Finishing a Room
  - Kitchen/Bath Remodel
  - Entire Home Remodel
- A La Carte Services
  - Overview
  - General Consultation
  - Paint Consultation
  - Art Procurement
  - Accessorizing
- Billing
  - Overview
  - Time Billing
  - Product Billing
  - Receiver Billing
- Contact
- Footer
  - Include PDF Download

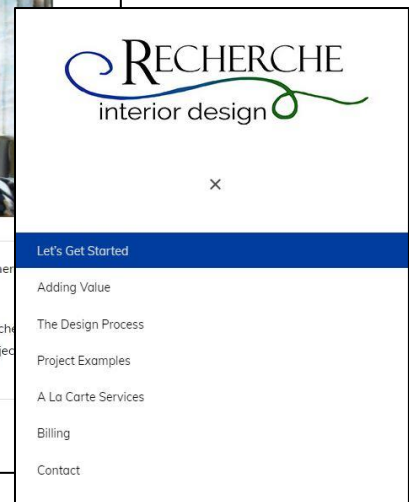
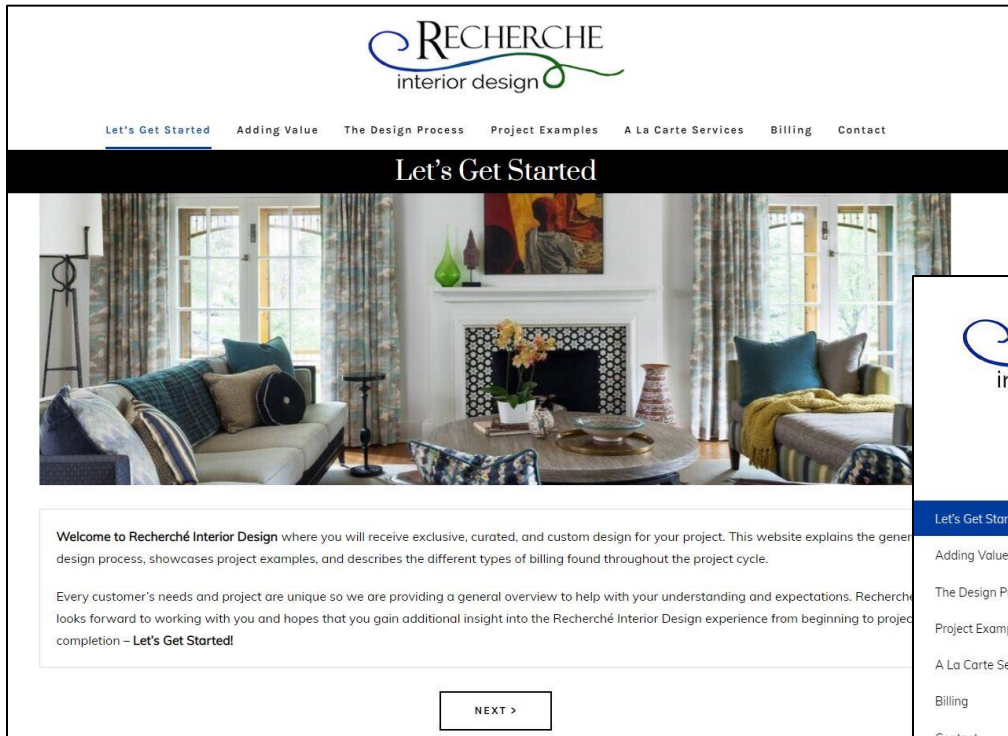
# Appendix C: Examples of Design Modifications Made

## Before



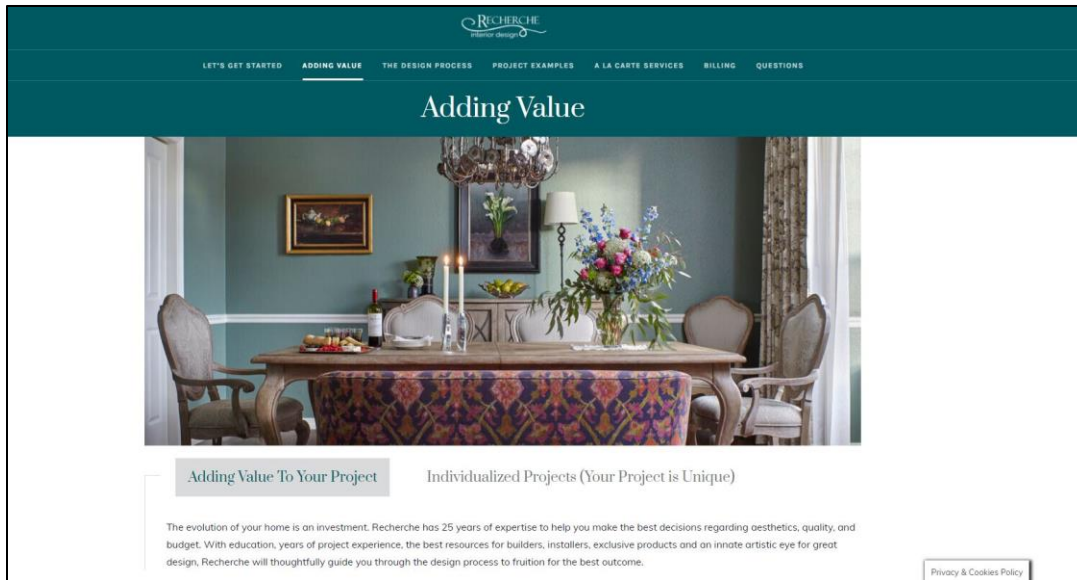
Example of changes to the overall color scheme, navigation, button colors, making the logo larger, and fixed the mobile menu.

## After

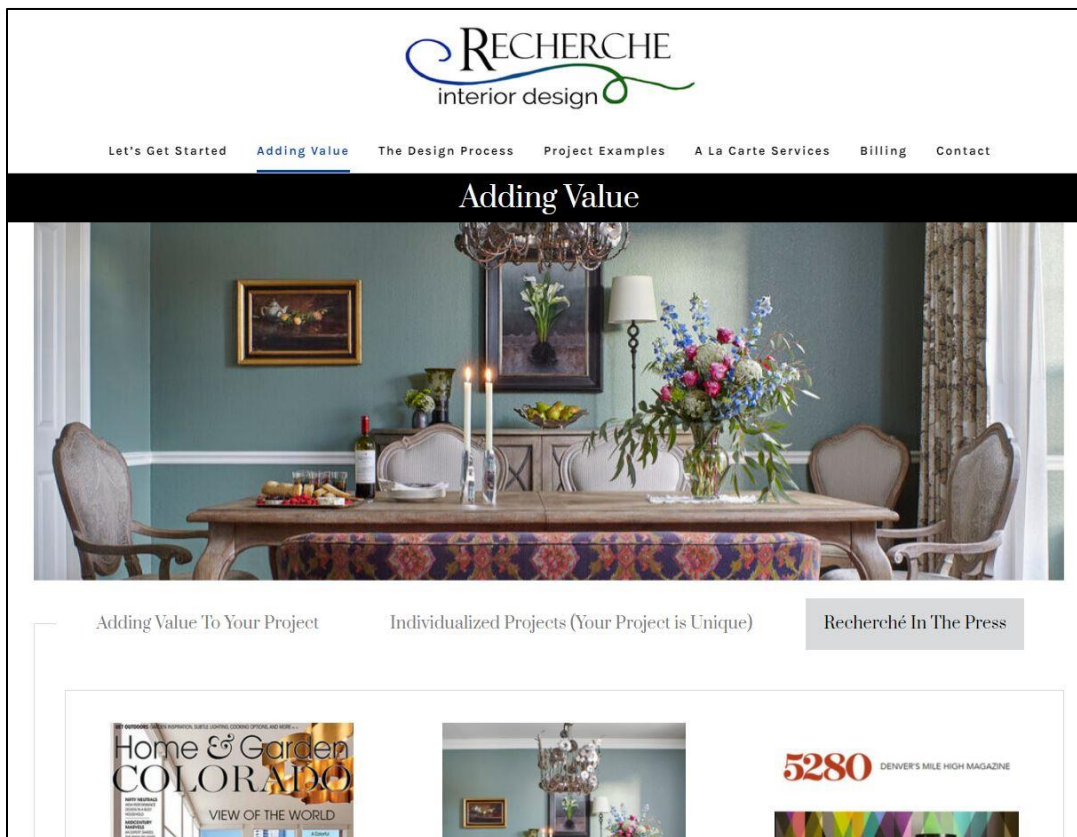


Mobile Menu

Before

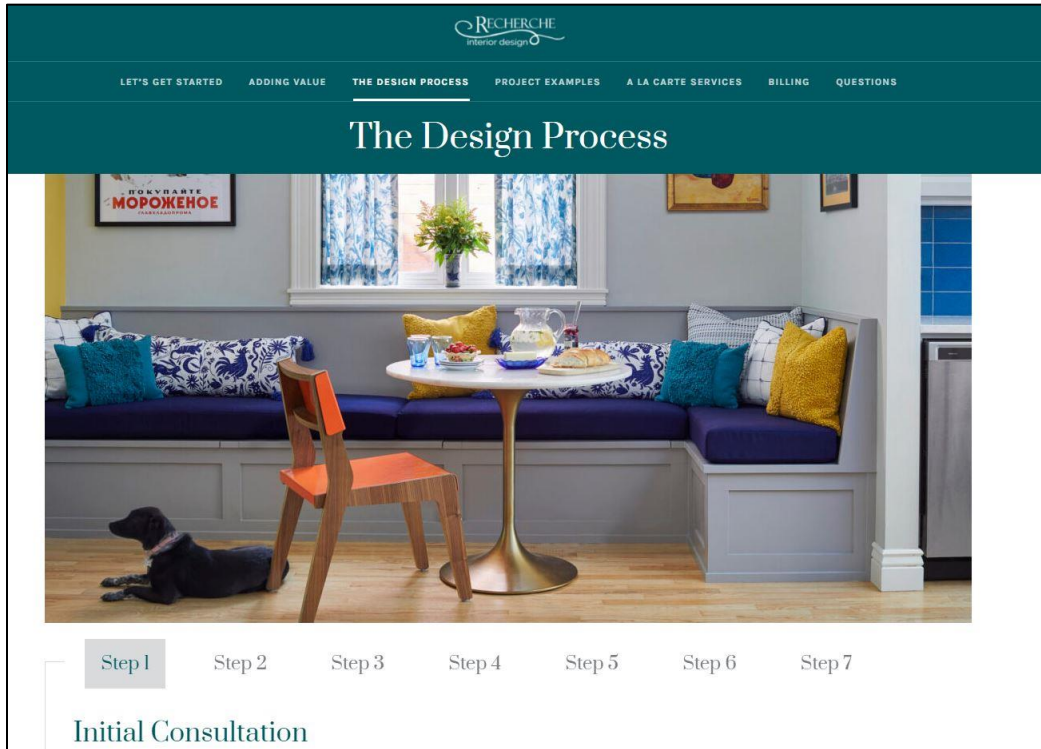


After



Example of adding an additional tab such as "Recherche In The Press" which was suggested by a pilot tester after she viewed the official website.

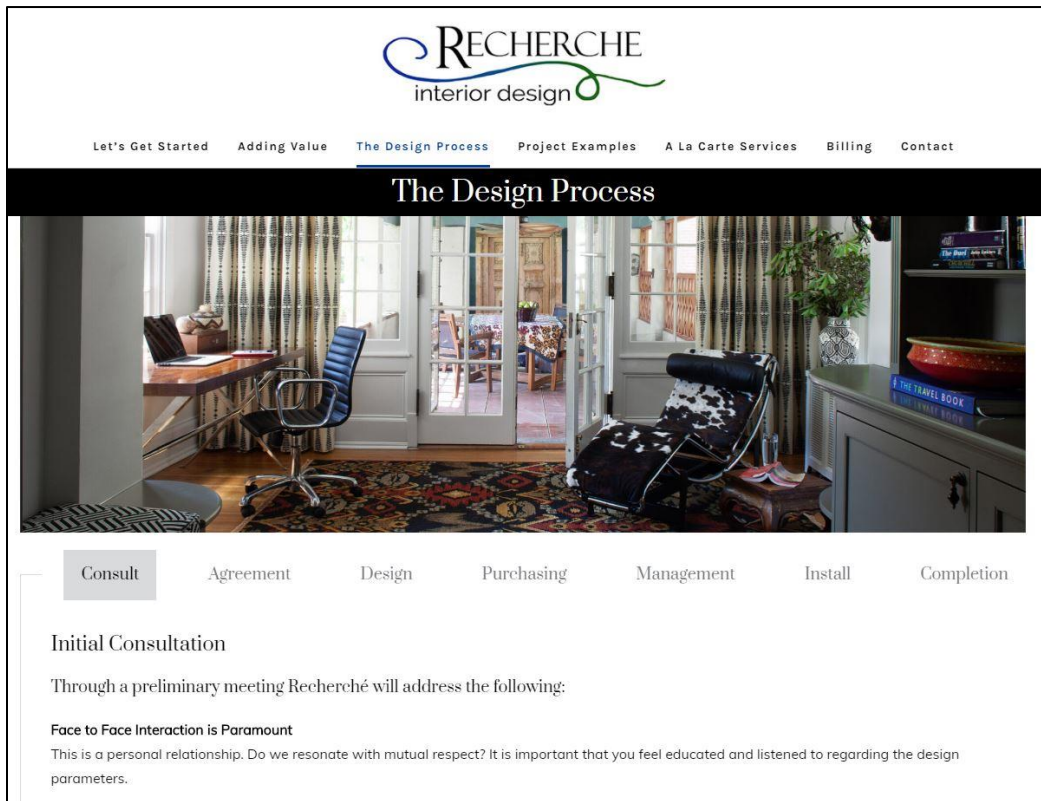
Before



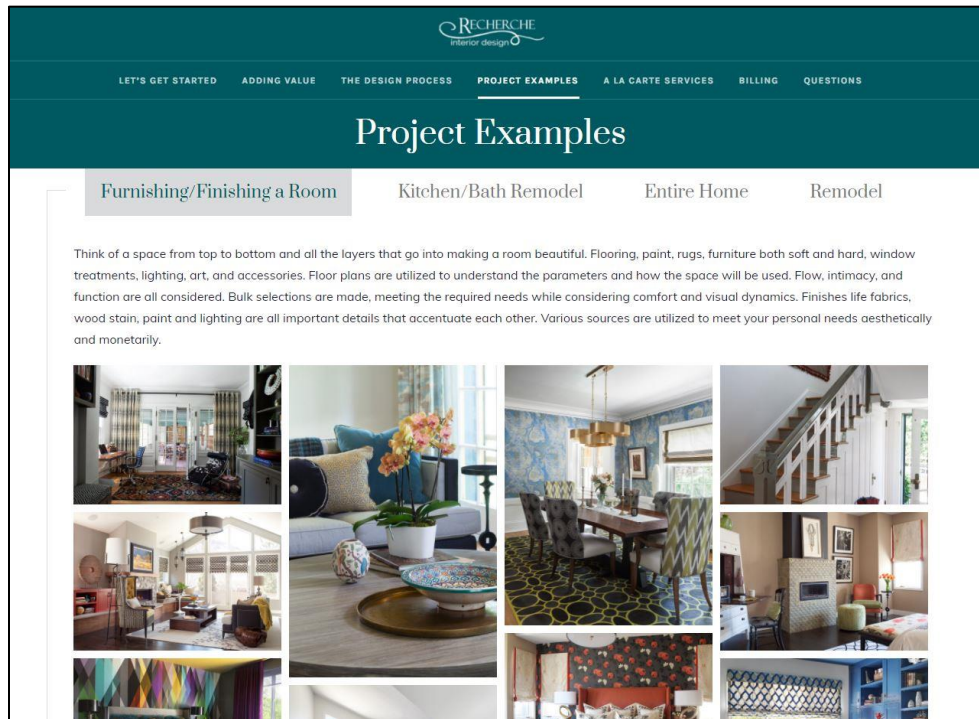
Example of changing the tabs in “The Design Process” tab from steps to a more descriptive name.

I didn’t want the tabs to create two rows, so I simplified the titles, although this may not be a satisfactory design modification, but was necessary for the first iteration.

After



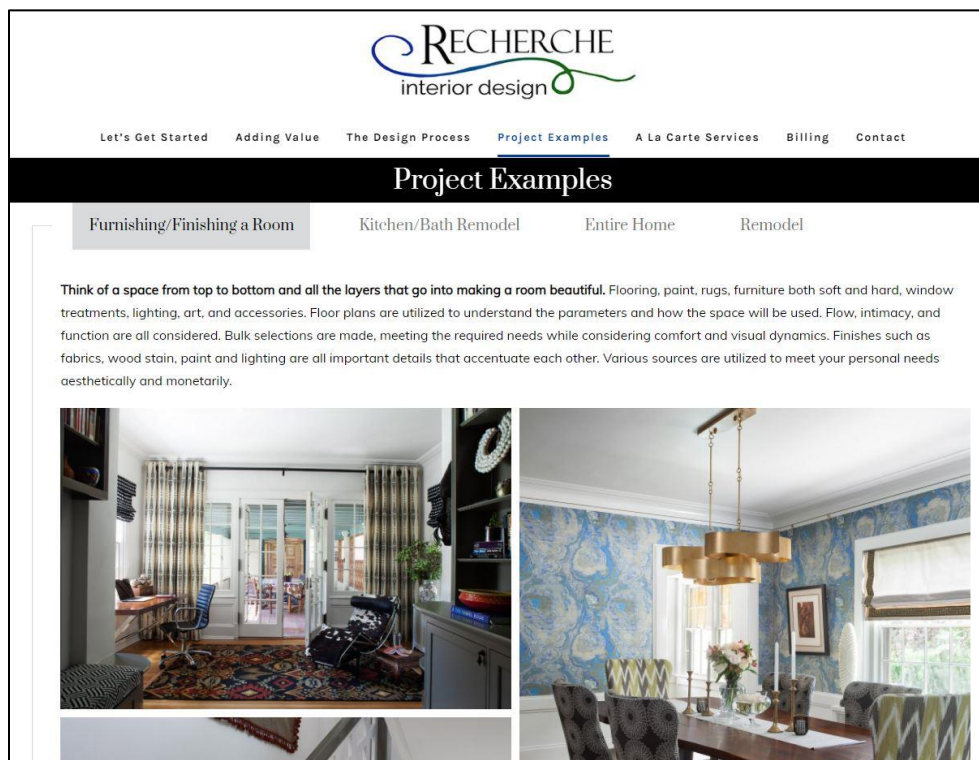
## Before



Example of changing the "Project Examples" galleries to show 2 pictures in a column and provide a larger view of the photo.

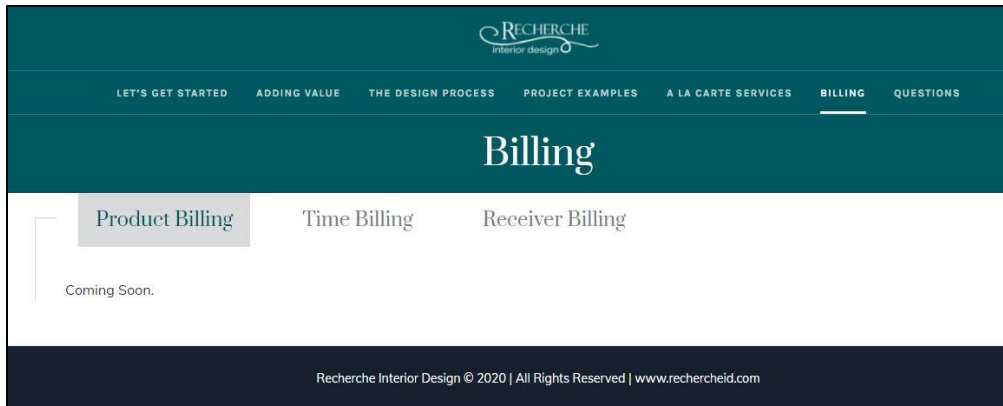
The photo light box (when you click on a photo to make it larger), was changed to a white background from a dark background, so that it matches the website theme as well.

## After



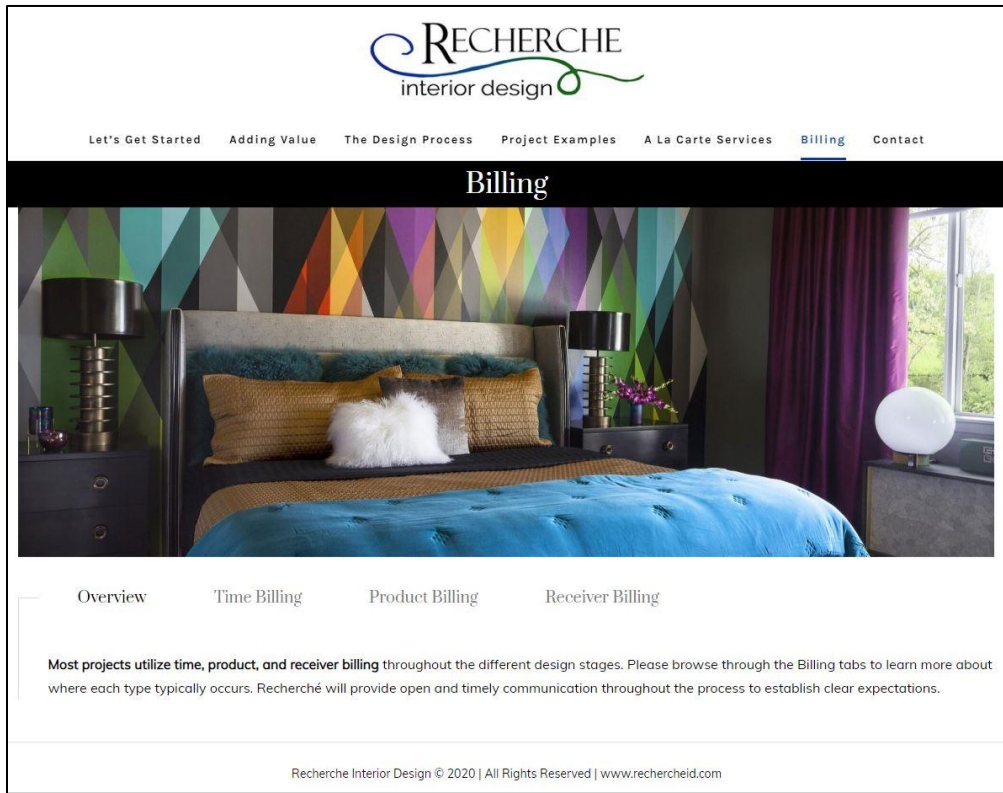


Before



Example of populating content for the "Billing" section, based on the meetings I had with the client.

After



## Before

RECHERCHE  
interior design

LET'S GET STARTED   ADDING VALUE   THE DESIGN PROCESS   PROJECT EXAMPLES   A LA CARTE SERVICES   BILLING   **QUESTIONS**

# Questions

### Additional Questions?

Thank you for taking the time to review how the design process works and the value that Recherche Interior Design will bring to your unique project. If you have additional questions please use the form below, email [erika@rechercheid.com](mailto:erika@rechercheid.com), or call Erika directly at 720-839-0321. You can also visit the official website at [www.rechercheid.com](http://www.rechercheid.com).

Example of changing the Contact page to remove the bathroom photo suggested by one pilot tester and include a contact form with a picture of the designer.

## Second Change

RECHERCHE  
interior design

Let's Get Started   Adding Value   The Design Process   Project Examples   A La Carte Services   Billing   **Contact**

# Contact

Thank you for taking the time to review how the design process works and the value that Recherche Interior Design will bring to your unique project. Please use the form below, email [erika@rechercheid.com](mailto:erika@rechercheid.com), or call Erika Rundiks directly at 720-839-0321 to get started with your project or if you have additional questions. You can also visit the official website at [www.rechercheid.com](http://www.rechercheid.com).

YOUR NAME (REQUIRED)


YOUR EMAIL (REQUIRED)

SUBJECT

YOUR MESSAGE

Another pilot tester thought it was a good idea to add the definition of Recherche, so I took from the official site and combined on this page.


Third Change:



Let's Get Started   Adding Value   The Design Process   Project Examples   A La Carte Services   Billing   Contact

## Contact

### Erika Rundiks



### At your service.

What is the origin of RECHERCHE? sought out, rare, exotic, obscure, elegant, comes straight from French recherch , the past participle of the verb rechercher "to look for carefully, research."

**Thank you for taking the time** to review how the design process works and the value that Recherch  Interior Design will bring to your unique project. Please use the form below, email [erika@rechercheid.com](mailto:erika@rechercheid.com), or call Erika Rundiks directly at **720-839-0321** to get started with your project or if you have additional questions. You can also visit the official website at [www.rechercheid.com](http://www.rechercheid.com).

YOUR NAME (REQUIRED)

YOUR EMAIL (REQUIRED)

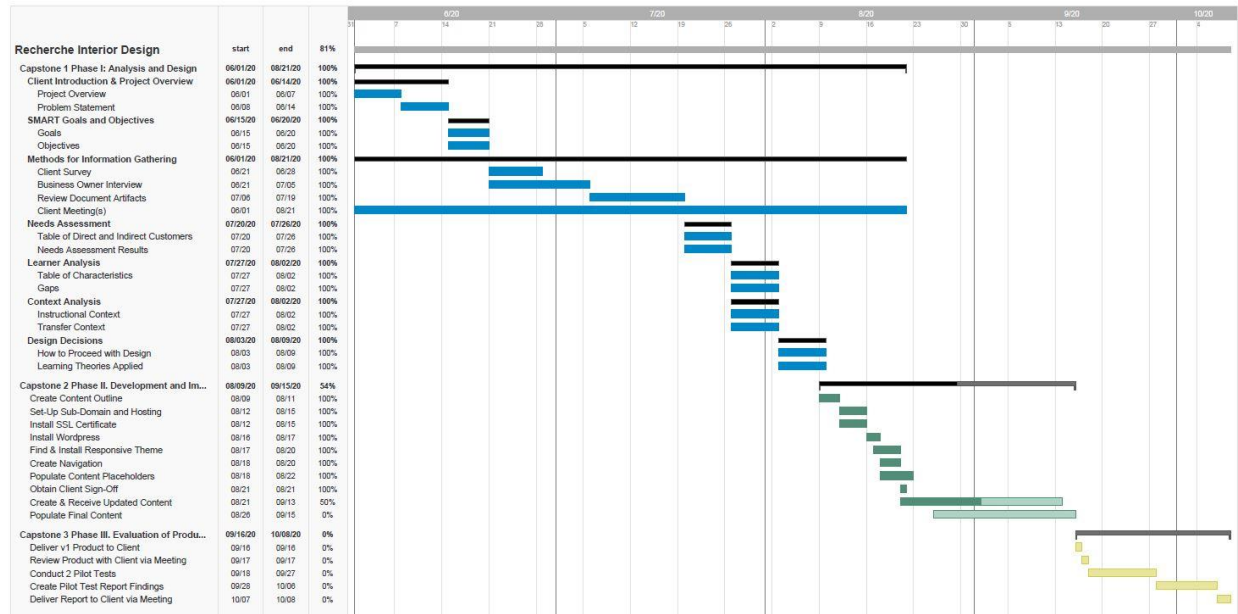
## Appendix D: Suggested Modifications and Updates Made to the First Iteration

Description	Status
Change Color Scheme of Website from Teal to White / Minimal Look	Done
Make Logo Larger to Match Official Website	Done
Update Mobile Menu for Visibility and Usability	Done
Update Page Heading (H1) Font Sizes to Make Slightly Smaller	Done
Update Photo Galleries to Display 2 Thumbnails Per Row	Done
Add Press Articles Underneath Adding Value	Done
Add About the Designer	TBD
Remove Steps Under Design Process and Use Descriptive Titles	Done
Add Bottom Navigation to Each Page Notes: Need to find a work around, as not apparent how to accommodate with the current theme's tab functionality.	Won't Do Now.
Add Gallery Under Project Examples Remodel Tab	Done
Remove Bathroom Picture on Contact Tab	Done
Add Designer Picture, Recherche Definition, and Form to Contact Tab	Done
Remove External Links on Tabs Other than Contact Page to Eliminate Distractions	Done
Create Downloadable PDF of Site as Secondary Content Format	Done
Add More Photos to Project Examples > Entire Home Tab	Done
Make Content and Typo Updates Where Suggestions Were Made by Pilot Testers	Done
Updated Recherche to Recherche Throughout Content	Done
Add Vendor Partner Page	Client does not want to add.

## Appendix E: Example of Project Task List

Krista M. Rundiks							
WBS #	Name / Title	Type	Start Date	End Date	Estimated Hours	Percent Complete	Task Color
1	Recherche Interior Design	project	6/1/2020	10/8/2020	200	81.02	
1.1	Phase I: Analysis and Design	group	6/1/2020	8/21/2020	80	100%	
1.1.1	Client Introduction & Project Overview	subgroup	6/1/2020	6/14/2020		100	
1.1.1.1	Project Overview	task	6/1/2020	6/7/2020		100	blue
1.1.1.2	Problem Statement	task	6/8/2020	6/14/2020		100	blue
1.1.2	SMART Goals and Objectives	subgroup	6/15/2020	6/20/2020		100	
1.1.2.1	Goals	task	6/15/2020	6/20/2020		100	blue
1.1.2.2	Objectives	task	6/15/2020	6/20/2020		100	blue
1.1.3	Methods for Information Gathering	subgroup	6/1/2020	8/21/2020		100	
1.1.3.1	Client Survey	task	6/21/2020	6/28/2020		100	blue
1.1.3.2	Business Owner Interview	task	6/21/2020	7/5/2020		100	blue
1.1.3.3	Review Document Artifacts	task	7/6/2020	7/19/2020		100	blue
1.1.3.4	Client Meeting(s)	task	6/1/2020	8/21/2020		100	blue
1.1.4	Needs Assessment	subgroup	7/20/2020	7/26/2020		100	
1.1.4.1	Table of Direct and Indirect Customers	task	7/20/2020	7/26/2020		100	blue
1.1.4.2	Needs Assessment Results	task	7/20/2020	7/26/2020		100	blue
1.1.5	Learner Analysis	subgroup	7/27/2020	8/2/2020		100	
1.1.5.1	Table of Characteristics	task	7/27/2020	8/2/2020		100	blue
1.1.5.2	Gaps	task	7/27/2020	8/2/2020		100	blue
1.1.6	Context Analysis	subgroup	7/27/2020	8/2/2020		100	
1.1.6.1	Instructional Context	task	7/27/2020	8/2/2020		100	blue
1.1.6.2	Transfer Context	task	7/27/2020	8/2/2020		100	blue
1.1.7	Design Decisions	subgroup	8/3/2020	8/9/2020		100	
1.1.7.1	How to Proceed with Design	task	8/3/2020	8/9/2020		100	blue
1.1.7.2	Learning Theories Applied	task	8/3/2020	8/9/2020		100	blue
1.2	Phase II. Development and Implementation	group	8/9/2020	9/15/2020	80	98%	
1.2.1	Create Content Outline	task	8/9/2020	8/11/2020		100	green
1.2.2	Set-Up Sub-Domain and Hosting	task	8/12/2020	8/15/2020		100	green
1.2.3	Install SSL Certificate	task	8/12/2020	8/15/2020		100	green
1.2.4	Install Wordpress	task	8/16/2020	8/17/2020		100	green
1.2.5	Find & Install Responsive Theme	task	8/17/2020	8/20/2020		100	green
1.2.6	Create Navigation	task	8/18/2020	8/20/2020		100	green
1.2.7	Populate Content Placeholders	task	8/18/2020	8/22/2020		100	green
1.2.8	Obtain Client Sign-Off	task	8/21/2020	8/21/2020		100	green
1.2.9	Create & Receive Updated Content	task	8/21/2020	9/13/2020		100	green
1.2.10	Populate Final Content	task	8/26/2020	9/15/2020		80	green
1.3	Phase III. Evaluation of Product	group	9/16/2020	10/8/2020	40	98%	
1.3.1	Deliver v1 Product to Client	task	9/16/2020	9/16/2020		90	yellow
1.3.2	Review Product with Client via Meeting	task	9/17/2020	9/17/2020		100	yellow
1.3.3	Conduct 4 Pilot Tests	task	9/18/2020	9/27/2020		100	yellow
1.3.4	Create Pilot Test Report Findings	task	9/28/2020	10/6/2020		100	yellow
1.3.5	Deliver Report to Client via Meeting	task	10/7/2020	10/8/2020		100	yellow

## Example of Gantt Chart



## Appendix F: List of Client Meetings Throughout Project Duration

Meeting Date	Meeting Time	Description
Tue, May 26	11:00AM – 11:30AM	Project Introduction
Sat, May 30	6:00PM-6:45PM	Review Client Survey Questions and Process
Sun, May 31	10:00AM-10:45PM	Business Owner Interview
Thu, June 18	7:30AM-9:00AM	Business Owner Interview Part 2 Review Client Survey Answers
Thu, Jun 25	7:30AM-9:00AM	Clarification and Updates on Analysis if Needed
Thu July 2	7:30AM-8:45AM	Billing / Invoice Process Brainstorming
Wed, July 8	7:30AM-8:45AM	Review Budget and Service Tiers
Thu, July 23	7:30AM-8:15AM	Review Internship Proposal
Thu, August 6	7:30AM-8:45AM	Review Next Steps
Fri, August 21	7:30AM-8:30AM	Review Progress / Client Feedback
Thu, Sept 3	7:30AM-8:30AM	Review Progress / Client Feedback
Thu, Sept 17	7:30AM-8:15AM	Review Pilot Test Results / Client Feedback
Thu, Oct 8	7:30AM-8:30AM	Hand-Off First Iteration of Product