

Support Crew Website Rebuild

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Client: Kelly Banks, Janet

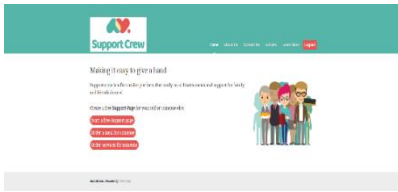


Figure 2 Image of the website

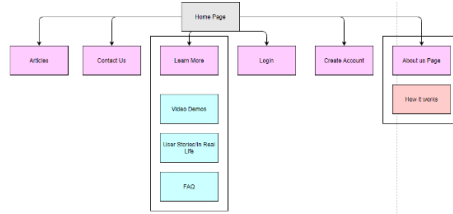


Figure 1 Sitemap of final website

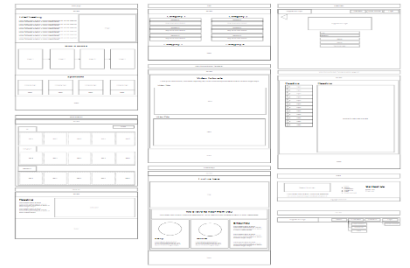


Figure 3 Design of final pages

INTRODUCTION

This project involved rebuilding and redesigning an existing website called 'Support Crew'. It is meant for those who face any life-events, crisis or seek help allowing them to request or send meals and or services to friends, loved ones or family.

The website was originally built by Kelly and Janine after they both experienced personal crises. It was built using WordPress, they discussed migrating it to SilverStripe as their organisation's website will be moving onto CMS.

Another aim of the website was to be informative in helping people understand they are not alone and are allowed to ask for help. This included a three-platform-site. The platforms are 'Support Crew', 'Support Platform', and 'Givestore'.

DEVELOPMENT

The CMS was developed using Agile UX methodology. During our first meeting, we discussed ideations processes and requested a branding manual.

We have developed helpful documentation, performed user research including, focus groups, expert heuristic evaluations, sitemaps, wireframes, UI / UX requirements, personas, and investigated google analytics.

We also researched add-ons that will be required when building this project for Intercom, accordion blocks for F.A.Q., shopify, and content blocks.

CONCLUSION

The project has been impacted by the complexity of the SilverStripe CMS and was re-scoped into a functional prototype.

We have handed over detailed information and recommendations for future development.

The next project team could further progress this project by adding add-ons, further implementing content from the old website, conducting more user testing at each stage to ensure each element is usable and legible, and finishing off this rebuild.