Women Against Abusive Relationships (WAAR)

Executive Summary

Community Partner
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Background

Women Against Abusive Relationships (WAAR) is a Pittsburgh-based volunteer organization that aims to break the cycle of domestic violence by providing education, awareness, and prevention programs. They offer relationship workshops, critical information and resources, and empowerment activities. WAAR currently maintains an online presence through its website, waarheals.org, and frequent social media activity. The organization is led by founder and executive director Roxanne Elizabeth Epperson. The revamp project for their website aims to improve organization, content updates, and Americans with Disabilities Act(ADA) compliance to make it a more effective platform for promoting programs and events.

Project Description

Project Opportunity

The project opportunity involved creating a technology-based solution to improve two key areas of a website for the organization, WAAR. Firstly, the website needed proper organization and content updates to make it easier for visitors to find information on support projects, services, and opportunities to engage with the founder. Secondly, the website needed to meet all accessibility standards to ensure that everyone, including those with disabilities, could fully utilize the website's information and resources. The team identified ADA compliance issues using WAVE(Web Accessibility Evaluation Tools) and planned to address these issues with WordPress's customizable fields, labels, and colors. Improving the website's content and infrastructure and ensuring ADA compliance was crucial to providing equal and quality access to WAAR's resources and support.

Project Vision

The vision of the project was to create a user-friendly and accessible website for WAAR that effectively communicates its mission and supports its community. The team aimed to provide seamless navigation and ensure ADA compliance while focusing on user-centered design to revamp the website and better serve the community.

Project Outcomes

This project focused on improving the accessibility and infrastructure of the WAAR website, with the goal of ensuring compliance with the ADA and enhancing user experience. The team

made necessary changes to WordPress to improve accessibility, including implementing a new color scheme and fixing various content errors. The team also made changes to the website's information architecture, including removing submenus and fixing routing issues, to enhance usability. The project resulted in a more accessible and user-friendly website for all visitors, as well as improved understanding and capacity for the client and their staff regarding ongoing maintenance and monitoring for ADA compliance.

Project Deliverables

The project deliverables for the Women Against Abusive Relationships consulting project include seven items: a newly published website, a new sign-up form for its new initiative, client meeting notes, a technical account access document, an ADA design document, a list of outstanding issues document, and a WAAR project transition document. These deliverables provide the client with necessary information related to understanding and maintaining the WAAR website, such as technical data access, design decisions made for ADA compliance, a list of remaining issues, and a detailed overview of the changes made to the website. All the deliverables were sent in a single email to the client.

Recommendations

1. Implement ongoing training for website administrators and content creators to ensure continued ADA compliance and website accessibility.
2. Ensure reliable and ADA-compliant plugins.
3. Develop a more comprehensive social media strategy to increase outreach and awareness of WAAR's mission and services.
4. Recommend a new web hosting service.

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Student Consulting Team

Cathryn Lin served as project manager. She is a Junior in Information Systems and Human-Computer Interactions. She is looking toward a career in product management.

Amy Deng, responsible for client relationship management, is a Junior in Information Systems with a concentration in UX. She is looking toward a career in software engineering.

Meixuan Li, responsible for quality assurance responsibilities, is a Senior in Information Systems and Human-Computer Interactions. She will be doing a one-year Master's program at CMU and is looking toward a career in software engineering.