

Raising Public Visibility: Communication Design for the Bangkok Refugee Center



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Abstract

This report describes our efforts to aid the Bangkok Refugee Center (BRC), an NGO which provides aid, such as basic education and legal assistance, to over 1300 refugees and asylum seekers in Thailand. Due to the BRC's ambitions to expand its communications capabilities, we developed and launched a sustainable website accessible to potential donors, refugees, and asylum seekers, as part of a larger strategy to raise its public visibility and fundraising.

Acknowledgements

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Acronyms

ARC:	America Refugee Committee
BRC:	Bangkok Refugee Center
BRLC:	Bangkok Refugee Learning Center
CASIN:	The Center for Applied Studies in International Negotiations
COERR:	Catholic Office for Emergency Relief and Refugees
CSS:	Cascading Style Sheets
DWT:	Dynamic Webpage Template
ICM:	International Christian Ministry
IE:	Microsoft Internet Explorer
JRS:	Jesuit Refugee Service
NGO:	Non-governmental Organization
RMO:	Resource Mobilization Officer
RSD	Refugee Status Determination
UN:	United Nations
UNHCR:	United Nations High Commissioner for Refugees
USDHHS:	United States Department of Health and Human Services
W3C:	World Wide Web Consortium

Executive Summary

At the end of 2007, there were over 400,000 refugees in Thailand. Refugees are people who have fled their countries out of a fear of persecution, and must turn to other countries for their survival. Due to immigration laws of the Thai State, refugees are often viewed as illegal migrants and some are forcibly returned to their home countries. The United Nations High Commission for Refugees (UNHCR) is an international body which officially recognizes refugees, provides aid, and most importantly, facilitates the resettlement of refugees. Until refugees are registered by the UNHCR, they are called *asylum seekers*, an important distinction as registered *refugees* are able to receive the aid and resettlement help of the UNHCR, while *asylum seekers* are not. However, the UNHCR's ability to help refugees is restricted by the Thai State, and so they are unable to provide much more than resettlement assistance.

Fortunately, a handful of NGOs help refugees in Thailand, attempting to fill the service gap created by the government. The Bangkok Refugee Center (BRC) is one such organization, offering financial aid, medical care, legal assistance, basic education, vocational training, and a sense of stability to over 1300 refugees and asylum seekers in urban Thailand.

The BRC receives nearly all of its funding from the UNHCR. However, due to UNHCR policy in Thailand, this funding can only be used to help refugees, forcing the BRC to rely upon independent fundraising to support their asylum seeker population. In addition, BRC has a small donor audience and a limited communication plan, which restricts their ability to inform donors of their work, and further limits the organization's ability to fundraise. Despite these financial limitations, the BRC is a highly ambitious organization, expanding its services yearly to meet the needs of Bangkok's ever-burgeoning refugee and asylum seeker population.

The ability to communicate is vitally important to NGOs, who often use communication to raise public awareness of their cause and to conduct fundraising. As the first step in a larger communication plan, the BRC desired a website that would serve dual purposes: first, as a communication method for raising awareness in potential donors; second, as an education resource for refugees and asylum seekers, providing them with guides to the services of the BRC and the processes of the UNHCR.

Our project goal was to aid the BRC by designing a sustainable website, accessible to potential donors, refugees, and asylum seekers, as part of a larger strategy to raise the BRC's public visibility. Working with the BRC, we used the following steps to achieve our goal:

- Objective 1** *Gather information on the BRC community: their philosophies and services, as well as their communication capabilities and needs.*
- Objective 2** *Examine the characteristics of the BRC's target audiences: potential donors, as well as refugees and asylum seekers.*
- Objective 3** *Develop website content designed to appeal to donors and educate refugees, conveying the credibility of the BRC, without posing a risk to the BRC community.*

Objective 4 *Design and implement a website for the BRC capable of informing its target audiences and conducting fundraising.*

Objective 5 *Design a maintenance strategy for updating and developing the BRC's website, in order to ensure the sustainability of the website.*

Methodological Approach to Designing the Website

Working with the BRC community to design the website: Collaborating with the BRC community – staff, refugees, and asylum seekers – allowed us to build a website capable of satisfying their needs. Through daily conversations and interactions with staff, refugees and asylum seekers, and by regularly teaching classes, we immersed ourselves in the BRC community, which allowed us to gain their trust. As we developed a strong relationship with the BRC community we improved our insight into how the organization could be accurately represented on the website. We attempted to involve the BRC community in the website development process by designing the website in weekly stages, each with a round of review by members of the BRC. This collaboration was important as it allowed the BRC community to shape the evolution of the website.

Ethical concerns in the development of website content: We wanted the website to represent refugees and asylum seekers, allowing potential donors to learn about these vulnerable individuals. However, posting their information on the BRC website could place these individuals at risk: facing arrest and forced deportation if exposed. We worked together with the BRC legal officer to create procedures for informed consent as well as assessing refugee and asylum seeker risk. We considered anonymity of the utmost concern when representing refugees and asylum seekers, which we followed by not displaying their faces or revealing their names in website content.

Other considerations for the website involved the BRC's delicate political situation in Thailand, as the BRC's interactions with refugees could be viewed negatively by the Thai State, and understandably, different members of the BRC's population may harbor negativity towards Thailand's government. Because of these views, it was important to represent the BRC in a neutral manner on the website, so as to not upset the fragile balance between the BRC and the Thai State.

Using best practices for NGO websites: We followed a number of best practices for NGO website design when developing the BRC website. These guidelines aided us in making the website accessible and visually appealing. We learned about visual design concerns such as the readability of fonts, based upon their size and font type, color scheme considerations, and the effectiveness of various webpage layouts. These best practices also affected the content of the website, teaching us about writing styles and formatting, and the importance of displaying credibility to visitors.

Credibility was particularly important component of NGO web design, dictating the trustworthiness of an organization. Our best practice research indicated that the website would need to establish the BRC's legitimacy by accurately displaying its actions and beliefs.

Designing and developing for sustainability: Maintenance was of high importance to the design of the BRC website, as its staff members lacked a technical background, making them ill-equipped to simply assume control of the website. We designed the website with sustainability as a core concern, while attempting to optimize its ease-of-maintenance, so to ensure the website's success. To aid the survival of the website, we wrote a manual which can be used to learn about and develop the website. Additionally, we integrated simple instructions into the website's code, providing users with simple explanations for how to manipulate the code as well as its effect on the website.

Central Considerations in the Design of the BRC Website

Establishing an organizational image for the BRC: We interviewed BRC staff to facilitate the development of a public image for their organization: an image developed from the unification of many perspectives on the beliefs and goals of the BRC. We learned that a central tenet of the BRC philosophy was their belief in helping people in need, and that this belief should be a central consideration in designing the website. Through our continued work with the BRC we helped them to refine their ideas, creating a mission statement: "*To ensure that all asylum seekers and recognized refugees enjoy personal security and safety through an increased protection and more efficient provision of assistance.*" Additionally, we aided the BRC community by facilitating the creation of its logo through a community-wide contest. Through the contest, a logo was selected to which exemplified the beliefs of the BRC. We utilized both the mission statement and logo on the website, in order to incorporate these components into the organization's identity, aiding the credibility of the BRC by establishing and displaying its core values.

Understanding the Thai donor audience: We communicated with refugee-aiding NGOs and researched Thai philanthropy to gain a better understanding of the Thai audience and their characteristics as donors, especially to learn what would make the website and its content more appealing to them. We learned that Thai donors:

- *Are less philanthropically active than most audiences;*
- *Are more inclined to donate to aid children and the elderly and those of South East Asian ethnicity;*
- *Correlate the visual appeal of a websites to its credibility;*
- *Tend to be highly critical of NGOs, believing that their work indicates a place where a government's policies are lacking.*

In order to appeal to this audience, we determined that the website would need to be visually appealing, while emphasizing the aid that the BRC provides to needy individuals. Importantly, we worked to remove any material related to the Thai State and we created content which did not focus upon the *reasons for the needs* of refugees and asylum seekers, but instead, upon the *needs themselves*.

Needs of the refugee and asylum seeker audience: Through interviews with NGOs and interactions with the BRC community, we learned about the accessibility needs of refugees and asylum seekers. For example, by teaching classes, we learned about the

education levels of refugees and asylum seekers, particularly their reading comprehension, language ability, and computer proficiency. In addition, we used a simple questionnaire to learn more about the knowledge and abilities of the refugees and asylum seekers. For targeting refugees and asylum seekers, we found several potential limitations:

- *Most refugees and asylum seekers are able to speak and read English, but at a low level of fluency.*
- *Computer proficiency of refugees and asylum seekers varied considerably, from no knowledge to high levels of proficiency.*
- *Refugees and asylum seekers infrequently use and have limited access to computers.*

In order to raise the accessibility of the website to refugees and asylum seekers, we simplified the website design and content by making them **simply worded, direct** and **intuitive**. However, the BRC will need to encourage their community to use the website in order to raise awareness of its benefits to refugees and asylum seekers.

Website Content

The Bangkok Refugee Center website, brcthai.org, is a versatile tool through which the organization can use to communicate with refugees, asylum seekers, and potential donors, each section of content developed for a specific purpose:

Home	<p>About Us: <i>This section is the core of the website, explaining the beliefs of the BRC, its history, as well as its governing principles: its mission statement and vision statement. All of these sections are designed to acquaint visitors with the BRC, and to immediately inform potential donors of what the BRC does and why it is an important NGO.</i></p> <p>Events and Projects: <i>This section is designed to keep visitors up-to-date on the work of the BRC. This section contains information on recent and past events, as well as information on the projects of the BRC and a link to the BRC’s calendar of events.</i></p>
About Us	
Events and Projects	
Refugee Stories	
Services	
For Refugees Asylum Seeker	
How You Can Help	
Contact Us	

Figure 1 Navigation Menu

Refugee Stories: *Designed to give potential donors insight into the lives of refugees and how they have been affected by the BRC, this section is a central component of the website. This section contains quotes from refugees and asylum seekers, selected to elicit an empathetic response in the reader, organized under thematic topics, such as “Arriving in Thailand” and “Hopes and Future Ambitions.”*

Our Services: *This section details all of the services of the BRC – medical, educational, legal, social and others – with a photo of the facility, explanations of the services offered, and information and a photo of associated staff. This section is designed to familiarize potential donors, on a detail-level, with the work of the BRC.*

For Refugees and Asylum Seekers: *This section is designed to educate refugees and asylum seekers. It contains information on the processes of the UNHCR, the resettlement process, and the services of the BRC, as well as lessons from the BRC's classes.*

Refugee Art Gallery: *This section allows donors to view the artwork of refugees and asylum seekers, allowing visitors to view paintings and to purchase them through donation.*

How to Help: *This section prompts visitors to donate to the BRC, and in addition it provides information on alternate ways to help the BRC, such as through donating goods and volunteering.*

Recommendations

Our work is also a framework by which the BRC can launch and advertise future projects and initiatives and it provides the BRC community with a foundation for future fundraising and refugee education endeavors. However, the BRC intends for the website to be part of a much larger communication plan, one which works to enhance their organization's public visibility in years to come. In order to aid the BRC in the development of their communication plan, we developed recommendations designed to improve, help maintain, and expand the BRC's new website. We recommend that the BRC:

1. **Translate the website's content into Thai language.** Most Thai NGO websites have language settings providing content in both Thai and English language. For potential donors this function will likely make a dramatic difference. Our research has shown that potential Thai donors are likely to be significantly more proficient in Thai than English. We incorporated features into the website so that translation can be accomplished without difficulty.
2. **Disseminate knowledge about the website throughout the BRC community to accelerate the use of the website as an information resource.** The BRC can utilize the website to educate their community; however, informing the BRC community about the website is a crucial first step. By working to inform the BRC community of this resource, refugees and asylum seekers may learn of the website's existence and features. To initiate informing their community, the BRC could take simple measures to disseminate information, such as classroom-based presentations, word-of-mouth, and by setting the homepages of the BRC's computers to their website.
3. **Perform biweekly observations on the website's usage activity in order to gauge its effectiveness and to maintain the websites integrity by testing for errors and updating content.** A biweekly check would allow for the overall site usage to be checked so that the effectiveness of the website could be tracked, and upkeep would also allow for the detection of any bugs and errors.

4. **Utilize the website as a framework for disseminating information regarding its new projects and initiatives by updating its existing content sections and adding new content.** The BRC will be able to raise the public appeal of its website by the addition of new and varied content on a consistently regular basis. These updates maintain the credibility of the website and BRC, and may continue to attract donors with new material.
5. **Continue expanding communication capabilities through the addition of new features and functions to the BRC website.** In order for the BRC website to be appealing and usable into the future, we recommend that the BRC develop new functions for the website, such as donor-friendly features on the BRC's new projects and or fundraisers and further education materials useable for teaching in the BRC classrooms and accessible by those refugees and asylum seekers outside the BRC.
6. **Develop and implement new communication tools.** Our research suggests that the most important additions to the BRC's communications arsenal would be a donor presentation, quarterly newsletter, welcome email, and a brochure designed specifically for potential donors. These tools provide several important features, such as familiarizing visitors with the BRC, provide donors reminders and updates of BRC events.

Conclusion

While its public visibility may not be immediate, the website's implementation can play an increasingly important role for the BRC community into the future. Our work at the BRC suggests that this project will have a significant impact upon the BRC community. We have developed a website designed around a number of specifications, with content developed for potential donors in Thailand, as well as refugees and asylum seekers. The website is already capable of a number of functions, however further development and modification could help the BRC in their efforts.

Understanding the social context of the BRC was vitally important to guiding the development of the website and determining how best to represent their organization in the content. Refugees and asylum seekers meet many difficulties in Thailand. Hundreds of thousands of these individuals reside in Thailand, many in poverty and desperation. In order to survive, refugee and asylum seekers must rely upon the efforts of a select group of NGOs to provide them with assistance. We hope that the work of this project has made a contribution to the BRC community, to improve the BRC's ability to communicate with refugees, asylum seekers, and potential donors in Thailand. Additionally, we hope that our work will allow the website to serve as a platform for the BRC community's future endeavors and that by them, refugees and asylum seekers will find some benefit.

Authorship Page

Our team used a collaborative approach to achieving our project goals. During the course of the project, we as team members took on different roles, depending upon the circumstances. Each of us worked in a number of areas, including fieldwork, writing and editing, technical and artistic design. Each of these types of work required different skills and approaches.

Through our work together, we learned about each other's strengths and weaknesses, and we attempted to apply these strengths in the constructive ways throughout the course of the project.

Our work fell into a number of disparate fields, and all of us played some role in each of these components:

- ▣ Technical design of the website: the artistic design of the website and the coding of the website.
- ▣ Writing and editing, in three distinct forms: writing for the report, writing for website content, and writing for maintenance instructions, each of these requiring entirely different approaches.
- ▣ Interviews with BRC staff, refugees, asylum seekers, and NGOs, as well as other field work such as conducting questionnaires and taking photographs.
- ▣ Teaching and assisting in classes, as well as immersion with the BRC community.
- ▣ Planning and coordinating: necessary throughout the course of this project in order to keep track of all of our varied and complex endeavors, many of them occurring simultaneously.

We all had exposure to each of these fields, and due to the complexity of this project and the two-month span in Thailand, it was often necessary for each of us to pursue a different endeavor in order to spread our resources and optimize our efficiency.

Our team assumes all responsibility for the work undergone in this project, the contents of this document and the website, *brcthailand.org* (as of 2/28/08), until alterations are made to our original work.

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Chapter 1 Introduction

Social unrest, rampant worldwide, drives thousands of people each year to seek safety in other countries. In 2007, there were more than 33 million refugees across the globe (American Refugee Committee, 2007). This population is undoubtedly prevalent in Thailand, which is estimated to be hosting over 400,000 refugees. Due to its adjacency to a number of countries in upheaval, as well as its flexible tourism regulations, Thailand's borders are annually crossed by thousands of displaced individuals.

Upon their arrival in a new country, refugees are highly vulnerable and often have limited resources, leading them to seek aid and protection. Typically, this support would be provided by the government and the United Nations High Commissioner for Refugees (UNHCR), a UN arm which functions to recognize refugees, facilitate their resettlement, and provide them with aid. Until refugees are registered by the UNHCR, they are called *asylum seekers*, an important distinction, as registered *refugees* are able to receive the aid and resettlement help of the UNHCR, while *asylum seekers* are not. However, the Thai state has a stringent immigration policy which deems refugees and asylums seekers as illegal immigrants and restricts the UN's role in the refugee process. This places the burden to support refugees and asylum seekers upon a limited number of non-governmental organizations (NGOs), whose focus is to fill the service gap created by the Thai state. These NGOs work across Thailand in an attempt to support refugees and asylum seekers and help their chances of survival. One such NGO is the Bangkok Refugee Center (BRC).

The BRC provides a number of services to refugees, such as basic education, legal aid, medical assistance, vocational training, monthly stipends, and social services. The BRC provides this assistance to approximately 800 refugee and asylum seeker families in Bangkok, as well as limited services to asylum seekers. The BRC is driven by its belief in providing aid to needy individuals to the fullest extent. Their goals are to expand these services into the future, to meet needs of Bangkok's every-burgeoning refugee and asylum seekers population. The UNHCR provides much of the BRC's financial assistance; however these funds cannot be used to provide aid to asylum seekers. The BRC must use independent fundraising to provide assistance to these individuals. Due to limited funds, the services provided by the BRC are unable to meet the needs of all refugees and asylum seekers. These limitations are partly a result of the BRC's limited ability to communicate with donors.

Communications are uniquely important to NGOs. Without proper communication, NGOs have limited ability to inform their audiences of their purpose, no matter the significance of their mission. In the case of NGOs providing aid to refugees, it is not only important to inform potential donors, but also to provide information to those refugees seeking NGO support. Communication tools, such as websites or newsletters, can greatly assist organizations, such as the BRC, in the implementation of a larger communication plan designed to raise NGO public visibility.

The BRC expressed that creating a website would be beneficial to their organization: first, as a communication method for raising awareness among potential donors; additionally, the BRC wanted the website to have the capability of educating refugees, both with lessons from BRC classes and with simple guides to the services of the BRC and the UNHCR. Our project goals were to aid the BRC by designing a website

accessible to prospective donors, refugees, and asylum seekers, and to offer recommendations to the BRC for raising its public visibility through the implementation of communication strategies. We began by learning about the BRC and examining the needs of their target audiences, and with this information, we worked with the BRC to develop website content and communication strategies. We developed and launched a website capable of informing the BRC's target audiences as well as acting as a fundraising tool. The website was developed with numerous stages of review, which allowed for the BRC community to shape the development of the site. We designed the website with sustainability as a core concern. For that reason, we raised the website's ease-of-maintenance by simplifying the website design and we created documentation for the BRC which illustrates how to operate and make alterations to the website.

By developing and launching the BRC's website, we have created a means by which refugees and asylum seekers can receive additional support. It is our sincere hope that this work can benefit the BRC through broadening and informing its audiences of the organization's beliefs, needs, services, and ambitions. By raising awareness of the struggles of refugees and asylum seekers in Bangkok, the BRC may receive generosity from donors, and with additional funding the BRC may be able to better address the problems faced by displaced persons.

Chapter 2 Background

Much of the world is unaware of the varied and often desperate situations faced by refugees. The BRC is a highly ambitious organization, working to regularly expand its services to meet the needs of an ever-expanding population of refugees and asylum seekers in Bangkok. The BRC's ambitions motivate its need for a website, designed to improve its fundraising abilities and to inform refugees and asylum seekers. NGOs often create communication materials to supplement what grants and funding they receive, using materials like websites and newsletters to communicate their needs to the public. This chapter provides information beneficial to the understanding of our work for the BRC, elaborating upon the state of refugees in Thailand and how they are benefited by NGOs, focusing on the Bangkok Refugee Center in particular. In addition, the chapter will discuss the challenges faced by the BRC, the creation of communication materials for fundraising, as well as some important consideration for selecting and designing communication methods, with a primary focus on website design. In addition, this chapter illuminates the methods and criteria we used to learn about the BRC, their audiences, and to create their website and its content.

2.1 The Survival of Refugees in Thailand

Thailand is one of the few countries that has not signed the 1951 United Nations Convention Relating to the Status of Refugees (OHCHR, 1951), as well as the Organization of African Unity's 1969 Refugee Convention Protocol (Huguet, 2005). In the 1951 Convention, a refugee was defined as someone who is outside their country and is unable to return due to a "well-founded fear of persecution" (OHCHR, 1951). Because Thailand does not recognize these documents, it retains license over all refugees and asylum seekers, which places their human rights in jeopardy (Human Rights Watch). Refugees and asylum seekers currently face a complicated situation in Thailand. Arriving in a new country, asylum seekers are often highly vulnerable individuals with very limited resources, leaving them desperate and in need of support. However, it is difficult for refugees and asylum seekers to find care and support in Thailand, as only a few organizations are willing to provide aid to them. Additionally, refugees and asylum seekers have little opportunity for employment, in which drives many of them into poverty. In Thailand, only a handful of NGOs help refugees and asylum seekers, supplying them with of support and monetary aid. The BRC is one such NGO, providing a number of services, such as education, legal assistance, and medical aid, to refugees and asylum seekers throughout Bangkok. This section will introduce the laws and rights regarding refugees and asylum seekers on both a local and global scale, as well as explaining how global and national policies influence refugee-supporting NGOs, like the BRC.

2.1.1 The Migration of Refugees to Thailand

Political unrest and violence, rampant worldwide, drive thousands of people each year to seek safety in other countries. With more than 33 million refugees and almost 600,000 asylum seekers globally, few parts of the world are able to escape this issue (<http://www.unhcr.org>, 2006). This is particularly clear in Thailand, which by the end of 2007, was hosting over 400,000 refugees (Huguet, 2005). The Thai State's migration laws, first defined in Thailand's Immigration Act of 1979, provide no formal definition for refugees, but specify that "[the Thai government] may... exempt any alien from compliance with this Act (Human Rights Watch)." By this, the Thai State has the power to declare the presence of any individuals in Thailand illegal and simply deport or arrest them.

In the opinion of one BRC asylum seeker case worker, most of those who come to Thailand in search of asylum have little or no choice in the matter (Ali, personal communication, January 14, 2008). Ismail confirms this opinion and further elaborates upon several factors that bring refugees to Thailand (2007). The first reason is Thailand's convenient locality which brings people from neighboring countries including Cambodia, Laos, and Myanmar to Thailand in hopes of safety. Secondly, a recent change in Thai policy, designed to bolster Thailand's tourism, has allowed tourist visas to be easily obtained from almost any country, has made it easier for refugees to enter Thailand. Refugees and asylum seekers tend to have limited resources and because of that, many are unable to leave Thailand and once their visa is expired, refugees are considered illegal immigrants by the Thai State. A final cause is refugee smuggling, which often brings asylum seekers to Thailand by boat or low-cost flights and then strands the individual (Ismail, 2007). Refugees may pay to leave their country using an underground service, and due to the ease-of-entry, smugglers often choose Thailand as the location for relocating these persons.

2.1.2 The Actions of the UNHCR in Thailand

The UNHCR is an organization mandated by the United Nations, whose function is to register refugees, facilitate the provision of aid to these individuals, and to resettle them. However, the UNHCR only provides aid to people who it has officially registered. Asylum seekers may apply for official recognition from the UNHCR, through the Refugee Status Determination (RSD) process. The RSD process begins with an interview where an asylum seeker's case and testimonial evidence are recorded. This is followed by additional interviews where the asylum seeker is able to provide support to their case through testimonial evidence. Based on this evidence, asylum seekers are either given refugee status or rejected. The RSD process assesses an asylum seeker's need for safety and reasons for leaving their country, framing the individual's vulnerabilities against those of others, providing a measurement for assessing refugee need. This process also ensures that the reasons for denying individual's refugee status are objective while controlling the distribution of the UNHCR's limited financial resources (UNHCR, Unpublished internal document, 2008).

Only some asylum seekers are able to become refugees. Groups are excluded from this opportunity, such as Burmese and Hmong asylum seekers, who are restricted from receiving aid entirely ("Diakonia", 2006). From communications with the BRC director, we learned that only 33% of asylum seekers are approved for refugee status

(Rufino Seva, personal communication, January 9, 2008). As of December 31, 2007, there were 723 asylum seekers waiting to receive refugee status in Bangkok, Thailand. These numbers demonstrate the need for assistance that is currently present in Bangkok (Seva, p. 1, 2007). Information on the refugee process, as provided by the UNHCR, acknowledges the length of the RSD process, stating that only “highly vulnerable” individuals are able to go through the process quickly. Due to high numbers of asylum seekers applying to the UNHCR, evaluation of a single case may take as little as three months, but according to BRC staff, they often last nine months or more. Because of this, the UNHCR’s refugee-status review process may result in asylum seekers waiting years to be recognized as refugees.

The UNHCR’s role in Thailand is more complicated due to the Thai State’s immigration policy (<http://www.unhcr.org>, 2007). The UNHCR was designed as a resource for needy and vulnerable individuals, despite this, the Thai government restricts the UNHCR, preventing them from providing financial assistance and services to refugees. However, the UNHCR is able to direct refugees to alternate forms of assistance, such as NGOs.

2.1.3 Refugees and Asylum Seekers in Thailand

Refugees and asylum seekers face a number of restrictions in Thailand: they cannot be legally employed, receive access to healthcare, or enroll in education services. Once registered by the UNHCR, refugees can access services offered by some NGOs, such as the BRC. However, there are only a few NGOs provide aid to refugees and asylum seekers in Bangkok, and despite the thousands of individuals that are aided by NGOs, the numbers of refugees and asylum seekers far exceed these NGOs’ capacity to provide them with aid (RL Seva, personal communication, January 2008). The UNHCR is responsible for providing a major source of funding to these NGOs, making it possible for them to function in Thailand, without relying upon grants and donations. According to Johnson, NGOs are ideal to provide assistance to refugees, attributing this to the tendency of an NGO’s staff to work beyond expectations to deliver positive results to people in need (2001).

Each of the refugee-supporting NGOs in Thailand offers a unique mix of services, each with their own strengths and limitations. The Jesuit Refugee Service (JRS) is a humanitarian organization which provides refugees with education, as well as financial assistance and shelter for asylum seekers. The Baan Suan Church offers Thai classes for asylum seekers and refugees, while the International Christian Ministry (ICM) gives legal and financial support, as well as counseling (Ali & RL Seva, personal communication, January, 2008). However, the BRC is the only organization which provides education, medical and legal services to both refugees *and* asylum seekers. Although they provide assistance to asylum seekers, the BRC is limited in this capacity due to restrictions in UNHCR funding, and can only provide refugees with a full range of services.

2.2 The Bangkok Refugee Center

In 2007 alone, the BRC helped more than 980 refugees and asylum seekers, offering them a variety of services (Seva, p. 3, 2007). It is the BRC's goal to provide services to refugees and asylum seekers, which drives the BRC's need for communication tools, which will in turn, increase funding and awareness. This section will discuss some of the BRC's services and needs, and explain its limitations in helping refugees and asylum seekers. To aid in the understanding of the restricted funding of the BRC, an explanation of how the BRC receives funding from the UNCHR is provided.

2.2.1 Services the BRC Offers Refugees and Asylum Seekers

Refugees from Africa, the Middle East, and Southeast Asia arrive in Thailand and look to the BRC for aid, which the BRC provides from four main divisions, social, legal, medical and educational. Before receiving assistance from the BRC, refugees are evaluated by both a social and financial assessment (R. Seva, personal communication, January 9, 2008). This evaluation is conducted by the BRC's department of social services, and only registered refugees are able to go through this evaluation process. Once evaluated, the BRC offers social services including financial support, shelter search, family counseling, and food provisions.

The BRC's legal services focus on working with arrested and detained refugees by providing them with legal counseling and assistance. From conversations with the BRC's legal officer, Thanachart Paliyawate L.LM, we learned that the BRC provides additional aid to refugees in a number of areas: for example, providing UNHCR paperwork assistance and securing legal documents such as birth certificates (L. LM Thanachart, personal communication, January 22, 2008).

The BRC's medical division provides aid to refugees through an onsite clinic. In emergency situations, the BRC's medical staff, including the head of the department Dr. Nittayaporn, will refer individuals to hospitals for further medical assistance, covering hospital expenses. The medical department also offers services including child care, maternal care, family planning, and screening for psychosomatic problems (Dr. Nittayaporn, personal communication, January 30, 2008).

According to the head of the education department, Muriel Lauvige, education plays a large role in the BRC's services to refugees. An onsite learning center provides classes in English and Thai language, as well as computer, math, and vocational classes to approximately 130 students. The BRC also provides workshops to teach refugees craftsmanship skills or about resettlement countries, or countries that will accept refugees from Thailand as citizens. Further, sixty children are given scholarships to local primary, secondary, or international schools. In order to accommodate transportation costs, the BRC provides all refugee students with an additional monthly stipend (M. Lauvige, personal communication, February 7, 2008).

The BRC also provides staple needs to disadvantaged refugee families, giving them food and monthly stipends. BRC-registered refugee families may receive monthly allowances to purchase food and cover housing expenses. The BRC recognizes that the monthly refugee stipend is not enough to last through the month (A. Collier, personal communication, January 14, 2008), so their facility provides hot meals to all children

under the age of 18 currently enrolled at the BRC. The BRC also makes staple foods, such as rice and noodles, available at the end of the month.

The BRC currently has very limited ability to provide services to asylum seekers, due to the funding constraints placed by the UNHCR. The minimal services asylum seekers have access to include onsite medical care and hospital care if they face life-threatening medical conditions. Additionally, the BRC provides a small amount of legal services and counseling to asylum seekers. To provide further aid, the BRC provides temporary shelter for up to seven people who are facing high-risk situations and need immediate housing. From August 2007 to December 2007, 120 asylum seekers received some form of services from the BRC (Collier, 2008). It is estimated in this report that in 2008, over 300 asylum seekers would approach the BRC for assistance (Collier, 2008). Most of these asylum seekers received minimal amounts of social counseling or were referred to other organizations.

2.2.2 The Goals of the BRC

The BRC was developed in 1996 with help from both the Catholic Office for Emergency Relief and Refugees (COERR) and the UNHCR. The BRC currently works as a section of COERR, who is responsible for monitoring the financial, logistical, and administrative sectors of the BRC. The current goal of the BRC is to ensure that refugees and asylum seekers could “enjoy personal security and safety” (Seva, p. 2, 2007) through an assistance program to meet the basic living standards by providing accommodation, food, medical care, education, social services and psychological counseling, as well as adequate protection and legal support. However, asylum seekers receive limited support from the BRC, and all funding for asylum seekers must come from donations and grants.

The BRC’s budget is the primary factor which limits the extent of services they can provide to refugees and asylum seekers. Additionally, the BRC’s large population of refugees and asylum seekers places considerable limitations on their services, such as classes, where overcrowding, limited staff, and a high level of interest leaves many people unable to attend. Additionally, the BRC has noted that the monthly stipend allotted to refugees is not adequate to cover their basic living needs. Asylum seekers often do not have access to these same services, making the difficulty to survive even greater.. The BRC would like to expand their services to provide additional aid to asylum seekers and hopes to accomplish this by developing additional fundraising methods which will supplement grants and UNHCR funding.

Due to budget limitations, the criteria to receive financial assistance and services from the BRC are stringently narrow. Many refugees are denied access to needed services. In comparison, all asylum seekers are restricted from receiving the same level of services.

BRC’s vision for the future involves establishing its ability to provide stipends and services to asylum seekers, as well as increasing support to refugees. In order to accomplish these long-term goals, the BRC must cultivate a consistent source of external funding. With the addition of a website, as well as other communication tools, the BRC may have the ability to reach a wider audience and to target individuals willing to donate to the BRC.

2.2.3 Previous Fundraising Projects by the BRC

The BRC conducts annual fundraising and awareness-raising projects with variable success. In 2006, the BRC found marked success in an auction which sold the artwork of refugees. The BRC is currently working on a number of projects, including a calendar, featuring photographs of refugees, whose proceeds will directly fund services for asylum seekers. The BRC views fundraising as a crucial element to its success and believes projects are a highly useful tool for raising funds, especially if the project allows the audience to interact with the organization on a personal level (RL Seva, personal communication, January 9). In a 2006 art auction titled “The Journey,” which featured art work from over seventy refugees, the BRC raised 800,000 baht. The success of this 2006 fundraiser, among others, was directly due to assistance provided by outside sources. Currently, the BRC is working to sell additional refugee artwork with the assistance of the group Art Impact. Despite the success of past fundraisers, the BRC maintains little contact with past donors and has no media to send potential donors.

The BRC is in need of a consistent and functional communication program which will heighten the public awareness of their organization. A majority of NGOs look to different groups, such as private individuals and the corporate sector for funds, using a specific set of communication tools to target them. In order to raise sufficient funds to implement a service for asylum seekers, the BRC would likely benefit from the development of a communication strategy. In the past year, the BRC’s program manager has received numerous requests for a website so that refugees, asylum seekers, and potential donors can access information about the BRC. Lacking a website, the BRC believes that it has lost a number of potential donors. For that reason, the BRC desires a website as a method of informing audiences by providing them with range of information on the BRC community and its services, in turn, encourage donations and raise awareness of the organization and its work.

2.3 Communication tools and fundraising Methods used by NGOs

Numerous communication tools are available for use by NGOs. Each type of media has the ability to appeal to a specific audience or present information in an alternative way, allowing an organization to reach out to a more select audience. It is common for NGOs to develop several types of media to use, though some forms of communication are more effective than others, depending upon the organization and the situation. This section describes various forms of communication, methods of presenting information, and the effectiveness of these tools at targeting audiences.

2.3.1 The Needs of NGOs

The World Bank states that NGOs are “private organizations that pursue activities to relieve suffering... [by providing] basic social services. In wider usage ... NGOs are typically value-based organizations which depend, in whole or in part, on charitable donations and voluntary service (Operational Directive 14.70).” Johnson adds that NGOs

in Thailand often rely heavily on donors and are rarely self-sufficient (2001). Starting in 1973, NGOs in Thailand received the majority of their donations from foreign funds. However, significant advancements in Thailand's economy and infrastructure have caused some foreign donors to withdraw their support, forcing NGOs to rely more heavily upon the Thai population. According to Dr. Juree Vichit-Vadakan, Thailand's Delegate to the United Nations Commission on the Status of Women, a lack of variety in funding sources will cause financial sustainability to become problematic (2003).

There is no predefined strategy for NGO fundraising. In order to generate income in addition to the UNHCR grants, the BRC could develop communication materials, in an attempt to attract funding. With technology's rapid globalization and integration into everyday life, organizations have a greater opportunity to have websites and e-mail communications achieve success with donors (Palmer, 2002). In developing communication methods, it is important to have the needs of the organization and audience assist in determining what particular method is used.

2.3.2 Common Communication Methods for Fundraising

An NGO's ability to successfully communicate – and further, fundraise – comes from their implementation of a communication plan. The application of various communication methods can have an impact upon connecting with donors, each method bringing its own set of advantages, altering the level of success achievable for any particular audience. There are several basic types of communication tools which can be considered in the development of an NGO communication plan, including websites, newsletters, and e-mail. These are the common tools utilized by NGOs to communicate with donors, but each comes with its own strengths and weaknesses. Based upon these strengths and weaknesses, each communication method is uniquely suited for a particular use. Beyond that, many organizations have found that personal contact with potential donors is invaluable for fundraising. According to Poderis, these donations are often higher than they would be if other forms of communication were used. Each type of media can be used to facilitate the communication with a particular audience, depending upon the circumstances (Edwards, et al., 1999). Additionally, the use of certain methods with particular audiences may demonstrate that an NGO is organized and reliable, and further, that it is consistently improving or undertaking new initiatives to achieve their goals (Christensen & Ebrahim, 2006).

Finn, Maher, and Forster note that information technology has dramatically altered communication media, producing many changes for NGOs (2006). Many organizations that utilize websites feel that they are ideal for “promoting [an organization's] image and enhancing [its] public relations” (Hill & White, 2000 p. 31). If properly maintained, websites have the ability to provide up to date information to the public which will, in turn, further improve the NGO's image (Hill & White, 2000). A website can also contain a wide array of data, such as archived newsletters and news stories, which can be useful to donors. However, COERR states that an organization may not be able to rely on a website as its sole source of funding, and that NGOs should utilize a combination of communication tools to ensure donors stay well-informed (Chenpasuk, J., personal communication, February 12, 2008).

Gilbert claims that, for NGOs, tools such as email “[are] more important than a web-site (Gilbert, 2005).” Gilbert goes on to develop the idea that spending more

resources on email-focused development over website-focused development will be more valuable and yield better results in the long run (Gilbert, 2005). These outcomes include building stronger relationships, active work to draw attention, and increasing website traffic (Gilbert, 2005). Email is, an inexpensive and instantaneous form of communication while being capable of containing the same information as a mailed letter (Seshadri & Carstenson, 2007). Not only is it useful as a direct method of fundraising, but it can also be utilized as a form of regular correspondence with potential donors (<http://www.raise-funds.com>). Because of this, Seshadri and Carstenson observe that “email has become the medium of choice for communications” (2007, p. 77). Tyler adds that when “properly instituted and administered,” email can become an effective use of resources and an enhanced technique to contact people (2007, p. 19). However, a number of complications may arise in the use of email as a fundraising tool. A “lack of effective communication” which can be caused by inconsistent or misinterpreted messages, is more likely in email (Seshadri and Carstenson, 2007, p.78). Though communication barriers posed by geography are no longer an issue, it is important to remember that social, linguistic, and cultural barriers are still present (Seshadri & Carstenson, 2007). Seshadri and Carstenson state that these barriers may result in misconstrued messages because email is highly impersonal (2007). They suggest that strategic planning and research on topics, such as social politeness, before composing a message can reduce negative consequences (Seshadri & Carstenson, 2007). Email, while effective, is perhaps not the strongest form of fundraising communication.

Printed materials like pamphlets and newsletters often complement websites in raising funds and awareness (Vries, 2008). Poderis claims that brochures, in particular, are essential to the success of a NGO’s fundraising campaign (<http://www.raise-funds.com>). Inside AICPA states that the specific roles of the organization can be discussed in a brochure, as well as raising its credibility through outlining its participation with other NGOs (1992). Newsletters, on the other hand, can cover campaigns, acknowledge donors, and provide contact information for the organization (<http://www.raise-funds.com>).

Direct mail is considered a “tried and true medium of fundraising” (Poderis, 2007). Keller adds that charities often find that direct-mail has the highest success rate for donations (2007), and Handy states that this is “the most popular form of donor recruitment” (2000, p. 8). To increase the effectiveness of mailings, Keller suggests that mail can be personalized and that it should directly ask for money and be sent out quarterly (2007). Handy adds that information in a letter must be motivating and present the organization as trustworthy (2000).

It is difficult to determine precisely how fundraising media, including various styles of direct mail, will influence someone. A study conducted by Handy analyzed fifty solicited letters from NGOs sent to people who were deemed most likely donate, as well as fifty unsolicited letters, or mail sent to people who knew little about the organization (2000). Many of these letters included past organization achievements, and every letter indicated how donations could be made. Handy found that two separate mail letters should be composed to maximize donations received (2000). One set should be sent to the general public, or first-time donors who know little about the current organization. This letter must spark an “emotional response” (Handy, 2000, p. 9), as well as providing sufficient information about the organization. Another set can be sent to interested

individuals who have either already donated, or are likely to give a large sum of money (Keller, 2007). These mail recipients are looking for information to ensure them that the money will be well spent (Handy, 2000). Though many concepts differ between these two letters, the fundamental ideas that are portrayed, such as someone wanting to know where funds will go, are applied to almost all communication tools.

2.4 The Development of a Communications Plan

In this section we cover a number of topics relating to the success of a communications plan. An organization must look into many factors including accountability of the information, target audiences, and best practices for the creation and design of tools like a website. Importantly, the accountability of the communication method may be a determining factor whether someone will donate an NGO. In this section, we will explain how other organizations have utilized these concepts to develop an effective fundraising plan.

2.4.1 Conveying Accountability

Various definitions of accountability have been written, but few address the complexities of its relation to NGOs. Edwards and Hulme define accountability as the “means by which individuals and organizations... are held responsible for their actions” (1996, p. 967) and Christensen and Ebrahim add that the results of an NGO’s work is presupposed by a clearly defined process (2006). The Center for Applied Studies in International Negotiations (CASIN) states that the accepted international definition for accountability includes the obligation of an NGO to report its activities to a “set of legitimate authorities” (Lee, 2004, P. 3). Meeting these demands for accountability, as developed from multiple sources, helps to ensure a level of public trust (Ebrahim, 2003).

NGO’s became particularly concerned with the idea of accountability in the 1990s, (Lee, 2004). Ebrahim (2003) believes this was due to a number of scandals involving NGOs, which damaged NGO credibility on a global scale. Edwards and Hulme agree that an absence of accountability and recent growth of the NGO sector makes the “likelihood of illegitimate actions by an organization more probable” (1996, p. 967). Johnson elaborates that NGOs lack “clear and enforceable rules governing” how they relate to donors, meaning projects are often designed around what the donors may want instead of the particular needs of the cause (2001, p. 5). In many cases, experts are beginning to doubt the credibility of nonprofit organizations, and have shifted their focus to issues involving accountability (Edwards & Hulme, 1996). In order to implement accountability mechanisms into a communication plan, it is essential to understand this multi-faceted topic.

Christensen and Ebrahim state that NGOs need to use multiple levels of accountability: upward, lateral, and downward, to justify financial decisions, predict the outcomes of communication plans, and to ensure the overall credibility of the organization (Christensen & Ebrahim, 2006). Upward accountability involves providing information to the organization’s donors. Lateral accountability is an internal credibility of the organization as a whole, while downward accountability is toward the group or

people the organization assists. This is a complex issue which presents NGOs with a majority of their accountability problems (Johnson, 2001). Schick notes that many NGOs end up being accountable only to those who fund their organization, which can become problematic, as these NGOs lack credibility, which results in the organization developing inadequate results for people in need (2005).

NGOs can demonstrate credibility in a number of ways, such as performing internal reviews of their effectiveness and legitimacy, showing goals that they accomplished, and providing future visions (Baker, 2000). Tools used to communicate to the three accountability levels can come in many forms; for example, media managed by the organization's communications department may consist of newsletters, reports, meetings, speeches, public media, or the use of the internet. There is, however, a correlation between specific media sources and the fundraising cycle (<http://www.raise-funds.com>). For example, newsletters can cover events, future plans, and donor recognition. Annual reports should detail fundraising successes and also recognize donors. Ideally, speeches are focused around the organization's work and the importance of continuous funding (<http://www.raise-funds.com>). Websites, on the other hand, provide information on fundraising needs, opportunities to donate or volunteer, and staff contact information.

NGOs face similar accountability issues in Thailand, specifically when the Thai audience is not informed about an NGO's activities, which jeopardizes the accountability of that NGO (Johnson, 2001). Thailand has viewed NGOs in a negative way since the 1980s (Johnson, 2001), which is confirmed by Vichit-Vadakan who states that NGOs are "regarded with some suspicion by many people [in Thailand]" (2001, p. 1). Generally, Thai population is generous and gives to philanthropic causes (Vichit-Vadakan, 2003). However, some Thais believe that NGOs undermine Thai society by "[making] things worse by inciting the local people against state authorities" (Vichit-Vadakan, 2003, p. 290), by creating public awareness on an issue or gap in governmental policy. Because of this, Thai audiences donate less frequently to NGOs within Thailand, than those abroad (Johnson, 2001). However, an NGO can avoid being viewed as disturbing the Thai way of life through consistent consideration of the public's needs in the development of content (Vichit-Vadakan, 2003). Johnson feels that it is important to make donors aware of the NGO's resources, actions, and costs, as well as how decisions are made (2001). An NGO can also display information to reassure donors that future work will continue to benefit people in need (Edwards, Hulme, & Wallace, 1999). Communicating the organization's vision, mission statement, activities, and achievements are only some of the ways an NGO can be held at a higher standard by the general Thai audience (Vichit-Vadakan, 2003).

Accountability can be portrayed through a website, as well. Warnick states that users rely on an array of characteristics including the design, structure, and usefulness of information (2004). These design components are shown to be important areas of focus, since people tend to notice visual cues more readily than content (Warnick, 2004). She continues, stating that the content components which have the most effect on the credibility are a website's *about us* and *mission statement* sections (Warnick, 2004).

Properly representing one's organization in the media, through the inclusion of mission statements, as well as disclosing all proper and relevant information to donors is important as it is this representation which reinforces the seriousness of their cause, the impact of their actions, as well as their credibility as an NGO (Simpson, 2006).

Additionally, by maintaining consistency in all its actions, NGOs can remain true to their goals and beliefs. Arguably, this consistency can raise the reputation of an NGO, allowing audiences to always be familiar with the caliber of work done by an NGO, by providing donors with consistent demonstrations of its actions and objectives.

2.4.2 Targeting Specific Audiences

In fundraising, targeting specific audiences may be highly beneficial. Organizations often tailor their media towards specific groups, designing their materials for certain demographics (CEDAW, 2003). These groups may be based on religious affiliation, ethnicity, political stance, or class level, as well as many other groupings (Vacek, 1998). This customized appeal for communication materials potentially broadens an organization's audience by not limiting them to media designed for generalized mass demand. However, this methodology may prove ineffective among certain funding groups (Assa et al., 2002). These social groups often have numerous characteristics and social opinions; as such, media must be specifically designed with an understanding of each group (Brown, L., Moore, M., & Honan, J., 2003). Each of these groups must be targeted individually and specifically researched, such that communications materials are able to reach and appeal to each group's unique traits.

2.4.3 The Development of a Website for Maintainability

There are no single best practices for website design; there are only the lessons of experience and adopted standards to follow (Taylor, M.J., McWilliam, J., Forsyth, H., & Wade, S., 2002a) and (Taylor, M.J., Sheehan, J., & Mulhaney, A., 2002b). Although research has been conducted on various practices and methodologies used by organizations who are in search of a standard and common practice to website design, there exists a clear division between two very different practices (Taylor et al., 2002b). In 2002, a study analyzing 25 European organizations determined that website development practices are split between ad-hoc approaches and standard design practices (Taylor et al., 2002a). Ad-hoc development is a process in which an initial product is continuously refined through rounds of suggestions (Taylor et al., 2002a). This approach benefits organizations by being flexible and not requiring developers to adopt new development methods (Taylor et al., 2002a). In contrast, there have been styles of development modeled around software engineering design practices (Gergie et al., 1999, & Taylor et al., 2002a). Gergie states that these models follow a rigid development pattern in which development of actual website components is deferred until the analysis and design stages are complete (1999). The main differences between these design practices are in the first two phases of development, planning and requirements analysis, in which a significant amount of time is spent researching and brainstorming. During this time, all development issues are considered to determine which components will be incorporated into the website (Gergie, 1999). As stated, following this design style initially takes more time, but can lead to a successful project with improved efficiency, and an ease of product maintainability (Garzas, 2007). When adopting the ad-hoc development style or

more specific design practices, the benefits and requirements must be analyzed in reference to project goals and resources.

The World Wide Web Consortium (W3C), a group which publishes standards for website design, suggests that a website should be developed based on usability. These standards define that information should be formatted and stored in files based upon defined protocols or guidelines. Additionally, W3C presents rules describing how various technologies interact with each other, as well as rules for language semantics. Many basic website development projects are only concerned with the standards which are related to the way in which information needs to be formatted and the semantics of different programming languages. These standards define considerations that web site and content developers should take into consideration; for example, one section explains how images on websites should have descriptive alternate text defined, so that text based browsers can display the information which should be present.

When developing a website, it is recommended that NGOs consider a maintenance strategy, as “failure to keep website information up to date can be detrimental to an organization (Taylor et al., 2002b).” Gergle, Brinck, and Wood claim that maintenance “should be accounted for in the initial planning stage” (1999, p. 1). A strategy based on the skill level of persons designing or maintaining the website should also be factored into the development process (Taylor, 2002a). Furthermore, maintainability issues can be mitigated based on the use of strategic development decisions and best practices, specific techniques, methods, processes, and activities which are shown to produce optimal results (Garz as and Piattini, 2007).

A necessary characteristic of an NGO website is being well recognized and ranked by Internet search engines (ePhilanthropy.com, 2007). Bill Treloar outlines a number of design concerns that utilize search engine metrics: the amount of useful content, the correct use of frames and graphics, the dynamic nature of a site, and its popularity (2006). More specifically, to increase a page’s relevance, word choice must also be taken into consideration. This means utilizing a significant number of keywords throughout each page (Treloar, 2006) while minimizing irrelevant ones (Treloar, 2006). Treloar also warns about the use of advanced features, such as frames and flash intros, in website development, stating that “most search engine [tools] see your site such as [a text only website] (2006).” This suggests that website designers have the additional responsibility to make sure that a site’s information is available when viewed as a text site, to avoid the risk of a reduced ranking.

When designing a website that requires an ease of maintenance, it becomes important to assess what level of maintainability is adequate for the organization’s staff (Rossi, 2001). The website must be designed with respect to information gathered from assessments of the capabilities, both in terms of personnel and technological capability. Available technology will set limitations upon website capabilities, and in the same way, the skill-set of the organization’s personnel will dictate the complexity of web design. If the organization’s staff is relatively unfamiliar with website maintenance, the code will need to be structured in a way which explicitly states where information is stored as well as its function. Code can also be made to function, to a degree, without the need of constant maintenance. For example, calendar code can embed messages to only display on specific dates and will afterwards disappear. Functionality, such as the calendar code, allows for the development of web sites with the ability of simple self-maintenance.

However, if the organization has an IT staff with basic background knowledge of different web technologies, the project will not require the same level of in-code and paper documentation. This would allow for more sophisticated code which will aid in maintenance.

2.4.4 Considerations for Website Design

There are many factors to consider when designing a website including fonts, layouts, color, and navigation styles. The choice of font characteristics plays an important role in a page's readability. In addition different color schemes can also improve readability as well as used to focus a users attention to different areas of the page. The choices on textual display and style consistency play a role in a user's ability to easily navigate through a website. Further the use of clear labels and a sitemap can lend itself to improved navigability (USDHHS, 2006, chap. 7 & 9).

The selection of the size and style of a font will significantly impact the readability of a website (Palmer, 2002). United Nations bases their websites off of suggestions from GETNUIK, a professional website development company. In a presentation titled "Reading and the Web", Marcel Gamma, the editing and writing coach for GETUNIK, states that comprehensibility is already reduced twenty to thirty percent due to computer screens, and one should chose an easy to read font to mitigate this comprehension factor (2007). For example, body text tends to use size ten fonts as they are preferable to look at, though twelve-point text is easier to read (USDHHS, 2006, chap. 11). In addition, any size above twelve occupies extra space that could be used for other purposes. Headers have a standard of size 26 font, but further increasing the size can be used to draw additional attention to the title. Underlining, bolding, or italicizing titles will also help readers identify the content and assist them in easily distinguishing one section from another. For readability purposes, titles are the only text, other than an emphasized single word or phrase, which should be formatted differently (GETNUIK, 2007).

There are few rules on color schemes which should be applied to websites. Font colors are important, it is easier to read dark lettering on a light-colored background, which increases reading speed by thirty-two percent (USDHHS, 2006, chap. 11). Light-colored lettering on dark backgrounds can be especially hard to read, but can provide accents and draw attention to titles (Operation World, 2008). Color schemes should be carefully selected, but easily understood to the reader (USDHHS, 2006, chap. 11).

There are various navigation styles that can be utilized in a website. A study was conducted by Tullis, et al., to evaluate a website's navigation capabilities by surveying over 700 people using six different styles (2005). They found that there was negligible difference between the styles of navigation in terms of navigability and overall subjective ratings (Tullis, et al., 2005). According to the United States Department of Health and Human Services (USDHHS), influential factors in navigation include consistency of style used throughout the website and grouping primary and secondary link groups together so website content can be accessed in two or three simple actions (2006, chap. 7). Nielsen notes that there is an increase in complexity and reduction in usability when the location of text and menus is shifted throughout the website, thus suggesting that these considerations should be examined when developing a website for people who have low

literacy levels (2005). Lunsford states that it is also important to separate the navigation section of each web page from the content section, as this improves the navigability of the page while allowing the content to convey information intuitively (2005).

Another technique for improving the navigability of a website is consistency. Keeping design, navigation, and formatting aspects consistent through out a website is an important characteristic that has been shown to increase readability and reduce time required for users to complete multiple tasks, such as navigation task (USDHHS). USDHHS also adds that these formatting consistencies include aspects such as color, font selections, headers, and picture locations.(2006, chap. 6). This design practice allows users to more easily identify the components of each page, not requiring a separate analysis of each individual page (GETNUIK, 2007).

According to Monash University, the use of clearly defined labels improves site navigation (2006). Further, Lunsford emphasizes the importance of placing navigation buttons in a linear fashion so the flow between them is obvious (2005). Another feature that can be utilized, in addition to clear labels, is a site map, as we found that their use provides an effective alternative way of directly accessing information (Monash University, 2006).

2.4.5 The Development of Website Content

“Content is the most important part of a web site” (USDHHS, 2006, chap. 15 p. 1). Text on individual pages should be minimal and reduced to short sentences or bullet points (USDHHS, 2006, chap. 15). In addition, the important information should be written in the first few sentences, while any less-critical information should be deferred to less visible areas (Nielsen, 2005). Our research shows that the top left portion of a webpage is “always visible and [is] thus the most important spot [to display information]” (Lunsford, 2005, p. 126). Other than organizing text into sentences and order, lists of information need to be considered as they are easier to read, and can convey several important points readily (Sun Microsystems, 1999). Readability can also be improved through breaking the content up by using sub-headings, discussing only one concept per paragraph, and emphasizing keywords through bolding them, changing their size, or by coloration (GETNUIK, 2007).

Literacy levels should be taken into consideration in the development of websites (Nielsen, 2005). People with low English fluency may read content over-literally and skip dense information (Nielsen, 2005). Additionally, it can be important to write key website information at an elementary level so it can be more easily understood by a larger audience (Nielsen, 2005). The UN adds that website content should contain only half the word count of normal writing in order to make the information more accessible (GETNUIK, 2007). In addition, Gamma adds that the most important words and concepts of any section of content should appear immediately, because “users will read the third word on a line much less often than the first two words” (GETNUIK, 2007). Each of these researched practices were utilized to optimize the visual appeal and accessibility of the website.

2.5 Conclusion

Refugees face a number of issues worldwide. They are vulnerable individuals who need outside support in order to survive, whether from their host government or from NGOs. In Thailand, the BRC, as an implementing arm of the UNHCR, provides assistance to a population of refugees and asylum seekers. However, the funding provided by the UNHCR is insufficient to provide these individuals with an adequate level of aid, and constraints placed upon these funds create a gap for asylum seekers, placing these individuals in a desperate situation. Communication is critically important for NGOs. Various methods of communication can be used by NGOs as a means for informing an audience about their organization, which, in turn, may provide much-needed donations and outside support. The BRC's need for bolstered communications is fueled by their organization's drive for providing support to refugees and asylum seekers, who without NGO support, would have little chance for survival.

Chapter 3 Methodology

Our project goals were to develop a sustainable website for the BRC, as well as to provide recommendations of communications strategies useable by the BRC. We worked closely with the BRC community in order to accomplish these goals; this was done in order to ensure that our project remained relevant and accurate to the needs and concerns of the BRC. We utilized the following objectives in order to accomplish our goals:

- Objective 1** *Gather information on the BRC community: their philosophies and services, as well as their communication capabilities and needs.*
- Objective 2** *Examine the characteristics of the BRC's target audiences: potential donors, as well as refugees and asylum seekers.*
- Objective 3** *Develop website content designed to appeal to donors and educate refugees, conveying the credibility of the BRC, without posing a risk to the BRC community.*
- Objective 4** *Design and implement a website for the BRC capable of informing its target audiences and conducting fundraising.*
- Objective 5** *Design a maintenance strategy for updating and developing the BRC's website, in order to ensure the sustainability of the website.*

This chapter presents the methods we used to design and launch a sustainable website for the BRC. We generated these methods from established research methods used for analyzing and developing communication strategies for NGOs and based upon input from the BRC community.

Evaluate the philosophies, services, capabilities and needs of the BRC.

In this step of the project we gathered information about the BRC community to learn about their communications needs and to aid in the development of their media content. Through initial discussions with the BRC director, we determined that the website would need to serve two distinct functions: 1) to inform potential donors and to provide a venue for their donations, and 2) to educate asylum seekers and refugees on the services available to them through the BRC and elsewhere.

In order to successfully gather information, we sought to develop a close relationship with the BRC community – staff, refugees and asylum seekers – in order to gain their trust and learn about their needs. To develop this close relationship we worked to immerse ourselves in the BRC community, which we accomplished by participated in numerous activities, such as eating lunch with refugees, asylum seekers, and staff on a daily basis. In order enhance our immersion, we taught a number of classes which played an important role in learning about the abilities of refugees and asylum seekers when later developing our understanding of target audiences. In addition, our familiarization opened

channels of communication which facilitated interviews with members of the BRC community.

We were limited in our immersion in the BRC community by language barriers, as much of the population of the BRC were non-native English speakers. Despite this limitation, most of the BRC community spoke minimal English. With a number of informal conversations we bridged many of the difficulties posed by differences in accents and language ability. In order to counteract the language barrier, we used direct, simple communication with refugees and asylum seekers, which allowed us to gain their trust, so that we could later interview them about personal and possibly emotionally traumatizing topics.

Our research indicated that learning about the BRC community's philosophies would help us make determinations on how best to represent the organization on the website. Through collaborative discussions, we worked to learn about the BRC staff's beliefs and long-term goals for the BRC. We utilized these beliefs and goals to guide our further developments for the website. However, this method only provided us with a small range of the BRC community's beliefs. Through our communication we worked to clarify the BRC's beliefs so that they could be used to create important representative materials on the website, such as a mission statement.

We used interviews as a primary method for gathering information about the BRC community. In order to determine the best practices for interviewing, we researched multiple interview methods and assessed their strengths and weaknesses. According to Berg (2007), interviews can follow three methods: standardized, semistandardized, and unstandardized. The standardized method utilizes narrow questions in order to elicit an equally narrow response; this rigid method is designed to restrict the occurrence of conversational tangents. The unstandardized interview method allows the interviewer to formulate the majority of the questions during the conversation based on the direction of the interview. Semi-standardized interview methods include a combination of both standardized and unstandardized types: starting with a basic list of questions and then developing additional ones during the interview to supplement the conversation.

In order to gather information about the services provided by the BRC staff, we conducted interviews with staff members. We held interviews with staff in two stages: first using an unstandardized method, and then an in-depth follow-up interview using a semi-standardized style. We used unstandardized interview for our initial conversations with BRC staff, because this method allowed for casual discussion and it provided us with the flexibility to gather a broad array of information. We documented the initial interview and using the information collected, we created general questions (See Appendix J for interview questions) which we asked in the follow-up interviews. Each initial interview allowed us to develop questions specifically designed around the staff member's role in the BRC community. By generating these unique questions, we were able to gather a greater depth of information about staff members, including the heads of the educational, medical, legal, social, and vocational sectors, thus expanding our knowledge of each sector. In addition, we needed to determine what would appear on the website, in regards to both content and functions. Through discussions with the BRC staff, we learned about their desires for the website which later aided our selection of content for the website.

In order to represent refugees and asylum seekers in content on the website, we gathered stories of their experiences in Thailand. Facilitated by our immersion, we used interviews to collect these stories, as interviews allowed for flexible answers, guided by the interviewer. We developed standardized interview questions (See Appendix R for interview questions) for refugees and asylum seekers with respect paid to risk, in order to narrow the scope of their answers to guide their responses away from potentially risky responses. We designed the questions for refugees and asylum seekers using this standardized interview style, to emphasize their experiences in Thailand and not their home country, reducing further risk and providing insight into the refugee process. We created independent sets of standardized questions for refugees and asylum seekers as we observed that their experiences vary considerably; the most significant difference is that questions for asylum seekers focused more heavily upon their difficulties with the registration process and the consequences of being an asylum seeker.

In order to accurately portray refugees and asylum seekers in the BRC, we worked to interview a broad range of countries; however, the population of the BRC is highly fluctuant, with its numbers changing on a weekly basis. Because of this difficulty, we determined that it was unreasonable to interview a set number of individuals from each country. For that reason, we used convenience sampling when selecting refugees and asylum seekers from the BRC community for interviews.

We determined that conducting interviews with refugees and asylum seekers at the BRC, people who may be “desperately poor and frightened,” raised a number of ethical issues (Leaning, 2001, p. 1432), as information on refugees and asylums seekers is potentially high-risk information that can lead to harm or repatriation (Beyrer & Kass, 2002, p. 247). Gathering information through interviews may be essential, but it is the ethical responsibility of the researcher or organization to maintain accountability of their actions by guaranteeing that refugee’s private information is both necessary and kept confidential (Berg, 2007). Information must be gathered from the target audiences in a way that maintains anonymity for the persons involved (Beyrer & Kass, 2002). “Confidentiality issues are severe and perilously unpredictable” (Leaning, 2001, p. 1433) when determining what information could expose someone’s identity (Leaning, 2001). Beyrer and Kass add that researchers often realize that they must take a delicate approach when asking refugees and asylum seekers about their personal information, but are “less likely to be aware that questions about ethnic origin can put some refugees in considerable jeopardy”. Signing formal papers to honor confidentiality, or by removing a person’s name from recorded information, are ways to ensure refugees and asylum seekers are protected (Berg, 2007). According to Berg, it is the researcher’s moral obligation to “maintain their promise of confidentiality to the best of their abilities” (Berg, 2007, 81).

Before gathering information from refugees and asylum seekers, we consulted with the BRC legal officer, who confirmed the risks involved with publishing information on refugees and asylum seekers. Working with BRC legal officer, we created procedures for informed consent as well as assessing refugee and asylum seeker risk. Based upon our discussion with the legal officer we determined that the risk posed to refugees and asylum seekers should be of the utmost consideration when developing content for the website, and that anonymity was crucial, taking measures not to reveal names or faces in content.

A limitation of gathering information through interviewing is that the interviewee may find it difficult to trust their information will be used in a way they approve of. We attempted to counteract this limitation by using an information consent form (See Appendix G for the information release form), which we developed from meeting with the legal officer. We used this release form to get permission from individuals to use their interviews, conversations, and pictures, on the website. The consent form allowed the interviewee to have a final say on whether information would be usable as website content. By allowing the interviewee to review their information, we could better ensure the accuracy of our content on the website. This aids the interview process by providing a means to build trust with the interviewee, assuring them that their information will be under their control until they give final approval. In addition, with every interviewee we explained that their information would be filtered based upon risk, in order to ensure their security.

Additionally, we utilized BRC documentation to provide further information for content. Information such as internal documents and statistics provided invaluable information for developing website content. We also gathered information on the past and current projects of the BRC, which we used to improve the accountability of the organization by developing website content based on this information. Collecting documentation created by the UNHCR was also helpful in the development of asylum seeker and refugee-based content.

Examine the characteristics of the BRC's target audiences.

We analyzed the BRC's target audiences – prospective donors, refugees, and asylum seekers – in order to learn about their group characteristics. This information was critical for providing focus for the content and design of the website, and to maintain maximum appeal and functionality of the website for the BRC's target audiences. We used these findings to make determinations how best to represent the website and its content to the BRC's target audiences. We later used this information for designing website content.

We conducted interviews and surveys with members of the BRC's community in order to better acquaint ourselves with the needs of refugees and asylum seekers, in regards to their accessibility needs. We wanted to determine the computer proficiency of refugee and asylum seekers, as it would be a limiting factor in their ability to use the BRC's website. Additionally, we sought to determine the language proficiency of the refugees and asylum seekers, as it would likely play a key role developing content. If they lacked the needed skills to navigate the website or to read its content, the website would need to be designed to be extremely simple and intuitive (Neilson, 2005). In order to determine the computer and language proficiency, we created a questionnaire (See Appendix I for computer proficiency questionnaire) to determine the computer proficiency of refugees and asylum seekers following best practices outlined by Hayes (1998). These questionnaires were developed to gather information about the abilities of refugees and asylum seekers in regards to computers, their knowledge of the internet and websites, and their ability to search for information on the internet to ensure that the website effectively communicated with this target audience by containing the expected

requirements and qualities. However, this computer proficiency questionnaire is limited because it only evaluates the individuals who attend the BRC and ignores infrequent visitors. Further, information gathered with this questionnaire is not representative of all asylum seekers and refugees present in Bangkok.

The BRC director envisioned the website's potential donors as being predominantly from the general Thai population, and so we focused on determining the characteristics of this particular audience. However, we determined that it would be difficult and impractical to create an accurate profile of potential Thai donors by sampling the general Thai population. Even if interview questions were created specifically for Thai audiences, we would not be able to accurately interview an appropriate sampling of these individuals. Due to our time constraints, this sampling would only be able to be carried out on a small scale, which would likely yield varied results. Because of this, we utilized alternative approaches to gather information on the characteristics of these potential donors. We analyzed a number of studies on NGOs and philanthropy in Thailand and we used these in order to learn about trends of the Thai potential donors, such as common donation methods, frequency, and recipients. In addition, we determined that contacting other related NGOs in Thailand could yield valuable information on the philanthropic characteristics of the Thai population. In order to accomplish this, we devised a semi-standardized series of interview questions on the NGOs' communications strategies and about the philanthropic trends of the general Thai population. These interview questions were developed from information from United Nations' Economic and Social Commission for Asia and the Pacific, focusing on Thai philanthropy and IT investments made by the Thai government. In these questions, our goal was to learn more about amount of Thai online philanthropy and the effectiveness of a website as a communication tool, the level of which philanthropy is a part of Thai culture, and who the common recipients of Thai philanthropy are. The NGO's other methods of communication were also explored in these questions.

Develop website content from gathered information.

This objective was essential for the website development, as it unified information gathered about the BRC with information gathered about their target audiences. In this objective, we were able to examine all gathered information and synthesize it into both relevant and useful content. Utilizing both these sets of information, we were able to effectively develop content for the website. A large component of this objective was to assemble information in an appealing, journalistic manner and to determine the best way to represent it on the website as content.

We developed content structured around a number of sections, in order to more easily facilitate its addition to the website. Furthermore, we categorized the content as we sought to provide a preliminary layout of the website, aiding to aid in the design and construction of the website. Based upon information gathered from interviews with the BRC community, we were able to determine particular types of content and functions that would appear on the website. We used the opinions gathered from these interviews to create a tentative outline of the website content organized under content headings, which

we refined through review with the BRC staff. Using the outline, we began examining the information gathered in while analyzing the BRC and its target audiences.

We systematically structured all the information, based upon different categorical headings, such as “Refugee Stories” and “BRC History”. We accomplished this organization simply by collecting all of the information, converting it into digital formats, and placing each file into folders labeled for each content heading. From this organization, we developed a finalized, simple layout of the sections and subsections, and all the information falling under each section was further ordered. In order to determine what sorts of information we would need to focus upon, we created outlines for all pieces of written content. These were developed based upon the views expressed by members of the BRC staff. All applicable information within each section and subsection was reassembled to follow the outline. Information for each content section was condensed accordingly, removing all irrelevant or extraneous information. We evaluated the information in a number of reviews, each one highlighting gaps or unnecessary components in each section. Before utilizing this information to develop content, we filtered the content based on a number of considerations: personal risk to refugees and asylum seekers, and the sensitive political nature between the BRC and the Thai state.

The vulnerable state of the BRC community necessitated a number of considerations when developing content. We examined and filtered all content using a risk assessment (See Appendices S and U), developed jointly with the BRC’s legal division, which consisted of a number of criteria, and stated that the disclosure of particular information, if present, would pose a threat to the BRC community. We augmented this original list of risk provided by the BRC’s legal division with criteria of our own as well as criteria generated from the concerns of the BRC’s director. We submitted a list of risk criteria to the head of the legal department for further revision before generating and resubmitting our final risk assessment criteria for revision. The risk assessment was divided into two sections, “high risk” and “acceptable risk.” The “high risk” content was media which could potentially pose a threat to any member of the BRC community or the organization itself; “acceptable risk” was media which, while being similar to the “high risk” content, was not able to pose any threat to individuals or the BRC. Documentation was prepared alongside the final risk assessment criteria (See Appendices S and U), so that for future users, content could be easily developed and assessed by the risk assessment. This assessment was important as it allowed us to filter our content and remove potential risks.

We systematically checked the content of all sections, assessing the level of risk. We removed or edited the content of any section which was classifiable as “high risk,” while making note of any section containing “acceptable risk” for future reference. Even after doing this, we were aware that some information could be neglected during the filtering process and disclosed to the public. It is because of this that we continued to regulate the information after it was filtered through the risk assessment and we worked to develop content with the utmost confidentiality for refugees and asylum seekers.

We used information gathered from to the BRC community to write a bulk of the website content. In order to write the content, we guided the writing of content based upon our research on journalism and content writing best practices. Focusing on writing to an audience who does not know English as a first language, we worked to develop

simple, explicit content that could be easily read and understood. According to the UN Refugee Agency, our content needed to be concise, reducing the amount of time to read a page (GETNUIK, 2007). Dran, G.M., Zhang, P., and Small, R. added that websites should strive to employ scanning, a technique that can be used to easily identify topics of pages and paragraphs, this would further aid the readability of the website for users (1999).

We wrote content to fill the content sections and subsections, based upon the outlines constructed for written content. We designed content to meet a number of needs. We created a large portion of the content for potential donors, with a major section devoted to the refugees and asylum seekers. Using the information collected from analyzing and interviewing the BRC's target audiences, we outlined information that was applicable and useful to refugees, asylum seekers, and potential donors. Using the information collected in objective 2 as well as feedback from the BRC staff, we were able to compile content applicable and useful to refugees and asylum seekers. We used this information to develop content which aided these individuals by informing them about the BRC's services, while providing insight into the registration process of the UNHCR. We also envisioned this section finding a secondary function, by providing potential donors with further insight into the BRC's operation and by adding credibility. We utilized the best practices gathered from our interviews and communications with NGOs to create this content. We followed a number of guidelines on presentation of information and writing style.

In order to finalize content for use in the website, we developed drafts of how each content section would appear on the website. We submitted this content to the BRC director as well as the associated staff members; for example, articles relating to asylum seekers were submitted to the staff person in charge of asylum seeker affairs, as well as the BRC director. This review was foremost a method to determine the pertinent staff member's opinion on the style and quality of content representation, as well as its accuracy. Additionally, we assessed the content in order to determine its writing quality and relevance to the particular section and designated audience. Before its implementation on the website, we submitted the content to the BRC director for final review and approval.

Design and implement a website for the BRC capable of informing their target audiences and fundraising

We focused on the website design as the central goal of this project. In order to fulfill the ambitions of the BRC, we needed to design a website that met all of their requirements. To accomplish this, we incorporated the views of the BRC, the views of their audiences, and the content created in objective 3 into the design of the website. In this section, we detail many of the technical development aspects of the website design, such as utilized technologies, development tools, and testing, and the reasoning behind these processes in order to clarify our choices for the design process. These technical choices played a large role in the visual design and intended use of the website, so the website was launched with a full array of capabilities to meet the needs of their audiences.

We worked to design a simple and visually appealing web design. Because of this design goal, we took into account a number of visual concerns, such as color scheme, layout, and font characteristics when developing this website, to better appeal to these two audiences. We created the general design of the website upon the layouts and strategies of other NGO web designs, as well as the desired design specifications of the BRC. By assessing and utilizing designs from NGO websites, we were able to advantage our own web design by being able to clearly envision what type of design we could develop.

In order to create an appealing and accessible website design, we selected the layout, design, and content of the website to provide optimal ease of use, in regards to the UN Refugee Agency and the US Department of Health and Human Services (USDHHS) best practices of website design. In addition, we evaluated a number of different sources regarding the best practices of website design. To learn more about effective website layouts, we created a rubric for assessing NGO websites (See Appendices A and B). In this website assessment, we took into account common desirable attributes and pitfalls of nine related NGO websites, such as UNHCR.org and COERR.org, based upon website best practices of design (Dodge, 2001). We develop initial layouts and website organization in regards to content placement and overall visual design, utilizing the observed desirable features and best practices. Additionally, by comparing these NGO websites, we were able to formulate ideas of how the BRC website could look.

We created a site map in order to successfully organize the website content. This is a flow chart-type of documentation which represents the navigational structure and organization of the website, which we utilized to allow easy visualization of the different website sections. We used a site map, so that we could more easily manipulate information on the website. We constructed the site map taking into account the feedback from the BRC Director on how the different issues should be presented in relation to each other. In parallel to the development of the sitemap, we created the initial sketches of the website's page organization and visual characteristics.

We drafted a "pen and paper" sketch of the website to use as a starting point for our site development and evaluation of design. We utilized these sketches to provide initial visual progress at minimal development cost. In order to develop our final sketch, we evolved our design through several initial rounds of sketches with accompanied periods of review and feedback, without investing time in code development. In order to receive initial feedback on design, we presented our sketches to the BRC community during the review periods.

With our design in mind, we assessed and selected website software based on a number of criteria, such as software costs, supported functions, and ease-of-use. In order to significantly decrease development time and maintenance costs of the website, as well as to accommodate all of the tentative specifications of the website, we decided that the software would need to support several development technologies (Palmer, 2002). We utilized these technologies to add visual components, aid in data management, and ensure maintainability:

- Cascading Style Sheets or CSS - This function describes how documents are translated by browsers in order to modify how they are presented on screens.

Additionally, it allows the look and feel of several web pages to be controlled independently from website content. We utilized this technology because it enabled easy changes elements of the site such as the background, color, or text attributes of our main sidebar, and by making modifications with this tool, the changes would be adopted throughout the website. Additionally, we improved the site's maintainability through the use of CSS since it reduced the steps to change these various presentation elements.

- Dynamic Webpage Template or DWT – “[A] sophisticated type of Web page template that enables you to share a layout among several pages in a site, preserve specific regions of content from unwanted changes, and save time when you begin to manage the Web pages on your Web site” (Microsoft.com), We utilized this technology in conjunction with CSS to further reduce development and maintenance cost by reducing the time required to change the static content. This enables content alterations, such as graphics and navigational links changes, to be updated across every page in the website in one simple action.
- JavaScript – We sought to use this technology to take advantage of the ability it provides to dynamically load and manipulate data stored on a server. We utilized this functionality to increase maintainability of a system by implementing a system in which we allow most of the content materials to be added without coding. We used JavaScript to dynamically acquire content from files and to manage its presentation on the web site.

We conducted trial runs of website development software in order to gain a feel for the software's usability and learning curve. To mitigate costs for the BRC, we chose to work with programs which were open source or those that had thirty or sixty day trial versions. We considered a number of web design tools, and to our advantage, all of the leading tools were available as a trial version. We compiled the following list of tools for testing: Microsoft Expression Web, Adobe Dreamweaver, and NVU. We used test trials to learn about the basic operations of all of the web development software and after selecting Expression Web, we worked to become more proficient in the operation of this tool, in order to more easily update and maintain the website during the design process. In order to mitigate the learning curve associated with using a new technology, we implemented three main strategies for raising our proficiency of the software: working off of samples, completing tutorials, and reading instruction materials.

We tested the web design on several popular browsers to ensure the website's compatibility with the multiple internet browsers that the BRC's target audiences would likely use. This testing was especially relevant to our particular web design, as international users may have different browsers with limited capabilities; as such we tested the following browsers based upon current browser usage statistics found at http://www.w3schools.com/browsers/browsers_stats.asp:

- Microsoft Internet Explorer (IE) – We used IE as the primary test environment as it is the most widely used browser. Additionally, IE is integrated with the Expression Web Design tool design.

- Mozilla Firefox – We utilized this browser because of its popularity, as combined with Microsoft Internet Explorer, they account for 99.2% of worldwide internet browser usage. Because of this, we focused on both browsers in coverage testing, as Firefox occasionally represents html code differently than IE and vice-versa, necessitating multiple browser testing to ensure that the code is compliant on all popular browsers.
- Apple's Safari – This browser was not as widely used, however we included this browser in weekly testing, giving it lower priority but still ensuring its compatibility with the website.

During website construction, we needed to develop the website in a manner which would allow for the stakeholders to have a substantial degree of control. To accomplish this, we used an iterative development process. The web site was constructed in weekly iterative stages, each going through a design phase, a period of construction in which a working product was created, and then through an evaluation period, in which received feedback from the project's stakeholders. With each iteration, we added new functions, addressed visual considerations and updated and added to the content. We benefited from this feedback process because it enabled the goals of the BRC to effectively drive the development of the website. We evaluated the website development through weekly reviews, which guided our focus in each subsequent stage of web design. Additionally, we conducted simple testing on the features of the website through multiple internal rounds of feedback.

During this process, we worked with the BRC community to receive a broad and relevant range of feedback. Using this process, we were able to gain insight into the design path of the website, ensuring the structure remained appealing and functional, while meeting the needs of the BRC. We also researched visual website designs, including topics on the use of color, fonts and graphics. We were able to incorporate a majority of these aspects from this into the development of the website, balancing the needs of the different target audiences. The iterative approach assisted in this process, ensuring that we took all aspects into consideration.

Implement a website maintenance strategy for assessing, providing upkeep, and developing the BRC's website.

In order to ensure that the website would be sustainable, we used knowledge acquired from the website design to design a maintenance strategy. Maintenance was of high importance to the design of the BRC website, as its staff members lacked a technical background, making them ill-equipped to simply assume control of the website. We designed the website with sustainability as a core concern, while attempting to optimize its ease-of-maintenance, so to ensure the website's success.

In order to increase the overall maintainability of the web design with the eventual evolution of browsers, we followed W3C standards during development. The W3C is a standard which enhances a technologies backwards-compatibility. We wanted to ensure that aspects of the site would not stop working with newer versions of browsers simply because components of the website failed to comply with standards. We utilized a

number of available tools to do the compliance testing; for example the built-in functionality of development software.

In order to make the computer code more accessible, we created simple instructions directly in the code. By this method, each section of code was written alongside a short explanation, written in simple English, which details the function of the code, how to alter it, and how changing it affects the website. For example, the code which controls the website news ticker is coupled with an explanation on how to add to change the text within the ticker, as well as how to make it invisible on the website.

We determined that maintenance documentation would be important to the BRC's take-over of the website. Research showed us that making small notes during the process ensured all information was retained, but developing the final written document at the end significantly reduced the overall time since the information had already been stabilized and implemented into the website (Ambler, 2007). Ambler suggested that user manuals and support documentation are as essential as the website's source code because it is important for people to be able to maintain, enhance, operate, and support the system.

The most important component of the maintenance strategy was a body of documentation for use by the BRC staff, which contained information on future improvements that could be made to the website, as well as systematic instructions on how to best use the website development tools. The management of websites tends to be "unpredictable and challenging" (Hecker, 2004). Despite this, we hoped that this set of instructions could greatly benefit the BRC, allowing its staff to learn about the operation of the website as well as how to maintain it.

With the completion of website design, we assessed the website using the website criteria assessment created during the website development. We conducted this assessment in order to gauge the overall success of our web design and to provide a final stage of feedback. By conducting this self-assessment, we were able to provide the BRC with a number of recommendations as to what future progress could be made to enhance the effectiveness of the web design.

We displayed the final web design in a demonstration to the BRC staff, refugees, and asylum seekers. We conducted this as informal session where the functions of the BRC website were displayed, and we allowed for a question and answer period to follow. This enabled the BRC population to fully understand the functionalities of the website, as well as learning what resources were now available and how to access them. Feedback, as well as common questions that we had to address, were documented and added to the maintenance manual.

Chapter 4 A Website for the Bangkok Refugee Center

Understanding the social context of the BRC community was central to guiding the development of the website and determining how best to represent the BRC as an organization. Every aspect of the website was guided by the characteristics, concerns and needs of the BRC community. This chapter begins with an overview of our observations on the BRC, in regards to the development of their public image, while emphasizing our interactions with the BRC population. We then present what we learned about the BRC's two target audiences: refugees and asylum seekers, and potential Thai donors. We summarize the sections of the website content, explaining how each section was shaped by the needs of the BRC community and their target audiences, and our rationale behind each section. We then present our decisions on the design of the website, as well as the results from reviews of the BRC community. We conclude this chapter with our observations on the future of the website, brcthai.org, its survivability, maintenance decisions, and how these decisions affect its future development.

4.1 The Bangkok Refugee Center: Creating an Identity

We collaborated with the BRC community to help them develop a public image. In this section, we discuss information on the beliefs of the BRC community, which resulted in the development of their public image. We then present the finalized mission and vision statements and the logo, elaborating how each component created by the BRC community through our guidance.

From our communications with BRC staff members, we determined that their website would need to be a representation of the BRC's services, community, beliefs, and goals. From conversations, we learned that BRC's staff member each had unique perspectives on the BRC's function and organization beliefs, and so this image would need to come from the compromise of numerous perspectives.

As an organization, the BRC has strong belief in aiding persons in need, which many staff members revealed to us in interviews. Some emphasized that in order to understand the BRC, it was first necessary to understand refugees and asylum seekers; one refugee staff member drove this even further, explaining that the BRC *is* refugees and asylum seekers. In this way, the BRC is guided by the needs and beliefs of the people it serves. Others added that the BRC exists out of necessity, and that the need to support refugees and asylum seekers controls the organization. Several staff members, some of them refugees themselves, noted that the BRC should emphasize that refugees and asylum seekers are people, just the same as anyone else. Further, one staff member expanded that refugees and asylum seekers are associated with a number of negative connotations. He emphasized that many of these people were successful and happy before they became refugees, and that he never imagined that he would be a refugee one day. The BRC community's strength lies in its ability to make sacrifices for refugees and asylum seekers, putting their needs in front of their own. This can be shown in cases of some asylum seekers, who receive money from the BRC and are given clothing and food, when no specific budget exists to aid them.

Many refugees and staff members expressed similar opinions on the long-term humanitarian goals of the BRC organization: that the BRC would work into the future to help those in need, while striving to expand its services to the fullest possible extent. These varied opinions demonstrated to us that the BRC could be represented in a number of ways, each based upon the views of an individual. However, these differences contained broadly unifying themes, such as the humanitarian goals of the BRC community. From these, we worked with the BRC community to develop a single representation which attempted to create a union of all of these views.

Through background research, we found that the implementation of a mission statement would demonstrate credibility to donors. This increased accountability will attract benefactors by showing the legitimacy and future goals of the organization, increasing donations. Research showed that NGOs receive many benefits through the use of a specific public image, which can convey the beliefs of the organization and its goals. For example, these mission and vision statements would allow the BRC community to justify its activities with refugees and asylums seekers, and raising accountability (Johnson, 2001). This mission statement ensures that *all asylum seekers and recognized refugees enjoy personal security and safely through an increased protection and more efficient provisions of assistance*. Coinciding with this, the vision statement for the BRC, adopted from COERR, is to *proactively render appropriate humanitarian relief services, particularly to the Extremely Vulnerable Individuals that will enable them to live their lives with dignity and encourage them to be productive and caring members of their community*. Analysis of other websites showed that most NGOs provide such information to the public, and we found that identifying the goals and beliefs of an NGO can assist in potential donors identifying the organization's policy, which can increase credibility (Lee, 2004). By having a mission statement, defining the core beliefs of the BRC community, and vision statement, defining the long-term goals of the BRC community, we facilitated the selection of a logo for the BRC through a community-wide contest.

From the 36 submissions received in the logo contest, a selection committee composed of the BRC's director and two other staff members chose a design that captured appropriate humanitarian aspects while expressing a simple and understandable theme. The logo would not only enhance the visual aspects of the website, but could be used to represent the characteristics and mission of the BRC. As can be seen in Figure IV-1, there are the letters "BRC" across the top of the logo to show the organization's acronym. In the letter 'C' is a globe of the world, representing that the BRC community is working with an issue that is represented around the world and that its refugees and asylum seekers come from 33 different countries. The outline of the house represents the security and protection that many refugees and asylum seekers feel the BRC provides



Figure 5 BRC Logo

them. The hand represents the support that the BRC community offers refugees and asylum seekers while they are in Thailand. The people represent refugees and asylum seekers that come to the BRC seeking help. Additionally, this represents the sense of community and family that many refugees and asylum seekers find to be an important part of the BRC. This image is not just the presentation of an organization's logo, goals and mission statement, and things of this nature, but it is also an overall visual representation of the organization's ideals and objectives. Through a collection of visual components and messages, the image of the organization can evoke a response in the viewer. This logo was selected as one that could become identifiable with the BRC and would represent the values of the BRC into the future.

4.2 Analyses of the BRC's Target Audiences

In this section, we discuss what we have learned about the computer accessibility needs of refugees and asylum seekers, as well as our findings on philanthropic trends of Thai donors. These are characteristics which we later applied to the design of the website structure and content.

4.2.1 Analyzing Refugees as a Target Audience

Results from a computer proficiency questionnaire gave us insight into the capabilities and skill levels of 49 refugees and asylum seekers of mixed nationalities and ages from the BRC. The questionnaire results indicated that the majority of refugees knew English, signifying that the website could be used for refugees and asylum seekers. We recognized that the questionnaire was only distributed to those present at the BRC, which represented only a small percentage of the urban refugees in Bangkok. For that reason, it was not possible to perform a full analysis of the benefits that an English website would bring to refugees and asylum seekers.

The results indicated that about 90% of the refugees and asylum seekers interviewed knew how to use a computer, 86% knew how to type, and 82% could gather information from the internet, indicating that a website could potentially be useful to refugees and asylum seekers, with the application of appropriate material. However, only about 31% answered that they had easy access to a computer and about 33% had a computer in their home country. These results indicated that while refugees and asylum seekers may be computer proficient to some degree, they their restricted computer access could impede refugees and asylum seekers from accessing the website. On the other hand, about 88% knew where to get internet if they needed access, confirming that the BRC's website could assist refugees and asylum seekers (See Appendix I for questionnaire results). Additionally, only 29% of refugees and asylum seekers knew what a website was, while 82% of the respondents knew how to use the internet, which suggests that the individual did not know the definition or meaning of a 'website', further indicating that this audience may have difficulty complicated English words or phrases.

By teaching and attending classes, we made observations that conflicted with the questionnaire results. The questionnaire presented evidence for some level of computer

proficiency and English ability among refugees and asylum seekers, while our classroom observations indicated that most individuals had only a limited knowledge of English. Further inspection showed that there was a broad range of computer proficiency, varying significantly from person to person. In this case, however, we only were evaluating the English and computer knowledge levels of the refugees that were attending class at the Bangkok Refugee Learning Center (BRLC), which is not a fully representative sample. Based upon all of these results, we decided that content specifically for refugees and asylum seekers should be clear and concise, avoiding colloquial English, technical terminology, and complicated diction. Keeping these results in mind, we made sure that the website was simply worded, direct, and intuitive to operate.

4.2.2 Thai Potential Donors

We communicated with refugee-aiding NGOs and researched Thai philanthropy to gain a better understanding of the Thai audience and their characteristics as donors, especially to learn what would make the website and its content more appealing to them. Interviews and discussions with NGOs showed that the Thai population tends to more respect for NGOs that are staffed with volunteers, that develop financial sustainability through government and local funds, and that communicate their values and experiences. We interviewed two members of COERR, Mr. Bendoza, Coordinator Director and Mr. Jansiwak, IT head, who informed us about Thai philanthropic behavior and their organization's communications. (See Appendix E for this interview). According to Mr. Bendoza, Thais are more prone to donate to NGOs that assist children and the elderly. While the BRC has no specific age group to whom they offer assistance, they are more likely to provide assistance to highly vulnerable individuals which include children (J. Bendoza, personal communication, February 12, 2008). If this characteristic was incorporated into the BRC's website it may add appeal to the Thai audience but could potentially misrepresent the BRC's overall mission as an NGO. In addition, Mr. Bendoza claimed that Thais do not sympathize with illegal immigrants, which include refugees and asylum seekers. For that reason, we decided to focus more on the services provided by the BRC and less upon the interviews of the refugees and asylum seekers to better target the Thai audience. In addition, we learned that Thais tend to sympathize with individuals from surrounding Asian countries significantly more than those from the Middle East and Africa.

The strength of a website as a communication tool in comparison to others is that the information is not only accessible to a local audience, Thai donors in this case, but to an international audience. For that reason, we created a balance between the factors we included to appeal to the Thai and to an International audience. If we took into consideration all of these characteristics on Thai audiences, we would be misrepresenting the BRC which could hinder their appeal to international audiences. We needed to create a balance between appealing to the Thai audience and making sure to represent the BRC as accurately as possible.

From NGO communications and our research, we gained a better understanding of credibility and how it can be applied to the BRC's website. NGOs indicated that the credibility of the BRC website could be enhanced by displaying information, annual

financial reports, newsletters, and performance evaluations. Accountability could be further enhanced if content communicated the BRC's beliefs, activities, and achievements. We found that the BRC's credibility could be significantly improved by providing this information, giving audiences a standard to evaluate the BRC's relative progress.

The BRC may face challenges when addressing the characteristics of the Thai potential donors, as they may find the illegal immigrant status of refugees and asylum seekers, as well as the non-Asian population of the BRC, unattractive. In order to appeal to a Thai audience, we determined that the website would need to be visually appealing, while emphasizing the aid that the BRC provides to needy individuals. Importantly, we worked to remove any material related to the Thai State and we created content which did not focus upon the *reasons for the needs* of refugees and asylum seekers, but instead, upon the *needs themselves*.

Additionally, the website may find more success from international donors. In our interview with COERR, Mr. Bendoza suggested that the BRC work to target English speaking donor in Thailand instead of the Thai population as a whole (J. Bendoza, personal communication, February 12, 2008). However, we believe that the website is the best communication tool that we could have offered to the BRC. If the BRC website is unsuccessful at targeting the Thai population, it is likely that the website can find success targeting any number of other audiences.

4.3 Website Content and Development

We used two primary principles when developing content: the content's ability to satisfy the needs of the target audiences, and its ability to project an accurate view of the BRC on the website, raising credibility. This section discusses the various content topics that were written, the section's significance in the website, and any particular writing or development styles that were associated with the content section.

One crucial factor when creating website content was maintaining an appealing, dynamic, and easy to understand writing style. In addition, we determined that all of the interfaces of the website should be as visual and intuitive as possible, and all content should be written clearly and in basic English.

This was especially important for sections designed uniquely for refugees and asylum seekers. We found it challenging to maintain this simplicity while not degrading the quality of the content writing, which can impact the content's appeal to potential donors. We found that by participating in and teaching a number of refugee classes helped us develop a better understanding of the range of refugee language abilities, which provided us with insight into writing content geared toward this specific target audience.

4.3.1 About Us

The *About Us* section was designed specifically for potential donors, providing in-depth information on the BRC's mission statement and the history of the organization. As stated earlier, the development of an image played an important role in increasing the overall accountability of the BRC, and our research showed that projecting this on a

website can further strengthen the image (Maynard & Tian, 2004). Discussions with the BRC director indicated that the availability of this information on the website would be important for increasing financial support to the BRC.

This section also contains information on notes and disclaimers, detailing the motivation for confidentiality of refugees and describing that the BRC association with COERR and the UNHCR. These types of explanations could add credibility to the BRC website, by explaining supporting details of their affiliation and legal concerns.

Further topics in this section include the history and facts about the BRC which can provide potential donors with some background while further explaining their need for funding.

Based on interviews with other NGOs, we also decided to include a photo gallery with various pictures of refugees and asylum seekers, as well as the BRC facilities. We chose to use a photo gallery in order to aid potential donors by providing visuals of the BRC and its community, while making sure that these photos posed no risk to refugees and asylum seekers. We accomplished this by not showing faces of individuals and by not posting their names in descriptions.

4.3.2 Services

One section of the website is devoted to a description of services offered by each of BRC's departments. The demand for this content emerged from conversations and interviews with the BRC staff, who believed that this information would be useful for the targeted audiences. In addition, our research showed that this type of information further enhances the credibility of an organization. Potential donors could utilize this content to become informed about the BRC's services, while refugees and asylum seekers could use the information to learn about receiving aid from the BRC. Based upon our research and the input from the BRC community, we decided that this would be an important method for developing a relationship with donors.

4.3.3 For Refugees and Asylum Seekers

A section, "For Refugees and Asylum Seekers", features a number of guides and educational tools for the title audience. In addition to content on services offered, the BRC wanted information available for refugees and asylum seekers on the UNHCR registration and resettlement processes, as well as typical resettlement countries. This content is intended to be useful for raising the credibility of the BRC to a potential donor.

We created the content of this section by utilizing documentation of the BRC and UNHCR. A number of BRC staff suggested that resettlement information on the BRC website could prove useful to refugees. Following up on this suggestion, we decided to provide basic country information on the website which could prepare the refugees for their resettlement.

4.3.4 Refugee Stories

To express the hardships of refugees and asylum seekers on the website, this section contains content we developed from a series of interviews with the titled audience. We determined that one way for potential donors to develop an emotional connection with an organization was to place stories of refugees and asylum seekers on the website. We found interviewing to be the best way to gather this content, though there were many limitations. The greatest concerns refugees and asylum seekers expressed, regarding the use of their information as website content, involved the potential consequences of unfiltered information from the interviews going public. We found this threat intimidated refugees and asylum seekers, making them hesitant to tell particular stories or even be interviewed at all. As a result, we strongly emphasized the anonymity in this section, developing the content around this concern.

We utilized the interviews from refugees and asylum seekers to create a section of website content highlighting aspects of their hardships in Thailand. We designed this section to be a central component of the website, with the purpose of informing potential donors on the situation faced by refugees and asylum seekers. The content was divided into subsections, each subsection representing an aspect of the refugee and asylum seekers hardships or experiences. Each subsection features a number of refugee and asylum seeker quotes, selected to have an emotional impact on the reader. For example, the section titled ‘What Refugee Means to Me’ features a series of quotes including “This is not my country, so I cannot live the way I want. So now we lost everything: [we] lost our home. However, the UNHCR must give us another country. We must think about the future.” A flag from the speaker’s country of origin is displayed next to the quote to signify where they are from. The placement of these flags also provides the potential donor with a visual demonstration of the diversity of refugees and asylum seekers at the BRC. However, these quotes display neither the pictures nor the names of refugees and asylum seekers. Eliminating this was an additional effort to maintain the confidentiality of the refugees and asylum seekers, further minimizing their risk.

We found that refugees and asylum seekers had many complaints about the Thai Police and the inefficiency of the UN. In discussions with the BRC’s Legal Advisor, we learned that it was dangerous for the BRC to display any criticisms of the Thai government, and that this information could jeopardize the BRC community as a whole. The display of such information would certainly cause problems for the BRC and was omitted from the interviews before being posted, as it posed a high risk to the BRC and the individual who gave the interview.

Even though the numbers of refugees and asylum seekers interviewed were not representative of the whole Bangkok refugee population, it was evident that many refugees and asylum seekers live in fear because of aggression, discrimination, and abuse by the Thai Police. Some stories also included acts of prejudice from Thais. While the complete story of refugees and asylum seeker’s situation in Thailand is omitted, they are protected and kept safe from any harm. Due to these confidentiality and protection concern, we decided to emphasize other hardships, such as the lack of food and work in Thailand to donors.

The information we collected from the interviews showed that most refugees and asylum seekers were satisfied with the BRC’s services and thankful for its aid, but still wish there was more financial assistance. Asylum seekers also shared these monetary complaints, but their financial situation is more severe than the BRC’s assisted refugees

because the help offered to asylum seekers by the BRC is not consistent. This information supported our project, amplifying the BRC's need to fundraise. These financial concerns were then projected in this section of the website, reiterating the need for additional funding to the potential donors.

By presenting these stories on the website, audiences would be able to view a number of perspectives on the BRC, which can raise the credibility of the BRC's website and thus increase funding to the BRC. In developing content, we featured a number of stories on the website about young refugees and asylum seekers. We found that Thai tend to empathize more with children and the elderly, so stories involving families, parents, and siblings would be more effective in reaching these potential donors.

4.3.5 Events and Projects

We developed a section for events and projects to inform donors, as well as encouraging previous visitors to return to the website. After analyzing how other organizations designed such sections, we decided to include an interactive calendar with upcoming events, as well as news articles that would appear both in the *News* section and on the homepage. In our interview with COERR, they suggested updating the website at least monthly, which could be accomplished through adding events and writing news stories (See Appendix E for the interview with COERR).

We also developed interactive sections of the website, including a refugee art auction where potential donors could view and purchase refugee paintings. Through the use of website assessments and information from NGOs, we found that these interactive components would add an important visual appeal to the website. Additionally, we found that by showing previous public involvement, such as past fundraisers, the BRC could potentially improve both its public relations and accountability. Similarly, this section of the BRC website would feature other income-generating projects, such as the BRC café and 2008 BRC calendar in order to further garner additional public appeal.

4.4 Website Design and Functionalities

In this section, we discuss our observations on our website design. Several web development options were discussed in the background, and here we have expanded upon these ideas. Additionally, we present conclusions and observations on the best practices we used to optimize the accessibility, navigation, and presentation specific to the BRC's website.

The majority of our conclusions about website functions, like navigability, resulted from website assessments that we completed on various NGO's websites. We found many similarities from one website design to the next which provided us with a direction to base the BRC's initial website design on. As well as many consistencies in regards to content present, we observed that the most successful NGO websites had comparable design features.

4.4.1 Navigation

Observations of refugees and asylum seeker's internet usage while teaching and assisting in classes showed that a majority of the websites they accessed had simple designs. Navigation on many of the accessed sites was very intuitive, providing the user

Home
About Us
Events and Projects
Refugee Stories
Services
Medical
Legal
Educational
Social
Vocational
Aid for Asylum Seekers
For Refugees Asylum Seeker
How You Can Help
Contact Us

with simple links that have only one meaning and clear descriptions of how to complete tasks. We observed that refugees and asylum seekers frequently used websites like *Yahoo!*, which utilize a left-hand navigation bar. We can conclude that refugees and asylum seekers will most likely be able to apply this knowledge of navigation styles to another website that employs the same techniques. After analyzing the website assessments, we also found that a majority of NGOs use left-hand navigation bars. These similarities between more renowned NGOs and the BRC's website will increase accountability to potential donors, as well as promoting comfort of navigation throughout the website.

Through our research of NGO web design best practices, we concluded that the left-hand navigation style would be most effective to meet the BRC's needs. This format, displayed in Figure IV-2, features a menu with easy to read titles that will direct a user to the associated main page. The menu will then display additional sub-topic links, allowing access to information that is more specific and providing a means of orienting the reader. These navigation techniques use an intuitive process of moving from one section of the website to another. The left-hand navigation bar also lacks menus that move when the mouse hovers over them, which we observed that refugees and asylum seekers had difficulty reading with their limited computer skills.

Figure 6 Navigation Menu

Research showed that navigation styles could be employed throughout a website in forms that complimented the primary navigation bar. Further contact with the UN Refugee Agency's webmaster informed us that adding links within text are logical connections and provide a direct way to access additional information on a specific topic.

4.4.2 Presentation

We considered a number of factors in the design and presentation of the website. Designed around ease of understanding, we learned that optimizing its aesthetic presentation could improve the overall visual appeal and readability of the website (USDHHS, 2006, chap. 6). In order to accomplish this, we determined several aspects of visual website design to focus upon. These aspects include the optimization of a visual

layout for an NGO through prioritizing the location of content, as well as using size 12 fonts for large bodies of text and larger font sizes for headers to increase readability.

According to Warnick, Thais evaluate website's credibility based on its visual layout (2004). By carefully selected color schemes, adding pictures, and using consistent navigation styles throughout the website, we increased the visual appeal of a website. After researching the effects that colors have on audiences we determined that color can hold different meanings in different cultures (Egan, 1974). For that reason, we used a dark and light blue color scheme to stay consistent with the UNHCR's website. A white background was used to visually emphasize the information and graphics present on the website, and gray navigation bars complete the layout. We selected a number of easy-to-read fonts for the website in order to better suit the audience when viewing the information. These aesthetic decisions were made in hope that the information presented was visually appealing in every section of the website.

4.4.3 Accessibility

Through our interviews and discussion with the BRC community, we found that most refugees and asylum seekers learn about the BRC through the UNHCR, which indicates that the website may not be utilized by refugees and asylum seekers until they have been referred to the BRC by the UNHCR. In this situation, the website may be unable to help asylum seekers when they first entered the country.

After evaluating the general Thai audience, we concluded that a large part of improving the website accessibility would be translating the website into Thai. We found that this would not only allow a larger population to access the website, but would improve the website's appeal and accessibility to Thai donors. In our research of Thai NGO websites, we found that a majority of sites have both Thai and English content translations, having a standard button on every page to translate the information. Some of these include the Anglo Thai Foundation, UNICEF Thailand, the Fund for Educational Support to AIDS orphans, and the Thai student charity SET. However, the two month span of the project did not allow for this translation. Instead, we incorporated the capability of translation into the website for later use to facilitate the implementation of the translations of content into Thai.

4.4.4 Sustainability

The website was designed with a focus on ease-of-maintenance so we could ensure the BRC has the ability to both alter and update their website. To ensure sustainability, we ensured that the website could have numerous changes to any aspect of the design made with ease, and content could be readily added, edited, or removed. If the BRC determines that the website is lacking or in need of features or content, we have included instructions which allow the BRC to learn about website maintenance (See Appendix W for maintenance manual).

We learned that the BRC will employ a new volunteer staff member, the Resource Mobilization Officer (RMO), whose work will be to continue and enhance our work. This

provides us with substantial evidence that the website will be utilized by the BRC. Further, the RMO is also charged with working to better the BRC's communication materials, indicating that the website is the first stage of a much broader communication plan. Additionally, the RMO will be able to utilize the website documentation to rapidly enhance his understanding of the website and its operation. In order to facilitate the learning of the RMO, we have included very simple instructions within the website's code which explain the purpose and functions of each line of code. These measures should be sufficient to guide the resource mobilization officer in the take-over of the website and for its future use.

Chapter 5 Conclusions and Recommendations

In this chapter, we discuss how our understanding of the Bangkok Refugee Center community – staff, refugees, and asylum seekers – allowed us to design and launch a sustainable website. We summarize the work of our project and its outcomes, and we present our observations on the overall role of the website and how it was shaped by both the BRC community and the characteristics of their target audiences. Additionally, this chapter presents an overview of the benefits and limitations of the BRC website, a summary of the maintenance needs and development potential of the BRC website, and suggestions for communications developments beyond a website.

Understanding the social context of the BRC was central to guiding the development of the website and determining how best to represent it as an organization. In order to meet the needs of the BRC community, we designed the website with several concerns in mind. One of the core concerns with the website was its effectiveness to raise money for the BRC in order to increase the services the BRC provides asylum seekers. In addition, based upon other ambitions of the BRC, the website was designed to educate refugees and asylum seekers, using the website as a platform for housing various media, such as guides and education modules. Another central concern was the credibility of the BRC, so we worked to ensure that the website was accurate in its representation of the BRC community and its struggles. In developing this credibility, we hoped that audiences could gain an understanding of the BRC and the significance of its work, without bringing to question the BRC's integrity. Sustainability was also a core consideration in website design: we attempted to promote easy maintenance to help the BRC staff acclimate themselves to using and making additions to the website. However, complications with any website are inevitable, and so we anticipated potential problems and provided solutions in maintenance documentation which we created and supplied to the BRC.

5.1 Understanding the Bangkok Refugee Center Community

Collaborating with the BRC community allowed us to build a website capable of satisfying their needs. Through daily conversations and interactions with staff, refugees and asylum seekers, and by regularly teaching classes, we immersed ourselves in the BRC community, which allowed us to gain their trust. As we developed a strong relationship with the BRC community we improved our insight into how the organization could be accurately represented on the website. We attempted to involve the BRC community in the website development process by designing the website in weekly stages, each with a round of review by members of the BRC. This collaboration was important as it allowed the BRC community to shape the evolution of the website.

We wanted the website to represent refugees and asylum seekers, allowing potential donors to learn about these vulnerable individuals. However, posting their information on the BRC website could place these individuals at risk: facing arrest and

forced deportation if exposed. We worked together with the BRC legal officer to create procedures for informed consent as well as assessing refugee and asylum seeker risk. We considered anonymity of the utmost concern when representing refugees and asylum seekers, which we followed by not displaying their faces or revealing their names in website content. Other considerations for the website involved the BRC's delicate political situation in Thailand, as the BRC's interactions with refugees could be viewed negatively by the Thai State, and understandably, different members of the BRC's population may harbor negativity towards Thailand's government. Because of these views, it was important to represent the BRC in a neutral manner on the website, so as to not upset the fragile balance between the BRC and the Thai State.

5.2 The Identity of the Bangkok Refugee Center

We interviewed BRC staff to facilitate the development of a public image for their organization: an image developed from the unification of many perspectives on the beliefs and goals of the BRC. We learned that a central tenet of the BRC philosophy was their belief in helping people in need, and that this belief should be a central consideration in designing the website. Through our continued work with the BRC we helped them to refine their ideas, creating a mission statement: *"To ensure that all asylum seekers and recognized refugees enjoy personal security and safety through an increased protection and more efficient provision of assistance."* Additionally, we aided the BRC community by facilitating the creation of its logo through a community-wide contest. Through the contest, a logo was selected to which exemplified the beliefs of the BRC. We utilized both the mission statement and logo on the website, in order to incorporate these components into the organization's identity, aiding the credibility of the BRC by establishing and displaying its core values.

5.3 Target Audiences of the BRC

With an understanding of the context of the BRC as it operates in Thailand, we learned about the views and needs of their target audiences to determine how to develop their website content. Our research indicated that the general Thai population is less philanthropically active than most audiences, and so it became important to learn about what might attract or turn them away from the BRC website. NGOs indicated that Thai donors are more inclined to find interest in organizations whose aid assisted children and the elderly, as well as those which work with people of Southeast Asian ethnicity. Additionally, we learned that one of the strongest trends among Thai donors is their attraction to visually-appealing websites. We worked to incorporate these considerations into the website by emphasizing certain aspects of content and visual design. One challenging characteristic of Thai audiences is that they commonly believe that NGOs exist in countries to fill gaps not covered by a country's policies. In order to appeal to this audience, we worked to remove any material related to the Thai State and we created

content which did not focus upon the *reasons for the needs of refugees and asylum seekers*, but instead, upon the *needs themselves*.

Making the website accessible and useful for the BRC’s other audience, refugees and asylum seekers, posed several challenges. Most refugees and asylum seekers are able to speak and read English, but at a low level of fluency, in addition, the knowledge of computers varied considerably among refugees and asylum seekers, from extremely limited to high levels of proficiency. To aid refugees and asylum seekers, we raised the website’s accessibility by simplifying design and content, making them simply worded, direct, and intuitive. We worked to write the website’s content in very simple English, staying away from technical terms, colloquial English, and complicated diction. Another limiting factor was that refugees and asylum seekers infrequently use computers, so the BRC would need to encourage their community to use the website in order to raise awareness of its benefits to this audience.

Despite the challenges presented by these two audiences, we believe that these are short-term limitations, and by driving the website forward, the BRC can bridge the gap between their website and target audiences. Additionally, the BRC’s website has many similar components of internationally-successful NGO websites, and it would be with little difficulty that the website could succeed on a larger scale.

5.4 Summary of the Website and its Larger Role for the BRC

The BRC’s website, brocthai.org, is a versatile tool through which they can communicate to refugees, asylum seekers, and potential donors, each section of content developed for a specific purpose:

Home	About Us: <i>This section is the core of the website, explaining the beliefs of the BRC, its history, as well as its governing principles: its mission statement and vision statement. All of these sections are designed to acquaint visitors with the BRC, and to immediately inform potential donors of what the BRC does and why it is an important NGO.</i>
About Us	
Events and Projects	
Refugee Stories	
Services	
For Refugees Asylum Seeker	
How You Can Help	
Contact Us	
	Events and Projects: <i>This section is designed to keep visitors up-to-date on the work of the BRC. This section contains information on recent and past events, as well as information on the projects of the BRC and a link to the BRC’s calendar of events.</i>

Refugee Stories: *Designed to give potential donors insight into the lives of refugees and how they have been affected by the BRC, this section is a central component of the website. This section contains quotes from refugees and asylum seekers, selected to elicit an empathetic response in the reader, organized under thematic topics, such as “Arriving in Thailand” and “Hopes and Future Ambitions.”*

Our Services: *This section details all of the services of the BRC – medical, educational, legal, social and others – with a photo of the facility, explanations of the services offered, and information and a photo of associated staff members. This section is designed to familiarize potential donors, on a detail-level, with the work of the BRC. Additionally, this section was designed for refugees and asylum seekers to learn some basics about the BRC’s services.*

For Refugees and Asylum Seekers: *This section is designed to educate refugees and asylum seekers. It contains information on the processes of the UNHCR, the resettlement process, and the services of the BRC, as well as lessons from the Bangkok Refugee Learning Center’s classes.*

Refugee Art Gallery: *This section allows donors to view the artwork of refugees and asylum seekers, allowing visitors to view paintings and to purchase them through donation.*

How to Help: *This section prompts visitors to donate to the BRC, and in addition it provides information on alternate ways to help the BRC, such as through donating goods and volunteering.*

We followed a number of best practices for NGO website design when developing the BRC website. These guidelines aided us in making the website accessible and visually appealing. We learned about visual design concerns such as the readability of fonts, based upon their size and font type, color scheme considerations, and the effectiveness of various webpage layouts. These best practices also affected the content of the website, teaching us about writing styles and formatting, and the importance of displaying credibility to visitors.

Credibility was particularly important component of NGO web design and content, dictating the trustworthiness of an organization. Our best practice research indicated that the website would need to establish the BRC’s legitimacy by accurately displaying its actions and beliefs.

Our work is also a framework by which the BRC can launch and advertise future projects and initiatives, and it provides the BRC community with a foundation for future fundraising and refugee education endeavors. However, the BRC community intends for the website to be part of a much larger communication plan, one which works to enhance their organization’s public visibility in years to come.

5.5 Recommendations for the Future Maintenance and Development of the BRC Website

Maintenance was of high importance to the design of the BRC website, as its staff members lacked a technical background, making them ill-equipped to simply assume control of the website. We designed the website with sustainability as a core concern, while attempting to optimize its ease-of-maintenance, so to ensure the website’s success.

Throughout our development process, we created features to ensure the sustainability of the website. Despite our inability to monitor its further development, staff, refugee, and asylum seeker enthusiasm and positive feedback gave us confidence that the website would play an important role in the future of the BRC. The most substantial evidence to the website's future success was the addition of the Resource Mobilization Officer (RMO) to the BRC's staff. The purpose of the RMO was to aid the BRC's communications by enhancing the website, as well working to broaden the communication plan of the BRC. This position may ensure that the website is utilized, but more importantly, that the website is maintained and enhanced. In order to benefit the RMO, we took several measures to optimize the website's sustainability: we created maintenance documentation, wrote instructions in the website code, and simplified the overall technical design of the website. While fully operational at the hand-off transition, the website could be better piloted and sustained through the application of a number of recommendations to aid its maintenance and development. We recommend that the BRC:

1. **Translate the website's content into Thai language.** Most Thai NGO websites have language settings providing content in both Thai and English language. For potential donors, this function will likely make a dramatic difference. Our research has shown that potential Thai donors are likely to be significantly more proficient in Thai than English. We incorporated features into the website so that translation can be accomplished without difficulty.
2. **Disseminate knowledge about the website throughout the BRC community to accelerate the use of the website as an information resource.** The BRC can utilize the website to educate refugees and asylum seekers. By working to inform the BRC community of this resource, refugees and asylum seekers may learn of the website's existence and features. To initiate informing their community, the BRC could take simple measures to disseminate information, such as classroom-based presentations, word-of-mouth, and by setting the homepages of the BRC's computers to their website.
3. **Perform biweekly observations on the website's usage activity in order to gauge its effectiveness and to maintain the websites integrity by testing for errors and updating content.** A biweekly check would allow for the overall site usage to be checked so that the effectiveness of the website could be tracked, and upkeep would also allow for the detection of any bugs and errors.
4. **Utilize the website as a framework for disseminating information regarding its new projects and initiatives by updating its existing content sections and adding new content.** The BRC will be able to raise the public appeal of its website through the addition of new and varied content on a consistently regular basis. These updates maintain the credibility of the website and BRC, and may continue to attract donors with new material.
5. **Continue expanding communication capabilities through the addition of new features and functions to the BRC website.** In order for the BRC website to be

appealing and usable into the future, we recommend that the BRC develop new functions for the website: donor-friendly features on the BRC's new projects and fundraisers, and further education materials useable for teaching in the BRC classrooms and accessible by those refugees and asylum seekers outside the BRC.

5.6 Beyond the Website: A Broader Communications Plan

While the website is a useful resource, both as a representation of the BRC community and as a foundation for their fundraising ambitions, we believe that a website is by no means the only solution that the organization could pursue. While the website is versatile, it may not be able to reach as wide of an audience as BRC's needs require. A website has a number of weaknesses which other tools could possibly address, and here we provide recommendations for the further expansion of the BRC's communication plan:

6. We recommend that the BRC broaden and enhance its communication plan by developing and implementing new communication methods such as presentations, pamphlets, newsletters, and emails.

The resource mobilization officer should familiarize himself with a number of communications media utilized by other NGOs. Our research indicated that by utilizing a wide spectrum of communication tools, such as presentations, pamphlets, newsletters, and emails, the BRC will likely enhance their ability to raise awareness and successfully raise funds. Additionally, we learned that the most important additions to the BRC's communications plan would be a donor presentation, quarterly newsletter, welcome email, and a brochure designed specifically for potential donors. The BRC could utilize a presentation to familiarize visiting potential donors, as well as other visitors, on the BRC's services and community. A quarterly newsletter, multi-page and highly visual, sent out to donors, would give donors additional reminders and updates on the BRC and their news and events, as well as statistics on new refugee and asylum seeker numbers and the results of recent fundraising accomplishments. All donors to the BRC website should be sent a welcome email, which would thank them for their contribution, which may raise the credibility of the BRC in the eyes of donors. Finally, a pamphlet could be given to all visitors of the BRC; this pamphlet would differ significantly from the one already offered to refugees and asylum seekers. This pamphlet, full-color, could detail the services, history and mission of the BRC as well as some facts about refugees and asylum seekers in Thailand.

While its public visibility may not be immediate, the website's implementation can play an increasingly important role for the BRC community into the future. Our work at the BRC suggests that this project will have a significant impact upon the BRC community. We have developed a website designed around a number of specifications, with content developed for potential donors in Thailand, as well as refugees and asylum seekers. The website is already capable of a number of functions, however further development could assist the BRC in their efforts. Refugees and asylum seekers

encounter many difficulties in Thailand. Hundreds of thousands of these individuals reside in Thailand, many in a state of privation. In order to survive, they must rely upon the efforts of a select group of NGOs to provide them with assistance. We hope that the work of this project has made a contribution to the BRC community, improving the BRC's ability to communicate with refugees, asylum seekers, and potential donors in Thailand. Additionally, we hope that our work will allow the website to serve as a platform for the BRC community's future endeavors and that by them, refugees and asylum seekers will find some benefit.

Chapter 6 References

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APPENDICES

Appendix A - Technology Assessment

Computer Lab – Teacher James

Computers

- 7 – Core 2 Duo PCs
- 3 – Pentium D PCs
- Teachers Desktop PC

Software

Windows XP Pro

Complete Office 2003 (exc. Front Page)

Multiple Anti-Virus

Aim, Skype, and others

Decent Internet Access

Wired - <http://www.speedtest.net/result/220153331.png>

Wireless - <http://www.speedtest.net/result/220516283.png>

Macromedia Studio

good for some development but not the end all

Microsoft Expression Web Demo

This demo will expire near the end of our completion of our project and a recommendation will be given to the BRC on whether or not to purchase this software.

Need to Get

- 1 Website Development Software
- 2 Look at MBK
- 3 Demoing Microsoft Expressions Web (FrontPage)

Web Hosting Options -

BRC

- + Almost cost Free
- Requires that a computer be up at all times

Hosting Service

- + Increased Reliability
- + No Drain on Facility resources
- Involved Cost

Try to identify reduced cost service for NGOs

eNonProfit.org

- | | |
|-----------|---|
| 14.95/mon | Inadequate – size and bandwidth and features |
| 19.95/mon | Inadequate – size and bandwidth and features |
| 29.95/mon | Possibly useful – has ok size, ok bandwidth, database |
| 49.95/mon | Best plan, better size, good bandwidth, and database |

Current Provide

Appendix B - Website Analysis and Comparison

1) COERR (Catholic Office of Emergency Relief and Refugees)

- White background makes the site visually empty
- Large and insignificant picture in the opening page that takes up space for important information
- Opening page is small with no information because of large graphics
- Link setup not consistent with home page
- Introductory page does not display enough information about the organizations
- Information, when displayed is cluttered and lack organization
- Inconsistent fonts present within the whole website
- Lack of information distribution
- Activities page also lacks organization, making it hard to understand the services offered by COERR
- “How to donate” section has useful chart dividing the Bank/Branch/ Account Name/ Account number
- Map of organization is useful and helpful for those that want to visit and volunteer
- Do not use mediocre animated graphics which distract and clutter the webpage

2) JRS (Jesuit Refugee Service)

- not centered: white gaps on both sides which also make the site seem empty, lacking information
- has insignificant “moving bar” across the header which is distracting.
- GOOD IDEA > use the moving bar to advertise upcoming event or news with the date
- GOOD IDEA > compile small pictures on the header which will give the website more personality and uniqueness, a face to the organization.
- Uses top horizontal and left side bullets
- Had a clear and conscience mission statement which allowed the audience to better understand the organization
- GOOD IDEA > consistent contact information at the bottom of the page

3) Unicef

- GOOD IDEA > Has articles of current events of the countries that affect the refugees, giving the audience more knowledge of the problem at hand
- Has stats about the country that the article is acknowledging
- GOOD IDEA: background is short and some information is bulleted, which allows the audience quickly be acquainted with the organization
- Have videos sections: could put refugees movies and interviews

4) UNHCR (United Nations High Commissioner for Refugees)

- GOOD IDEA > has box which measures how many contributions they have.

- Helpful side directory
- Large Button “DONATE NOW” which gives the audience an obvious change to donate
- Link for stats which is helpful if the audience is trying to get quick information

5) Care

- Not centered
- Black background with picture gives the website a visual appeal
- Good use of visual graphics as a header, good color contrast with the black background
- Logo really does help in acknowledging organization
- Donation link presents several possibilities and ways to donate, opening a larger window for donors. Donation options include: online/ phone/mail/gifts of stock/corporate gift matching.
- GOOD IDEA > Possibility of donating a monthly rate which will bring in consistent finance to the organization.

6) WHO (World Health Organization)

- As other sites, opening page had picture in the header with the logo
- not centered like other websites which gives the website a large white space, which is not visually appealing

7) IWRAW (International Woman’s Rights Action Watch)

- not well organized, had a column of pictures in the dead center which did not allow for organized flow of information
- links are unclear because of unequal division between the two sides that was created by the column

8) Doctors without Borders

- Well centered and organized
- Good use of pictures as links which gives the audience interest and curiosity over the link’s content
- Good use of photo and video gallery which allows the audience to be more in contact with the cause of the organization and live a little of the refugee experience
- “About us” link was very organized, it included subdivisions such as: where we work/what we do/ mission statement/organizational structure.

9) Oxfam

- Use of pictures as links as well which gives the website a colorful appeal
- Great opening page with logo, catch phrase, and a choice of languages
- Left has latest news

Appendix C - Assessment Guidelines for NGO Websites

The N/A is if the requirement is “Not Applicable” for any given reason.

VISUAL REQUIREMENTS

These are the characteristics of the website that relate to esthetic value, which is an important feature that appeals to donors and their time spent on the site. These requirements help increase click-through rate and the credibility of the site.

- 0 These components are not present.
- 1 The components are present in the site design but are inappropriately used.
- 2 The components are correctly used in the site design.
- 3 The components are used in a very useful and attractive manner.

INFORMATION REQUIREMENTS

The information presented on the website should be clear and organized because it affects the other functions, since they are built off of the information provided.

- 0 The site lacks the necessary information
- 1 The site presents the required information in a unclear and disorganized
- 2 The information is accessible and clear
- 3 The site is organized and the information is easily accessible and very clear.

NAVIGATION REQUIREMENTS

The navigation requirements of a website relate to a user’s ability to navigate and find the desired information in an effective manner. The scale for these requirements reflects how intuitive a site is, this is especially necessary in sites that have to target audiences in different regions of the world, appropriately appealing to each audience.

- 0 The requirements are not met due to lack of proper navigational structure
- 1 The requirements are not met due to non-intuitive navigational framework
- 2 The requirements are met at acceptable standards, minimal amount of work to navigate
- 3 The navigation feature is very intuitive

FUNDRAISING REQUIREMENTS

In addition to promoting awareness, it is important that different features are available on the website in order to ensure credibility and accountability. It is important that these features are properly presented in order to display this credibility to donors and not deter potential users from the website or damage the reputation of the organization.

- 0 The site lacks the required functionality
- 1 The functionality is poorly executed and lacking credibility
- 2 The functionality is poorly executed or lacking credibility
- 3 The functionality is executed properly and presents credibility.

Appendix D - Website Assessments

Appendix E - UNHCR Information (07/02/08)

Dear Alice J. Abou-Nader,

Thank you for your email to the UN Refugee Agency. My name is Elisabeth Eggen and I work in the Division of External Relations and with Private Sector Fundraising. I pay particularly attention to new media and wanted to respond to your query.

As our own website www.unhcr.org is in the process of being redesigned to better articulate its functions, to determine prime audience and generate even more online donations, I would rather than looking at our website now, direct you to some of the main humanitarian charities which are successful with their online programme.

www.savethechildren.org.uk

www.oxfam.co.uk

www.chas.org.uk

I believe they all show how important it is to prominently show where you can DONATE/GIVE. And it is important to firstly define your audience and subsequently place the most important information to this audience prominently. Studies show that top, either left or right is the best for donation/gift placement. Also important is to define sections for your website so that the public is not confused, but can understand intuitively where to go to find what. A menu should be provided, generally it is left hand column or could be top tabs, but keep the menu short and simple with as few choices as possible. Use of photos and quotes will liven the site and create closeness to your cause.

I would also like to share the enclosed document on "How to write for web and How the public behave on the web", which could be useful.

I hope this is of help. Once our own website is redesigned I invite you to take a look at this one as well.

Kind regards,
Elisabeth Eggen
Associate Officer
Private Sector and Public Affairs Service
United Nations High Commissioner for Refugees
Telephone: (41) 22.739.8878
Fax: (41) 22.739.7395
E-mail: eggen@unhcr.org
www.unhcr.org

Appendix F - Interview with COERR (12/02/08)

Interview with Jirawat (John) Chenpasuk, Operations Officer at COERR and Ms. Charatkorn Mankhatitham, Operations Manager at COERR. (Abbreviated Version)

Q is representative for questions posed in the interview

A1 represents the answers of Jirawat Chenpasuk

A2 represents the answers of Ms. Charatkorn Mankhatitham

Q: Is philanthropy a common practice among Thais?

A2: Thai people normally donate for causes that effect children and the elderly, or in the rare case of a natural disaster. Not so much though for illegal immigrants into their country. You should target English speaking donors.

Q: Is the internet a dependable communication tool for targeting a Thai audience?

A2: Thai people feel better receiving a direct post.

A1: The internet requires other things, such as a computer and internet access.

Q: What are some effective ways of communicating with Thai audiences?

A1: Pamphlets are very good. Donation boxes are also good, so place allow you to keep your boxes there and many have a placed reserved for these boxes.

Q: What about presentations?

A1: Presentations are ok. You have to have a medium to deliver the presentation. TV is one option but you have to have connections. There are special events, such as Refugee Day, which is only once a year. Presentations are more information sharing then fundraising, as donations are secondary.

Q: Do Thais feel comfortable contributing or spending money online?

A1: Not sure.

A2: The internet is still young in Thailand.

A1: There are two big groups, the ones that are very confident in the internet and spending money online, and those against the internet.

Q: Should we focus more on refugees in general or the services that BRC provides to these refugees (i.e. pictures of refugees in general settings or in class rooms)?

A2: Focus on the services that the BRC provides, but not on the Office itself.

Q: What are some Hosting opportunities for NGO's in Thailand?

A1: The BRC is part of COERR, and can link to the Church. The BRC might be able to get a sub domain under the CBCT.net for free. I'm not sure of what operating system they use. If the cost is minimal for the BRC's current email service as it is with COERR, only 1000 BHT a year, it would be ideal to keep the service. Also it is good practice to limit who gets an assigned email address, not out of discrimination, but out of necessity, as not everyone needs an email address. Also it is good to have people use services, such

as gmail for large files, so that the organizations disk space is not eaten up, and gmail offers a large inbox and file size doesn't matter.

Q: Do they have a FTP server?

A1: Yes.

Q: How important is it to translate the website into Thai? (i.e. Should the BRC focus on other activities before translating, after we leave)

A1: It is most important to have the website in English. It should be done but you have to do it right.

CBCT.net has Unicode for Thai language, which is no good on windows machines. This is something that needs to be thought about ahead of time. For example, in Dreamweaver, you select the language first thing.

Q: How often do you update your site?

A1: Not Often. Without activities a monthly update should be appropriate. Or you might be able to use benchmarks, such as quarterly reports.

Q: Any additional advice (i.e. to improve fundraising among the general thai population):

A2: Using pity on poor people, show the suffering and the situation refugees are facing, may be a way to reach the general Thai population. Thai donors feel closed to asian ethnicities, such as Cambodian, Laotians, Mon, and less towards those such as African and Middle Eastern. However foreigners feel closer to the African and Middle Eastern ethnicities. So you have to balance your focus.

NOTE: There was a significant amount of off the record talking about the design plans for the website and other functionalities. John is very interested in the technology we will be implementing, especially the self updating content and would be very interested in seeing the code. John seemed eager to help us, if we ask for it. John is also a proponent of the art auction functionality.

Appendix G - History of the BRC
Conversation with Head of Medical Department (24/01/08)

- The BRC was called the Foundation in Support of Refugee Assistant Program in Thailand (FISRAPT)
- The UNHCR provided services under that NGO in Thailand. It was 100% under the patronage of the UNHCR.
 - > It used to be located at Sukumvit 71, and then moved to Suthisan in 1985
 - > Refugee population back then was only about 500-600 individuals who were offered legal assistance and education
 - > Medical services was offered in 1989, before that there was only medical treatment
 - > This medical unit consisted of a doctor and a nurse

- 1990, there was a great influx of Burmese because of the large student protests which made the urban refugee population increase from 500 to about 2,000-3,000
- 1995 the medical unit increased, now having 4 doctors and one nurse

- Refugees at that time had no chance of being resettled, which made these Burmese students suffer from several psychological problems and drug abuse
 - > As a result, counseling was later offered to the students

- 1995 Thai government decides to move these Burmese refugees to a camp called Maleeloy at the Arjhaburi Province and refugees are now able to be resettled in Europe, Canada, US and Australia

- Government closed the camp because most refugees were resettled and moved the rest to a Lao-Thai border camp, at this time the urban refugee population went back down to 500-600 people.

- 1996 – 2000 there is another crisis in Burma where the minority is fighting; as a result there is another large influx of Burmese in Bangkok. The urban refugee population once again increases to about 2,500.
 - > Because of this large influx, new services are services such as social, medical and legal still reside.

- 1996 the UNHCR revises their budget after the Burmese refugees were resettled in 1995 and cuts are made, leaving only two staff members from FISRAPT and a UNHCR legal officer. At this time, is when FISRAPT was changed to BRC.

- 2001 the BRC is turned over to COERR and is no longer under the UN. COERR is an implementing partner of the UNHCR which allowed the BRC to also get funding from the UNHCR.
 - > New staff was then created.

- In 2005, once again, Thai Government put the Burmese urban refugees in the border camp.
- Messot Province also holds the Burmese refugees.

- Thai Government asks the UNHCR to no longer permit the registration of Burmese asylum seekers because the Thai Government does not want to encourage them to go to the border camps in attempt to lower the Burmese urban refugees in Bangkok

- 2006 the Thai Government reconsiders hill tribe [from Laos] in Saratburi Province. The US accepts about 50,000 refugees for resettlement. New group floods into Thailand and registers in the UNHCR as an asylum seeker. More Mon refugees recognized.

- Because of the UNHCR has a limited budget, the BRC makes a financial assessment for the UNCHR so that allowances can be distributed to refugees
 - > The BRC expands their programs, larger educational, medical and social departments

Appendix H - Information Release Form

I, _____ give the students of Worcester Polytechnic Institute (WPI) permission to use my picture and the information I provided them on the Bangkok Refugee Center's website. I am aware that these items may be displayed on the internet and will be open to all those accessing the BRC's website. The WPI students will not modify the content of these items (pictures and information). However, these items may be changed to fit into the BRC's website.

Children whose photographs are taken under the age of 18 will require parent/guardian consent.

Signature _____

Date: / /

Appendix I - Art Release Form



Picture ID:

I, _____ give the BRC permission to sell my art work on the Bangkok Refugee Center's website. The payment of the painting will be distributed 50% to the BRC and the other half to the artist. I am aware that this will be on the internet and may be open to all those who are accessing the website.

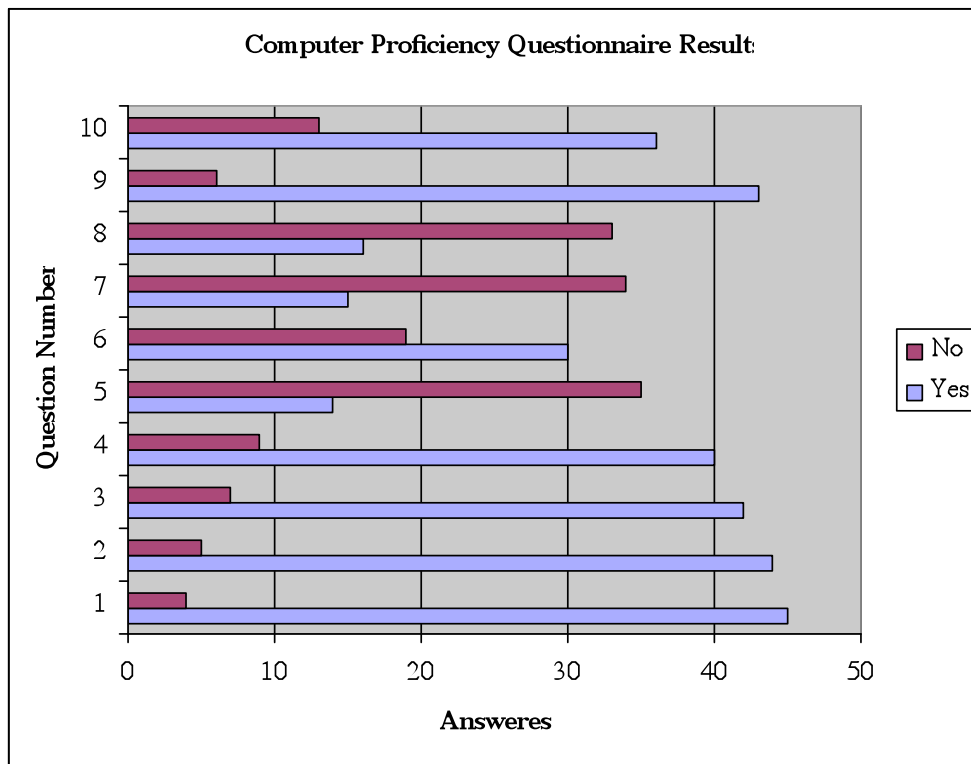
Signature _____

Date: / /

Appendix J - Computer Proficiency Questionnaire

This Questionnaire was given to 48 refugees and asylum seekers that attended the BRC.
This sample is not representative of a particular age.

#	Statements	Yes	No	% Yes
1	I can read English	45	4	92
2	I know how to use a computer.	44	5	90
3	I know how to type on the computer.	42	7	86
4	I know how get information from the internet.	40	9	82
5	I know what a website is.	14	35	29
6	I know how to use Google or Yahoo.	30	19	61
7	I have easy access to a computer.	15	34	31
8	I had a computer in my home country.	16	33	33
9	I know where/how to go to get internet.	43	6	88
10	I am taking computer classes at the BRLC.	36	13	73



Appendix K - Standardized Questions for the Staff

General Questions for each sector

- 1) How long have you worked for the BRC?
- 2) What is your main function in the BRC?
- 3) What are some limitations that are present in your area of work?
- 4) What are some improvements that could be done in your sector?
- 5) What are some improvements that **have been** done in your sector?
- 6) What are some benefits that the BRC brings to refugees?

Specific Questions for each sector

Educational

- 1) How many students are currently enrolled at the BRC's educational program?
What are the numbers for children, teenagers and adults enrolled?
- 2) How many classes are offered and what are the age distributions for each?
- 3) What are other educational programs that the BRC offers to refugees?
- 4) Is there a growing demand for more class openings?

Legal

- 1) When do refugees need your help?
- 2) What are some precautions that refugees should take?
- 3) What are some UNHCR legal procedures that are used when working with refugees and asylum seeker?
- 4) Do the long UNHCR refugee processing legalities cause distress and financial strain on asylum seeker?
- 5) What is the main legal issue that arises when working with refugees?
- 7) Why should specific information and refugee identifiable photos be avoided on a website?
- 8) How do the Thai Police know how to identify a refugee and asylum seeker?
- 9) Why do refugees come to Thailand instead of other countries?

Medical

- 1) What kind of medical services is offered to refugees and asylum seekers?
- 2) If there are any emergency cases, what would be the service procedure?
- 3) How many staff members are in your department and what are their jobs?
- 4) What is the most common service that you provide?
- 5) Is there a common disorder and treatment that refugees need when arriving to the BRC?

Head Volunteer for Asylum Seekers

- 1) What is the main difference between refugees and asylum seekers?
- 2) Why should individuals be more aware of the conditions of asylum seekers?
- 3) How many asylum seekers have asked for your help?
- 4) What are their main concerns and difficulties they face?

- 5) What services does the UNHCR offer to asylum seekers?
- 6) What would an asylum seeker do if their case is twice rejected by the UN?
- 7) What are the differences between the services offered to refugees and asylum seekers?
- 8) What do you hope to accomplish during your time at the BRC?

Vocational

- 1) What courses are and have been offered in the vocational sector of the BRC?
- 2) What is the most popular vocational course among refugees?
- 3) What would you hope to accomplish after teaching the refugees these vocational courses?
- 4) What benefits do these vocational classes bring to the refugees?
- 5) What other courses do you plan to offer in the future?

Social

- 1) How do you assess the refugee's social/financial conditions before providing them services?
- 2) Is there any approval/ permission that have to come from the UNHCR?
- 3) What services do you offer in your sector?
- 4) How do donations help the BRC's social services?

Appendix L - Interview with BRC Senior Educational Administrator (07/02/08)

General Questions for each sector

1) How long have you worked for the BRC?

For 9 months

2) What is your main function in the BRC?

My title is Senior Administrator for Educational Services. I run the daily activities and management of the center and create the curriculum for students from children of age 2 to adults. Basically, it is to solve everyone's problems.

3) What are some limitations that are present in your area of work?

It can be challenging because we have limited resources, staff and classrooms. It is also challenging because students have different social, cultural, educational backgrounds. Some are pre-literate, but in different languages and levels. Some people never went to school and some have university degrees.

4) What are some improvements that could be done in your sector?

Because people have different backgrounds, we would need to open classes for each refugee. But in the future, we would like to open more advanced classes. The necessity depends on the influx of refugees. I think that the BRC's learning center is important because we seen them everyday, the people we talk with, eat with, they are not a number.

5) What are some improvements that have been done in your sector?

First it was getting the center organized by age group and levels. Testing the language abilities of the students. Develop an English test based on the Cambridge test. Last year in July, we had a 2 week workshop on math. We started doing basic numeric classes. In December we got more computer classes and James started working. The main achievement was to structure the center. We opened a kindergarten and pre-university classes. Opened a class for special needs children or learning disabilities. Also a pre-literacy class. We also now have Thai classes. One change, I think that the BRC education before was mainly to occupy people but now we are trying to make the best of their time. Now we have a more professional team of teachers. Before we had refugee as teachers and they are worried about being resettled and you cannot ask a lot from them.

6) What are some benefits that the BRC brings to refugees?

First, it gives them an aim and purpose to wake up everyday, it gives them something to do, possibility to socialize with other people. Especially for people with limited communication skills to come and speak English and Thai to improve their daily lives and be more independent.

Specific Questions for each sector

1) How many students are currently enrolled at the BRC's educational program? What are the numbers for children, teenagers and adults enrolled?

We have the BRC's learning center with 183 students and 279 students at other Thai/International schools.

2) How many classes are offered and what are the age distributions for each?
Kindergarten from ages 2-5

Aim: to do something up to K1 where the children learn how to interact with others.

Children 1 & 2 – (1) is the mainstream classes from ages 6-9 (2) special needs classes for children with disabilities or are pre-literate from ages 6-12

Aim: to reach the level of grade-1 being able to have basic conversation, interaction and grammar in English.

Teenager ages 10-13 that is a multi level and multi grade.

Aim: the same aim as the children, to have them be at levels 1-4 in English.

Adult has 4 classes (1) Beginner (2) Intermediate (3) Advanced (4) Pre-university

Aim: to improve their conversational skills to keep it useful and practical having conversation about daily life.

Some students are in the beginning of class and we needed a translator and now we do not need a translator.

3) What are other educational programs that the BRC offers to refugees?

We had 2 other programs but now we only have one. We have about 60 students in Thai and international primary schools.

4) Is there a growing demand for more class openings?

One thing we would like to do in the future is put classes on the website because many students cannot commute to the BRC, we have about 150 Mon refugees outside Bangkok and we would like to do some community outreach educational programs.

Appendix M - Interview with BRC Legal Advisor (22/01/08)

General Questions for each sector

1) How long have you worked for the BRC?

Over 5 years, since Nov. 2002

2) What is your main function in the BRC?

To provide legal protection and assistance to urban refugees while implementing UNHCR “work”.

3) What are some limitations that are present in your area of work?

- a. Illegal status of refugees under Thai law
- b. Refugees and asylum seekers are not recognized by the Thai government and need to abide to the Thai law
- c. Refugee and asylum seeker deportation and arrests at any time

4) What are some improvements that could be done in your sector?

- a. Need to find an assistant, a BRC junior lawyer but the [UNHCR] budget has constraints
- b. Would like to have more coordination and cooperation between the UNHCR and the BRC
- c. That the UNHCR would continuously follow up the protection and problems of the refugees and asylum seekers

5) What are some improvements that were done in your sector?

- a. UNHCR is willing to respond to the problems of the refugees and asylum seekers
- b. The Thai police are gradually having a better image of the UNHCR, showing a little more respect

6) What are some benefits that the BRC brings to refugees?

The BRC offers legal protection and assistance to refugees and asylum seekers in relation to their arrest and deportation. The BRC [Khun Thanachart] ensures their basic human rights and also provides legal an interpreter at their arrest and can also have access to visit the refugee when arrested

Specific Questions for the sector

1) When do refugees need your help?

During any Thai judicial process, such as marriage, birth and death certificates, but some assistance is [ad hoc] case-based.

2) What are some precautions that refugees should take?

The refugee should hold their original UNHCR certificates and should not carry a copy. If they do, the Thai authorities might think that the copy is a fake document because the photo is not identifiable. This is especially true to dark skin individuals because the photocopy makes the photo image even darker, hard to identify the person.

3) What are some UNHCR legal procedures that are used when working with refugees and asylum seeker?

All procedures are based on the UNHCR guidelines; each approach differs with the case.

4) Do the long UNHCR refugee processing legalities cause distress and financial strain on asylum seeker?

The livelihood of the refugees and asylum seekers in Thailand is difficult. Asylum seekers pay a lot of money to support themselves while the UNHCR follows up the case and finally accepts them as a refugee. Sometimes there is a waiting time of a year. Even after being recognized as a refugee, they still have to wait to be resettled. Khun Thanachart gives advice and follows up on resettlement submission and case development. Resettlement depends on the individual's claim and case. The minimum waiting time is an average of six months, and in this time, the refugee must use their own money to pay for their lodgings which includes monthly payments and a "security deposit". But when a refugee feels unsafe due to police visits and moves to another location, another deposit fee is again paid.

5) What is the main legal issue that arises when working with refugees?

- a. The refugee and asylum seeker illegal status and the fear of being arrested and deported
- b. Give general advice to asylum seekers
- c. When the asylum seeker's case has been rejected and goes through an appeal, Khun Thanachart refers them to other lawyers

7) Why should specific information and refugee identifiable photos be avoided on a website?

- a. For security issues
- b. Possible misuse of information
- c. Exposes information of refugee which threatens their security
- d. Gives information of their location to those in their home country

8) How do the Thai Police know how to identify a refugee and asylum seeker?

All refugees and asylum seekers registered with the UN should have their UNHCR certificate. When the police approaches them asking for their documents [passport and visa], the refugee only has his/her certificate to show. The police know that a legal foreigner will always carry a passport and visa. After seeing that the refugee does not have their documentations and only has their UNHCR documents, they can either decide to call the UNHCR for any explanations. If the

police do not call the UNHCR, they will arrest the refugee and asylum seeker and give them a chance to call friends or family to inform them of their arrest. The UNHCR is then notified about their arrest and then start the negotiating process and intervention. Khun Thanachart is the one responsible for such negotiations and intervention.

9) Why do refugees come to Thailand instead of other countries?

- a.** Thai UNHCR promotes resettlement, which is attractive to refugees
- b.** It is easy to enter Thailand with a tourist visa
- c.** The Thai environment is also appealing to refugees
- d.** They think they have more freedom here because of the great amount of tourists in Thailand, possibly easy to blend in
- e.** Believe smugglers and traffickers when they say that Thailand is safe, think that the smuggler can help them because of their good persuasion techniques.
- f.** Believe that Thailand is good stopping point before resettlement to a European country

Appendix N - Interview with BRC Medical Department Head (30/01/08)

General Questions for each sector

1) How long have you worked for the BRC?

I starting working for the BRC on 1989

2) What is your main function in the BRC?

I am the Medical Administrator

3) What are some limitations that are present in your area of work?

Our limitation is the fact that there are so many regulations to be followed because we need have to identify non-registered refugees, from refugees and asylum seekers. Because we are working with humans, we have to be flexible and offer prevention treatment to non-registered refugees and asylum seekers, not only proving them with emergency care. We are especially flexible with cases that include children, pregnant women and the elderly.

4) What are some improvements that could be done in your sector?

Because of the budget cuts of the UNHCR, we cannot offer or promote activities that assist those that suffer from post traumatic stress disorder. Our statistics indicate that these social activities help these individuals overcome their post traumatic stress without medication. 8 out of 80 needed medical assistance after the implementation of these activities. These activities try to get people out of their rooms, but this will generate financial strain on them, and we cannot offer them commute allowances.

5) What are some improvements that have been done in your sector?

a. When I came in 1989 there was only a bottle of paracetamol. There have been several improvements since then. I implement and regulate the medical services provided and make referrals to other local public hospitals. When I came there was only a social worker who would simply refer all those who came for help to seek care at private hospitals. This was a financial strain for the UNHCR when the case numbers were increasing. This financial strain was observed when there were a great number of Burmese students into Thailand in 1995 and who needed desperate care because of HIV infections and drug use. To assist the Burmese students, a councilor now was offering.

b. Improved the maternal and child health clinic for children under the age of 5, and at the same time focusing on family planning.

c. Since 2004 we have been increasing the awareness of gender/sexual based violence which was used to improve the guidelines and standards with the UNHCR

d. In 2005 we improved the program activity of HIV/AIDS counseling and awareness.

e. With the help of a computer we are able to see the statistics of each sector and which improvements have to be made. We can see monthly statistics and know what needs to be immediately changed and take initiative over these changes. For example after seeing how many people benefit from one particular service, we can start on an expansion program.

6) What are some benefits that the BRC brings to refugees?

The benefits are providing medical services, treatment, care, and documentation to the UNHCR. These documents might assist the refugee during their resettlement process and the asylum seekers in their RDS (refugee determination status). This documentation also assists the UNHCR.

Specific Questions for the sector

1) What kind of medical services is offered to refugees and asylum seekers?

Provide basic medical health care but all should come for screening, for further treatment, we refer to other public hospitals. We contact various local hospitals because of the scattered locations of the urban refugees. We have a medical hotline for emergency services that advises what hospital to go. We then contact the hospital and negotiate the expense.

2) If there are any emergency cases, what would be the service procedure?

All emergency cases should contact emergency hotline and inform us as soon as possible. We contact the hospital or advise them what to do as an emergency treatment.

3) How many staff members are in your department and what are their jobs?

a. There is one doctor at the BRC which provides basic medical care and is in charge of creating a medical report.

b. We have a nurse that is at the BRC clinic who specialized in maternal, child care and vaccination and family planning and also assists the doctor in his medical records.

c. there are three refugee volunteers who work at the BRC clinic

d. There is one refugee working on escorting and interpreting the refugees that are transported to the public hospitals.

e. There is one field nurse that attends the refugees that are in communities on the outskirts of Bangkok. She implements the basic health care and shared information with the communities, promoting HIV prevention.

f. There is one medical supervisor and head of the department [Nitt]

4) What is the most common service that you provide?

We provide medical treatment for refugees and asylum seekers

5) Is there a common disorder and treatment that refugees need when arriving to the BRC?

Respiratory diseases, Gastro Intestinal tract and then Muscular and Skin disorders.

Appendix O - Interview with Asylum Seeker Volunteer (19/02/08)

General Questions for each sector

1) How long have you worked for the BRC?

Nearly 7 months.

2) What is your main function in the BRC?

I provide case work services for asylum seekers.

3) What are some limitations that are present in your area of work?

The BRC is an organization set up to assist recognized refugees and therefore assistance for asylum seekers is not provided by the UNHCR except for basic health care, so the main limitation to my work is the availability of ongoing reliable funding. We need a maintainable form of income. Now we do some fundraising but it only lasts for a small time. The other limitations relate to the lack of community support, so it is hard to refer people, it is nonexistent. There are big gaps in the supply of assistance that satisfies their needs. The process for the UNHCR to determine refugee status is slow and we are powerless in this process and the asylum seeker have to wait exuberant amount of time, which has a great impact on their lives.

4) What are some improvements that could be done in your sector?

Within the highest need is financial assistance throughout the time asylum seekers are waiting for assistance. An ongoing program to give assistance to those waiting would be massive help, in addition, increasing access to education facilities, medical care (expanding the on-site treatment) and the services of the BRC. The UNHCR speeding up processing times.

5) What are some improvements that have been done in your sector?

The main thing that this role has done was to highlight the needs of the asylum seekers. We are now able to supply small amounts of food for asylum seekers; it is small but an improvement. We hope to get another volunteer to assist in fundraising.

6) What are some benefits that the BRC brings to refugees?

At the moment, there is a basic on-site health care and emergency for life threatening situations, basic supply of food and sanitary items, increasing awareness of asylum seekers. There is a designated worker that provides support. There is a greater opportunity for us to feed information to the UN about the situation, which we do regularly.

Specific Questions for each sector

1) What is the main difference between refugees and asylum seekers?

In terms of classification of refugees, they have already had their claim assessed by the UNHCR and they got protection from the UNHCR under humanitarian law. An asylum seeker is someone who has gone to the UNHCR and is waiting for them to do the processing.

2) Why should individuals be more aware of the conditions of asylum seekers?

People should be more aware because asylum seekers are the most forgotten and vulnerable group. They are waiting to be refugees but in this time they do not receive assistance from the UNHCR which puts them in highly vulnerable situations.

3) How many asylum seekers have asked for your help?

In the 7 months I have been at the BRC, I have meet with 155 individuals and have continued to meet 5-7 people each week. As of Jan. 31, 2008, there are 763 asylum seekers waiting for the UN determination in Thailand.

4) What are their main concerns and difficulties they face?

Homelessness, lack of food, no legal status, constant anxiety of being arrested and deported, physical and mental health problems, lack of access to education, uncertainty about their future, inability to do anything about the UNHCR process, these things is what leads their despair.

5) What services does the UNHCR offer to asylum seekers?

Technically they fund the basic health case that is provided by the BRC.

6) What would an asylum seeker do if their case is twice rejected by the UN?

They can either stay in Thailand illegally without access to the services of the BRC, or they could go back to their own country by their own means or try to reopen their case, but only if something significant has changed in their country.

7) What are the differences between the services offered to refugees and asylum seekers?

An asylum seeker only has access to basic medical care and some supplementary food. They do not have access to the other services provided by the BRC.

8) What do you hope to accomplish during your time at the BRC?

I would like to see the BRC being able to provide sustainable financial assistance to asylum seekers and would like the asylum seekers to have additional assistance to their needs.

Appendix P - Interview with Vocational Officer (18/02/08)

General Questions for each sector

1) How long have you worked for the BRC?

This month will be my 4th at the BRC/

2) What is your main function in the BRC?

The main function is to help refugees to help them find their strengths in their vocation. We focus on refugees that have been in Thailand for more than 5 years because it is harder for them to be resettled or because they got married to a Thai citizen. We also give advice and guidance to refugees that want to start their own business.

3) What are some limitations that are present in your area of work?

I feel like it is unlimited because there are several ways to help. But the main limitation is the budget we receive from the UN. It makes it hard to expand our project plans.

4) What are some improvements that could be done in your sector?

I wish to find a sponsor to give us free training for the refugees and improve their skills. Now we have a lot of men that want to do vocational training. I would like to find vocational training for men. This year it will be hard to give them [men] a vocational training course because our budget is smaller than last year, but I hope to get a free sponsor for them. I would like to expand the projects to several nationalities, and not only concentrating on those that has a facility with Thai. I would like to expand the project to everyone, to all refugees.

5) What are some improvements that have been done in your sector?

We gave the skills for refugees on how to make food, drinks and management of the coffee shop. It was hard because they did not have this basic knowledge, we had to teach them everything. Now they can calculate total income and expense. The bakery training course got outside orders. This is a way for them to earn by themselves. Every time they bake, they know that they are earning, it is a chance for them to earn by themselves.

6) What are some benefits that the BRC brings to refugees?

The profit is divided into two parts, 70% for the working staff and 30% for the income generating projects.

Specific Questions for the sector

1) What courses are and have been offered in the vocational sector of the BRC?

Thai cooking, baking, hair dressing, and Thai massage.

2) What is the most popular vocational course among refugees?

The bakery class was the most popular, hair dressing as well. Last year we gave a change for refugees to register for classes outside the BRC.

3) What would you hope to accomplish after teaching the refugees these vocational courses?

I hope that after they complete the class that they will earn more. I hope that it will be the most useful thing for them.

4) What benefits do these vocational classes bring to the refugees?

Most projects were organized by the last staff member and I did not get any information from him, so it is hard to continue what where he dropped off. But I hope that the women are helped and given more power, not to wait for a man to earn for the family, but allow the women to know how to survive by themselves. Maybe one day her husband is arrested and she will be able to take care of herself and her family. If there is more income from both parents, their children can be offered a better life.

5) What other courses to do you plan to offer in the future?

For this year we will try to use the skills that they learnt to generate an income that they learnt to generate an income generating project, to bring out the skills that they already have. I plan to set up a crafts project and find a consumer.

Appendix Q - Interview with Social Councilor (18/02/08)

General Questions for each sector

1) How long have you worked for the BRC?

I have worked here since 1994, I quit and then came back around 2000.

2) What is your main function in the BRC?

Helping people who need financial and other assistance such as counseling, shelter, food and such, everything that is not included in the legal, educational and medical services, we also assist those in the detention centers.

3) What are some limitations that are present in your area of work?

The money we provide is not enough. If so, we give them food, but usually we give food on the 3rd week of the month, before payment day. They need money to pay for the court fine for overstaying, but because we did not have a policy, we cannot help them. The budget also decreased because of the lack of donations and the UNHCR does not have enough money.

4) What are some improvements that could be done in your sector?

In the future, I would like to have more follow-ups with the communities that are on the outskirts of Bangkok. I hope to later give aid for the community but cannot since the budget is limited.

5) What are some improvements that have been done in your sector?

Before we did not have a lot of supplementary food and now we provide that. We also have been receiving donations and give clothes to refugees.

6) What are some benefits that the BRC brings to refugees?

Refugees do not have any source of income so they come to the BRC. When they have problems with their landlords we try to negotiate with them in coordination with the lawyer. They also come for counseling.

Specific Questions for the sector

1) How do you assess the refugee's social/financial conditions before providing them services?

We interview the refugee on how they came and how they survived as an asylum seeker, before becoming a refugee, to see if they have relatives outside that can help financially support them. It is then approved by the BRC, and then sent to the UNHCR for approval to see if the case is suitable to give money.

2) Is there any approval/ permission that have to come from the UNHCR?

The UNHCR has to approve all the money distributions since 2008 because of all their limited budgets. Before the BRC could approve.

3) What services do you offer in your sector?

- a. We provide financial assistance and hygienic products during our visits to the SCD and other jails.
- b. We provide monthly allowances.
- c. We provide counseling.
- d. Food stables for refugees that come to the BRC.
- e. Providing additional needs to extremely vulnerable cases.
- f. Providing hygienic products for those that are extremely vulnerable.
- g. Make sure they have shelter and need coordination with a lawyer because some refugees have security problems.

4) How do donations help the BRC's social services?

Because they have little money, donations help. We distribute the donations based on need. Sometimes we sell some donations to refugees for very cheap and then distribute the money made to asylum seekers.

Appendix R - Nationality Count of Interviews

REFUGEES	
Nationalities	No. Interviewed
Lao	1
Sri Lankan	2
Chinese	2
Nepali	2
Iraqi	1
Vietnamese	1
Congolese	2
Iranian	1
Somalia	1
Egyptian	1
Total	14

ASYLUM SEEKERS	
Nationalities	No. Interviewed
Ethiopian	1
Congolese	2
Total	3

Appendix S - Standardized Interview Questions for Asylum Seekers

All the information presented in this document will go through a Risk Assessment before being incorporated into the website. All written information on the website will need a signed Information Release Form from the refugee that supplied the information.

- 1)** How long have you been in Thailand? How long have you been waiting for your case to be approved by the UNHCR?
- 2)** When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?
- 3)** Could you tell me why you left your country? [*Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons*]
- 4)** Did you come to Bangkok with any family members or friends?
- 5)** Where did you go once you arrived in Thailand? How did you learn about the UNHCR process to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?
- 6)** What are some challenges that you are experiencing as an asylum seeker?
- 7)** How did you find out about the BRC? Did you seek help from other organizations, if so, which ones?
- 8)** Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?
- 9)** Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had?
- 10)** Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?
- 11)** What level of education have you received and would you like to continue to study?
- 12)** Do you miss your home country? Would you want to return if the conditions were favorable?
- 13)** When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

Appendix T - Interviews with Asylum Seekers

S-1: Interviewed Asylum Seeker from Ethiopia (22/01/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed asylum seeker signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? How long have you been waiting for your case to be accepted by the UNHCR?

I have been an asylum seeker for 6 months and have been waiting for four months to hear result from UNHCR. I check everyday, but no answer

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going when you left your country?

Before was in my country's prison for a year and escaped after my uncle bribed the prison guard. My uncle gave me my passport, ticket and visa to Thailand.

3) Where did you go once you arrived in Thailand? How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

I met a Sudanese man who was coming to Bangkok for business and he introduced me to an Ethiopian man who took me to the UNHCR to register as an asylum seeker. It was easy to register, there was an Ethiopian translator.

4) How did you find out about the BRC?

When I went to the UNHCR for my interview I explain to them that I have no more money or place to stay, and they told me to come to the BRC.

5) Did you come to Bangkok with any family members or friends?

No, I came alone

6) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

Everything is very good, the BRC give me everything, clothes, food, medical, a place to stay, everything very good. Before I was in the deep.

7) What level of education have you received and would you like to continue to study?

I had high school education and want to go to college/ university to learn more.

8) What other services could the BRC offer to better help you?

Nothing, the BRC gives me everything

9) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

I live in the BRC and they give me a small monthly allowance, 3kgs of rice, 5 noodle packets, 3 eggs, and lunch to last me for a month. But because I live in the BRC it is ok, it is enough, but if I live outside it is not enough.

10) What are some challenges that you are experiencing as an asylum seeker? Did you seek help from other organizations, if so, which ones?

Asylum seekers have to wait for result. I have waited for 4 months no answer. I want to know my result because if they reject my case I have no choice, my only chance is the UNHCR. I have been asking for my result everyday. If the UNHCR does not accept me I will kill myself because my other choice is prison.

11) Could you tell me why you left your country? [Only accept answers that fit one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

Political persecution.

12) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had?

Yes, the BRC treats me like family

13) Do you miss your home country? Would you want to return if you had a chance?

Yes, I miss my family. I would go back to my country, but if the government changed.

14) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

In my home country I was modeling and have a modeling certificate and have been stylist for several years. I want to continue and go to university. For the future, I have many, many things I want to do. One of them is I want to help my family back in my country.

S-1.1: Risk Assessment: Ethiopia (22/01/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	Yes
5	Content presents criticisms about the Thai Government	-
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

S-2: Interviewed Asylum Seeker from Congo (07/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed asylum seeker signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? How long have you been waiting for your case to be approved by the UNHCR?

Today it has been 7 months waiting.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

No, I did not know. I came from school in China

3) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

I left because of political problems.

4) Did you come to Bangkok with any family members or friends?

No, I came alone.

5) Where did you go once you arrived in Thailand? How did you learn about the UNHCR process to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

When I arrived in Bangkok I went to a hotel and then to the UNHCR. From China I knew there was a UN office in Thailand. It took me a week to register, but it was easy.

6) What are some challenges that you are experiencing as an asylum seeker?

There are so many financial problems and to renew visa. Worrying about it if I am going to be recognized as a refugee or not and how to pay the next rent, everything in life is difficult.

7) How did you find out about the BRC? Did you seek help from other organizations, if so, which ones?

The UN gave me a paper. Yes, the JRS, and many, many churches.

8) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

I am happy with the educational system. I am hearing English and learning also Thai and computer classes but I wish that there were higher level classes.

9) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had?

It is good to come to the BRC, you can talk to people. I am happy when I am at the BRC. I feel secure.

10) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

They give you very little money a month, but not enough. In a month they give you 3 eggs, 5 packet of noodles and 3 kilos of rice. I do not know if this month they will give me the same.

11) What level of education have you received and would you like to continue to study?

I did law administration, which is a branch of political science. In my job I did logistics in the army. I also did mechanical engineering in China. I would like to continue studying.

12) Do you miss your home country? Would you want to return if the conditions were favorable?

I do not miss my country because of what I experienced. I was high, and now I have dropped down back to zero, all because of politics. The politics can change but the system is still the same.

13) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

I do not have any plans, but I will say yes to whatever project that country gives me; a refugee does not have any plans. Whatever I can do with my intelligence and courage I will do. In conclusion, I am waiting for the result of the UN, but even if I am a refugee, I will not be completely happy.

S-2.1: Risk Assessment: Congo (07/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
HIGH RISK		
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	-
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
ACCEPTABLE RISK		
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

S-3: Interviewed Asylum Seeker from Congo (08/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed asylum seeker signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? How long have you been waiting for your case to be approved by the UNHCR?

At the moment I have been here for 2 years and have been waiting for a response of the UNHCR in this time since it only took me 2 weeks to become a registered asylum seeker.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

No, I did not know I was coming to Thailand. I first went to Tanzania where I met a pastor and told him about my problem, he knew it was serious. He told me that I should leave Tanzania because there were searching for Congolese refugees to arrest and send back to Congo... The pastor helped me leave by giving me a visa, passport and ticket to Thailand. It was my first time on a plane.

3) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

For political problems...I was wrongfully accused.

4) Did you come to Bangkok with any family members or friends?

I came alone. I do not know what happened to my family. I had a pregnant wife and two children.

5) Where did you go once you arrived in Thailand? How did you learn about the UNHCR process to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

When I arrived in Thailand I saw an African, he was from Tanzania. I told him my problem, he understood the severity of the situation, told me he needed to finish his work and then he would take me to his house. I stayed at his house and further explained the situation. He then told me that I had a problem that I was traveling with a Tanzanian passport that had my picture but not my identity. He then told me about the UN services for the refugees where I could tell them my story. I did not know where the UNHCR was. He told me that I should not be walking with my passport because it was a fake. I destroyed the passport and then went directly to the UNHCR and declared my case. The first time I went to the UNHCR they gave me a paper. I was denied refugee status and I appealed, it has now been more than a year. I call them for an appeal interview and they tell me to call in two weeks. It has now been a year. The first time it took them 3 months to schedule an interview. But it has now been a year to process an appeal. I do not understand.

6) What are some challenges that you are experiencing as an asylum seeker?

There are many frustrations. I do not have a fixed address for one. I depend on the generosity of others. I do not have money. I do not live a normal life. I do not have a job. The police, at any moment, can arrest you because you are illegal. I live in fear. It is not a good life...I do not know why the UN will not recognize my case. In the mean time I have to live in fear.

7) How did you find out about the BRC? Did you seek help from other organizations, if so, which ones?

The UN told me about the BRC after my first interview with them. If anything you can go to the JRS because they assist you and feed you and sometimes give you money.

8) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

The BRC helps me. The first time I came they helped me with my high blood pressure. Now I have a cavity, I came to the BRC and they say I am an asylum seeker and they cannot help me. They could only prescribe medicine to ease the pain but it is only a temporary treatment. It has now been 4 months that I have dealt with this pain. As an asylum seeker you are not a man or a human.

9) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had?

I see a lot of people here. The people here tell me it is a community and a functional society. The UNHCR tells me to come, but they cannot give me assistance since I am still an asylum seeker to commute to the BRC.

10) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

The BRC does not give me money or monthly food staples. The doctor told me to take my medicine after eating. I have not eaten yet today and it is late afternoon, and I cannot take my medicine.

11) What level of education have you received and would you like to continue to study?

I had a technical education for electricity. I had a professional education, but I would still love to continue studying for sure. I can make a radio or a TV but I am still limited and I want to go to a higher level.

12) Do you miss your home country? Would you want to return if the conditions were favorable?

My country I love, it is my country, it had my family, but I cannot return. I fear persecution. If... it is secure I will return.

13) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

Me, I want to live like other people, recover my life. I lost my family; I do not know where my wife and children are. I want to work and live without persecution. I want to see my family, my children, and my wife. The UN is my mother, my father, my brother, my grandmother, it is everything for me in Thailand, and it is my only hope.

S-3.1: Risk Assessment: Congo (08/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

Appendix U - Standardized Interview Questions for Refugees

All the information presented in this document will go through a Risk Assessment before being incorporated into the website. All written information on the website will need a signed Information Release Form from the refugee that supplied the information.

- 1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?
- 2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?
- 3) Did you come to Bangkok with any family members or friends?
- 4) Could you tell me why you left your country? [*Note: Later place answers that fit into categories: Political, religious, or ethnic persecution, and/or other reasons*]
- 5) Where did you go when you arrived in Thailand?
- 6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?
- 7) What was your experience being an asylum seeker? What were some challenges that you faced?
- 8) Have your living conditions improved after the UNHCR recognized you as a refugee?
- 9) How did you find out about the BRC? Did you initially seek assistance from other organizations?
- 10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?
- 11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?
- 12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?
- 13) What are some frustrations that you face and/or have faced as a refugee?
- 14) What does being a refugee mean to you?
- 15) What level of education have you received and would you like to continue studying?
- 16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?
- 17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

Appendix V - Interviews With Refugees

U-1: Interviewed Refugees from Sri Lanka (05/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

A: I came here in the beginning of 2007. I became a registered refugee after 6 months.

B: I came at the beginning of 2007. I was also a refugee after 6 months.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

A: I did not know that I was coming to Thailand. My father was a businessman and when he was lost, my mother did not tell me and my you younger sisters, only the oldest sister knew. She kept it form me because I love my father. When I saw my father's car at home and he was not there, my mother told me that we have to go to another country. I thought we were seeking help in India, but we came to Thailand.

B: No plan, because I was studying. I did not know that there was a UNHCR in Thailand, only after my mom's friend told me.

3) Did you come to Bangkok with any family members or friends?

A: I came with my mother and my three sisters.

B: No, I came alone.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

A & B: Left Sri Lanka because of Ethnic persecution and violence and tried to escape recruitment for those over 18 to fight.

5) Where did you go when you arrived in Thailand?

A: First I came to a hotel, and then to the UNHCR with our family friend because he arranged everything.

B: First I came to a hotel, and then I went to the UNHCR.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

A: I said that there was a friend that traveled with us and he knows some friends here in Thailand and he asked them what to do. Because I learned about the process day by day, I thought it was hard.

B: We do not have any other way to get asylum. My mom's friend told me I had to register with the UNHCR. I think the process is not hard, the UNHCR gives procedures.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

A: We do not have freedom. The money exchange is very difficult. For Thais 20 baht is not a lot of money for a meal, but in our currency it is 65 rupee, it feeds two people. So we have a lot of problems...

B: We cannot stay alone, it is too expensive, we share room with friend because we have no money...

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

A: After they recognized us as a refugee they gave us medical services, education but the money is not enough. It is difficult to manage money. Transportation takes a lot of money.

B: Yes, it is better, the BRC give you medical transportation, education, a lot of benefits. But I am still scared of the immigration and Thai Police...

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

A: Because the UNHCR, when I got the certificate, they sent me to the BRC and gave me a lot of instructions about the BRC.

B: When I got the certificate, they give you a BRC leaflet explaining services of the BRC.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

A: The medical side, for everything they give the same tablets. They don't have enough help from the outside to get new medicine. There is a language problem when we go to the hospitals there is no one to translate and if there is, we have to pay.

B: I think that the BRC provides enough because there are a lot of refugees. Because many refugees come to the BRC, they do not have money to pay large amounts....So that is why I am thankful for the BRC.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

A: Yeah, but when we see the children we can play with them, but there are people from several countries here...

B: I feel that we are a family at the BRC because I am alone here and I feel that way daily. I already got medicine three times for my blood pressure because I worry, but the BRC tries to help you through your problems.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

A: Because they give you allowance, it is not enough. When we were asylum seekers we got money from our friend because the BRC could not support us. We used to only have lunch and dinner, no breakfast.

B: Yeah, the allowance helps but it is not enough to live because the room rent is so high, but if I live with my friends it is ok to live.

13) What are some frustrations that you face and/or have faced as a refugee?

A: I have a lot of problems....

B: If I am a refugee the Thai society...we do not go to work....

14) What does being a refugee mean to you?

A: This is not my country, so I cannot live here the way I want. So now we lost everything, lost our home, however the UNHCR must give us another country. We must think about the future.

B: We are worried because we cannot study. Sometimes I think I might die because I am alone here. I do not have any relationships here. I want to live a peaceful live with my parents.

15) What level of education have you received and would you like to continue studying?

A: I finished ordinary school level and I want to study, but I think it will be difficult because of the language barrier.

B: I finished secondary school, advanced level. After that I studies English course in university before that I finished a higher diploma in accounting. I would like to continue studying but I cannot here in Thailand.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

A: I can go back, but there is no one for me back in Sri Lanka. When my father was lost, no one helped...

B: Yes I miss it. If Sri Lanka gets settled, if it offered a peaceful life I would return. But we need freedom.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

A: First of all I want to study and find a job. I want to earn money because I have three sisters that need dowry. I want to help people that have experienced several problems because I know now, I have experienced.

B: I want to study and work. First I want to have my parents with me. I love my mother very much. If I get an opportunity, I want to help other refugees because I know the problems they face.

U-1.1: Risk Assessment: Sri Lanka (05/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

Possible Risks		Risk Present?
HIGH RISK		
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
ACCEPTABLE RISK		
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-2: Interviewed Refugee from Nepal (06/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I was recognized by the UN almost 18 months after my arrival. I have lived in Bangkok for a year and a half as a recognized refugee. I have lived in Thailand for three years. For six months I was not a registered asylum seeker. I did not know about the UN. It took the UN 11 months to recognize me as a refugee. When I go to the UN for the first time they gave me an interview time 2 months later. Interview schedule changed 5 times. Five months later I finally got an interview.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

When I got the problem and had to leave my country, I did not know where I was going. I went to my friend's house, we studied together. I came from my friend's house, and then went to his brother's house in Katmandu. My friend's brother is a businessman and he helped me travel to Thailand. I came to Thailand with a businessman. He told me it was easy to get a visa.

3) Did you come to Bangkok with any family members or friends?

I came with one businessman. He stayed with me for the first 14 days. He went back to Nepal and I never saw him again.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

I left because of political reasons.

5) Where did you go when you arrived in Thailand?

I just stayed in a hotel for almost 6 months. But later I had a Burmese friends and I later stayed with them.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

I studied a little but about the UN but my friend gave me information about the UNHCR. First time was very hard to find UNHCR, but if you ask a Thai person they can help you. I was talking to a motorcyclist because he wanted to learn English and I asked him if he knew where the UN was, he later took me there.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

At that time I had many problems. For 11 months I was an asylum seeker. At that time I had no money after 6 months. I wanted to renew my visa but a man took my passport and money. I then stayed with my Burmese friends that work in Bangkok.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

Now my life is different from then. I was an asylum seeker. Now my life is better than before because I can now manage because of the BRC's monthly allowance. I also get education at the BRC. I get medical services too. When I came to the BRC I only spoke broken English, now I can speak better than before.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

Before I went to the UN, they gave me information about the JRS. They gave me location and I visited them once when I was an asylum seeker and they helped me by giving an allowance. When I was recognized as a refugee, the UN gave me location of the BRC.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.

I think that the allowance is not enough to live in Bangkok. I work for the BRC, so I can manage, but the allowance itself is not enough for food and rent. The BRC also gives us 3 eggs, 3kg of rice a month, but not enough for a person to live in a month. The BRC also gave me clothes. For education, they give me money for transportation to daily commute to classes.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

I like to come to the BRC to study. Because living in my room is too boring. That is why I have worked for free for 6 months. I want to do something in the BRC to learn English and do what I can of my life. I also want to help them.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

It is not enough for living in a month for one person. Because every year many things are getting expensive, I think there should be an allowance change every year to meet the living standards.

13) What are some frustrations that you face and/or have faced as a refugee?

COMPLETE OMISSION

14) What does being a refugee mean to you?

I think that now I am happy because I live in Bangkok and I am a refugee, better than before when I was an asylum seeker. I know that everyone has problems living in

Bangkok but I try to make everything happy. A refugee's life in Thailand is hard...I am alone here, I live with my friends, but I cannot do anything, I cannot go back to Nepal.

15) What level of education have you received and would you like to continue studying?

I had a certificate level and I want to continue studying. I am searching for a scholarship in a university. If I attend school I will be finishing my Bachelors.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

Yeah I miss my country. If I am safe, I want to go to Nepal. I am alone here. I think that if the next elections are better, I can go back. But now I cannot go back home, too dangerous. For resettlement I do not have any interview scheduled. It has now been a year to take me to a safe place.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

If I resettle, I want to go have a business. But I also want to teach about culture. I am a specialist in economy and physical education in my two certificate degree that is why I want to teach.

U-2.1: Risk Assessment: Nepal (06/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-3: Interviewed Refugee from Congo (07/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

About now a year and 3 months now. I became a registered refugee in about 6 months.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

When I left I did not plan to come to Thailand. I came through another country. When I left I did not know where I was going to go.

3) Did you come to Bangkok with any family members or friends?

No, I came alone.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

Political persecution

5) Where did you go when you arrived in Thailand?

I went to the UN directly.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

I was told when I was in my country. No it was not easy because I was new and it was my first time here, there was a language barrier.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

Actually it is a very tough life. You are a beggar, homeless; it is not a good life. Transportation fees, language, money, there are so many problems.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

Yes, my living conditions improved. I started translating other refugees at the JRS to get more opportunities. The BRC then started assisting me with an allowance.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

When UN receives people it refers them to the BRC, gives you the address and phone number. Yes, only JRS and some churches.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

Yes, of course. The medical sector has to improve, they don't answer to the patient's needs. They just give emergency.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

Yes, it does, the BRC is a place where refugees can meet and talk, share experiences, cultures. I have learned a lot at the BRC.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

It is not enough, you have to work, it is not enough. Some churches give some small amounts of money, but it still is not enough.

13) What are some frustrations that you face and/or have faced as a refugee?

There are many problems...language problems, misunderstandings, high prices... In spite of our abilities, we cannot do anything to gain some money...

14) What does being a refugee mean to you?

It is a period of transition, moving from one life to a completely different one, moving maybe from something better to worse suddenly. It is sad, when I come and see the children, their future is dark.

15) What level of education have you received and would you like to continue studying?

I completed 3 years in university, undergraduate of a 5 year course. I would like to continue studying, of course.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

I miss it a lot, a lot. If I get the opportunity and it is safe for me, I will go back, but it is important that it is safe.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

Study first and work for that country. Try to do something to help refugees and support social organizations and NGOs, including churches. I want to save people.

U-3.1: Risk Assessment: Congo (07/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

Possible Risks		Risk Present?
HIGH RISK		
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
ACCEPTABLE RISK		
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-4: Interviewed Refugee from Laos (07/02/08)

Translated by Kwang

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I have been in Thailand for 4 years. I was registered as a refugee three years ago. It took the UN 3 months to process my case.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

I decided and planned to go to Thailand. I knew I was coming to Bangkok.

3) Did you come to Bangkok with any family members or friends?

I came with my family, seven members

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

For Political Reasons

5) Where did you go when you arrived in Thailand?

I went to Bangkok and went to the UN.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

My father knew to register with the UNHCR. It is not difficult because he knew the process.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

No money made it hard. Not enough food, not enough to pay rent

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

Yes, now I have education, money, it is easier to live.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

The UN informed me about the BRC. I went to the JRS first because seeking help from the BRC.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.

Good services provided by the BRC. I would like to see more computer and English classes. The food given a month is not enough though.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

Yes, it gives me a sense of community; the BRC helps to ease things from the past.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

Yes, the allowance helps but it is not enough, but you are able to survive with the bare minimum.

13) What are some frustrations that you face and/or have faced as a refugee?

I am happy. I am just waiting to be resettled. I have hope that I will have a new life in a new country.

14) What does being a refugee mean to you?

I have hope that I will have a new life in a new country.

15) What level of education have you received and would you like to continue studying?

I finished high school. Yes, I would like to continue to study.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

Yes, I miss it. Even if the situation was favorable, I would visit but not stay for a long time.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

Further my studies and work in that country.

U-4.1: Risk Assessment: Laos (07/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	-
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	-
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-5: Interviewed Refugee from Congo (08/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I live in Thailand for 4 years, and going to 5 years. When I request at UN, I waited for a response for a year.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

I know that I was going to come to Thailand for a competition, and then I stayed.

3) Did you come to Bangkok with any family members or friends?

No, I came alone

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

I left because of Social-political reasons and also because of their sport policy.

5) Where did you go when you arrived in Thailand?

When I arrived in Thailand

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

I was with someone that knew to register with the UN. The first time we went to the UNHCR office we could not register and they gave us the sate to register a week later. But it was easy to register the second time we went to register.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

The same as many, not enough food, money, so many problems. The church was helping us at that time then the UN took things under control. At that time it was good.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

No, no improvement until now. At the beginning it was better, the monthly allowance was better and now that the value decreased I think it is not enough, but it is better than nothing.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

The UN gave me a paper. The JRS also helped me.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

I think all the services are good. We do not have to pay. I would like to see more professional education for men and women. You can practice what you learned and earn some money. The BRC should do something like that. Somebody will be able to think that he can build his life. The children also lack small things, first necessities that the BRC should provide.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

Sometimes yes and sometimes no.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

It is not enough, but there are so many things to do.

13) What are some frustrations that you face and/or have faced as a refugee?

You have to have a lot of patients.

14) What does being a refugee mean to you?

It is first about protection, not about a better life.

15) What level of education have you received and would you like to continue studying?

I have a high school diploma. I went to university for Social Sciences but I had to stop if I wanted to continue sports.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

Yes, I miss my country. If the situation is good, I would go back.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

It is a little difficult because the experiences I have had in Thailand have taught me a lot. I want to go the resettlement country and see what I can do there.

U-5.1: Risk Assessment: Congo (08/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	-
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	-
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-6: Interviewed Refugee from Iran (08/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I am here about 5 years but I have been recognized for more than 4 years. It did not take me more than 6 months for the UN to process my case.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

No, because I was hiding in my country for 6 months, especially the last month. Colleges told me they would pick me up and take me to the airport, when I arrived they gave me a passport with a visa to Thailand. Usually if you escape the problems in Iran you go to Dubai, Turkey, or Pakistan, neighboring countries in the region. After a couple of months my wife was then captured twice, so she decided to leave with my sons using the same escape route as I did.

3) Did you come to Bangkok with any family members or friends?

I came alone. After a couple of months my family came.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

My case was recognized as a political persecution.

5) Where did you go when you arrived in Thailand?

That person was a human trafficker and he gave me direction of what to do in Bangkok. I did not know there was a UNHCR in Bangkok. The trafficker sent me to a hiding place and told me to stay there for a month and not go out. I only had 100US\$ with me at that time, but the trafficker had paid for the rent of the hiding place for three months. I used what I had only for food.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

I did not know about it, I first went to an embassy and asked for a visa and they gave me an appointment three months later. I asked my international friends what to do, they told me to go to this embassy and that they would support me. But after my family had problems in Iran, the embassy was not able to give the visas for all of us. My friends then told me about the UNHCR. The registration process was very complicated because there was a lack of information. No one was giving us information, I searched the address of the UNHCR on the internet, but that was it. In the UNHCR no one gave us helpful information, they just gave us a paper and said "write your story".... At that time I was not fluent in English. I asked how to apply for refugee status but the translation in Farsi

was not clear. I could not understand what to write. I asked my friends from Iran and they gave me some simple information in English. One refugee saw that I too needed assistance and he gave me information and told me about the JRS. There they helped me to get my refugee status and present my case.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

Lack of information for me. I also had economic problems, we came with nothing. Especially me, I used to suffer from heart disease and I did not have my medication with me and did not know how to get it in Thailand. For me, it was not a long time, 5 months but from some asylum seekers, it is a long period of waiting time and for them it is important that they have security since they have no documentation to show authorities. They too lack information.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

For me it is better because I have a family. Especially my wait at that time for us because she did not know about the process. But one we where registered we were more relaxed because we had an allowance and UN certificates that protected us by the UNHCR.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

Before I was recognized I went to the JRS and they knew about my heart condition. I would not stop taking it for less than a week. The JRS gave me the address of the BRC knowing that the BRC would be able to help me with the medication. When I went to the UNHCR they did not give me information about the JRS or BRC. The BRC clinic helped me a lot.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

Yeah, I am satisfied with their services. I am here for 4 years ad I have no problem. Every 2 months I see a cardiologist and I have tests made, all which are paid by the BRC.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

They gave me medical services but at the beginning they could not help me to find something to do. In 4 years the BRC has improved a lot. When I came it was very busy. Now it is very different. I have worked here for more than two years and we tried to build it as a community, we all tried to change it so that everyone who came would feel secure and relaxed. I am not sure if we were 100% successful but a lot had changed; now we have a learning center. Before there was a lack of facilities and only a small old home and a lot of people.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

Enough to survive. At that time the allowance was higher than now, but now they reduced and the prices have increased. It is only for survival but it is very important.

13) What are some frustrations that you face and/or have faced as a refugee?

I think that the UNHCR can do better. The BRC does its best with their budget. The UNHCR could give jobs for the refugees... It is difficult for a refugee to make money because we do not have permission to work...

14) What does being a refugee mean to you?

For me it is trouble, no freedom. I cannot work. I am a refugee, I cannot go anywhere, cannot talk or write because I have no rights and everyone must wait to be resettled, which is another challenge, even more so than being a recognized refugee.

15) What level of education have you received and would you like to continue studying?

I have Bachelors in Agricultural Engineering. But I would like to continue studying and get my doctorates.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

Yes, I miss it a lot, because it is a beautiful country. It is my dream to be back. We want to change Iran so it can be a food member of a work community and we can accept our responsibility over human rights.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

For me, it is a little but different. I have to think about my son's future. I meet to guarantee their futures. I do not want to go to another country to go for a job. I go there for freedom and security. My dream is to continue university for a doctorates degree and give my sons a good education.

U-6.1: Risk Assessment: Iran (08/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-7: Interviewed Refugee from Somalia (11/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I have been in Thailand for 10 months and in this time I was first detained in the Airport Detention Center (ADC) for 2 months and 18 days. I was 4 other Somalia guys but they were holding refugee status at the ADC. I was waiting for the UN to help me. Then the police sent me to a Thai prison where I stayed another 2 months. I finished my sentence and I had help from another Somalia man who knew how to speak Thai. They were going to send me again to the ADC and then back to Somalia. I told them that I rather stay in jail than go back to Somalia. I could not go back to the ADC because I would have finished my sentence and after be taken back to Somalia, so this businessman talked with the police and I was released. I later contacted the UN. It took four months for me to be a refugee and four months and 18 days waiting in jail. But I am really sad because I was recognized as an external mandate which means that I will not be resettled, instead I will be sent back to Somalia and I worry about my future.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

I did not know, a human trafficker promised to take me to the United Kingdom. Then he sent me to Qatar where I was arrested. The Qatar officials saw that I was traveling with a fake passport and just sent me to my final destination, Bangkok, where the police were waiting for me.

3) Did you come to Bangkok with any family members or friends?

No, I came alone.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

Social violence

5) Where did you go when you arrived in Thailand?

I was captured and sent to the Airport Detention Center.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

Because of the Somalis in the detention center, it was not easy because I was expecting the same help that the other Somalis got by going to Sweden, but I did not get the same service.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

I tried to sleep in the mosque at night and depended on the generosity of a Somalia man. He did not trust me so he only allowed me to clean up in his apartment but not sleep there. But after a while he told me he could not longer help me anymore and told me to search for the help of the UN. I had no money so I came to the BRC for help. There were problems with health and food, but I managed with the help I got until I was a recognized refugee.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

In terms of my health, I have not gotten help. I get help, but I still do not feel fit. I am still waiting to go to a specialist. The allowance helps for rent and food but it does not help for specific medication.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

I went to the JRS and they told me that they could not give me shelter or food because I did not have a place to cook the food. They could give me a little some of money, and then they told me about the BRC.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

Yes, they have good services. But it still could be better in terms of medication, going to specialists. The allowance is not enough for food and transportation. But what they are going now is very good because it is better than nothing.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

The BRC tries to do their best. I feel safe at the BRC, it is better than the outside but I am still afraid... The BRC helps because I meet people and I can talk to the BRC staff. The BRC has also given me the opportunity to meet with you and express my views now, for example.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

Rent and food are expensive, but we can survive. But you cannot be satisfied; you have to buy less food.

13) What are some frustrations that you face and/or have faced as a refugee?

Being a foreigner in Thailand and being considered illegal is a frustration. I feel insecurity... I live in constant fear.

14) What does being a refugee mean to you?

A refugee is a person who's out of their country and left because of persecution, which can be of social, religious, or political problems.

15) What level of education have you received and would you like to continue studying?

I got a high school diploma and I also got a 2 years diploma in accounting management. I would like to continue studying if I get the chance.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

In my country I have no rights. Until we have are united with the same rights, will I go back to Somalia.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

I do not know, my future is in doubt because I will not be resettled. I will be sent to Somalia. If I was recognized as the UN convention refugee, and was resettled I would have dreams. I also do not know what I have to come in Thailand.

U-7.1: Risk Assessment: Somalia (11/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-8: Interviewed Refugee from Iraq (11/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I have been here for a year and a half. I have been recognized for 9 months.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

Yes, I could not enter other Arab countries and Thailand was the only country we could get a visa to.

3) Did you come to Bangkok with any family members or friends?

I came with my family.

4) Could you tell me why you left your country?

Social and religious persecution.

5) Where did you go when you arrived in Thailand?

I came to Bangkok and we first traveled and then registered with the UN.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

We have friends here and they gave us all information on how to be a refugee. It is not an easy process, it is lengthy and it takes a long time. The day the UNHCR stopped working we got registered as asylum seekers.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

Psychological exhaustion, because we do not know about what will happen in the future. We cannot go back to our country. Also worrying about being refused. At that time we had a visa, but when the UN has problems we did not have a visa which was a concern.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

Yes, many things, medical, educational, monthly allowance. You feel you get some advantages.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

Before we went to the JRS and they gave us a lawyer to help with our case. Because of him we were recognized refugees. My father's friend told me about the BRC because he has been a refugee in Bangkok for 4 years.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

Yes it is good, better than before. They helped me find university and a scholarship for an international university here in Bangkok. But there are a lot of people that cannot pay for rent and the allowance is not enough to support them.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

Yes, you can meet a lot of people. It is nice to know about other cultures here.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

No, it is not enough. The difficulty is that you cannot work because you are not a citizen. The BRC's salaries are also very low even though you work for them. But I do not care about the money because my family abroad sends me money sometimes, but for others, they do not have the money to survive.

13) What are some frustrations that you face and/or have faced as a refugee?

The lack of a visa, because all the time we have to worry about being illegal. I worry about my mother and sister being arrested....

14) What does being a refugee mean to you?

I was a refugee since birth because I am a Palestinian living in Iraq.... I do not feel like I am respected because I am a refugee, but I feel that I can build my life by myself.

15) What level of education have you received and would you like to continue studying?

I finished high school then we left. My father was waiting for me to finish school for us to leave. Yes, I want to go to university, that is my wish.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

Yes, I miss it. It is my country, my life. I would love to go back to once remember what I had, but after the problems it is difficult, after you lose your friends, your family. When my father sees me sad he tells me to look at the future and build my life, but it is hard not to think of home. When I leave Thailand I will miss it too because I lived here, I met people but you have to treasure every moment you have.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

I want to continue my education. I do not want to lose more time. I already lost two years of my live. I would like to be an architect.

U-8.1: Risk Assessment: Iraq (11/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	Yes
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-9: Interviewed Refugee from Nepal (11/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I have been here for two years and a half. It took the UNHCR 3 months to process my case.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

I knew I was coming to Thailand and I also knew about the UNHCR in Thailand.

3) Did you come to Bangkok with any family members or friends?

No, I came alone.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

Political reasons.

5) Where did you go when you arrived in Thailand?

I came to Bangkok and 2-3 days later I went to the UNHCR.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

I met some Nepalese when I arrived and they gave me information on how to go to the UNHCR. The registration process was easy.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

I have no problems because I had a visa for two months and I brought enough money.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

Nothing improved because before I had money then I got assistance from the BRC. Other asylum seekers have the common financial problem; it is difficult to survive without a job in Bangkok.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

I first went to the JRS and then I was recognized and came to the BRC after the UNHCR told me of their location.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.

I am happy with their assistance, better than nothing. I would like to raise the monthly allowance though.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

I do not feel that the BRC gives me a sense of community.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

It is not enough but it can help. Sometimes we have to cut the food budget and electrical.

13) What are some frustrations that you face and/or have faced as a refugee?

For me, I have no frustrations because I feel more secure here than in my own country...

14) What does being a refugee mean to you?

I have no life. It is like life in prison.

15) What level of education have you received and would you like to continue studying?

I have a Bachelor's degree in physics. If I have a chance I would like to have a Masters degree.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

I miss every single minute. I would go back if I have a chance.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

First, I want to finish my studies and then get a hard working job.

U-9.1: Risk Assessment: Nepal (11/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
HIGH RISK		
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
ACCEPTABLE RISK		
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-10: Interviewed Refugee from China (11/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I have been here a year already. I have been a recognized refugee from 10 months now.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

Yes, I knew that I was coming to Thailand because my mom came here before me. She came about 7 months before. She has been a refugee for about a year and a half now. She told me that I was going to be a refugee and move to a country with freedom. My father is still in China. He stayed there so he could work in order to send us some money.

3) Did you come to Bangkok with any family members or friends?

I came with my father's friend because I was not allowed to travel alone since I was under the age of 18.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

My mom left because of... social/religious persecution.

5) Where did you go when you arrived in Thailand?

I came through Bangkok and after a month I went to register at the UNHCR and a month later I was recognized refugee. I went to my mom's rented small wooden house.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

For me it was easy because my mom was already a registered refugee and they only asked a few questions and I was recognized within a month.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

I did not have any problems because I brought money to last me for six months, but because I was recognized within a month, I was able to get the BRC's monthly allowance and have enough money to support myself.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

For me no, because I was recognized within a month and my mother and I had enough to live. But others have no money, and have severe medical problems and they cannot see a doctor and they have to wait. Some wait for years to be recognized as a refugee and get

the medical assistance they need. The UNHCR just tells them to wait. But even when they are recognized they do not have enough money to support themselves.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

Other refugees told us about the BRC and their services. The UNHCR also told my mom about it. Other Chinese refugees told my mom about the BRC.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

Absolutely happy, they solve our financial problems and now we have enough to eat. I think they do enough, but if the monthly allowance was higher it would be better. They also help us by giving us a job at the BRC, the only requirement is that you must speak English.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

The BRC keeps me safe, but it is so far from my house, but I still come in order to work at the BRC. The BRC is a good place.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

The money is enough but we have to cut our expenses. We have to eat less, sleep early to save electricity. We cannot go out in order to save money.

13) What are some frustrations that you face and/or have faced as a refugee?

We have to wait and we do not know for how long. I do not have friends who I can speak my own language to. I cannot eat the food from my country.

14) What does being a refugee mean to you?

I feel like I am living overseas and I am facing the same problems as someone would if they moved away from home. We are able to survive by keeping a happy mind everyday. You will be happier if you think it, because you are a refugee already and it is not worth crying about it everyday.

15) What level of education have you received and would you like to continue studying?

Middle school and I was entering high school when I left. I would like to continue studying because you can get a better job. But I cannot understand Thai, which is why I cannot study here.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

I miss it of course, it is my town, my home town is beautiful, and they speak my own language. I miss my friends, my relatives, everything. I would go back.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

I would like to travel and go to Japan, possibly and work, then I will go back to my country and see my father. I want to see other cultures and explore the world.

U-10.1: Risk Assessment: China (11/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	-
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	Yes
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-11: Interviewed Refugee from Egypt (12/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I have been in Thailand for about 3 years. They took around 2 months. I do not know I much longer I can wait here.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

I did not know anything, but the only place I could run away to was Thailand. I bought a ticket to Thailand because it was my only choice.

3) Did you come to Bangkok with any family members or friends?

I have no family at all, they all died, I am alone.

4) Could you tell me why you left your country? [Note: Later place answers that fit into one of these categories: Political affiliation, religious persecution, ethnic persecution, and/or other reasons]

I left for religious and political reasons

5) Where did you go when you arrived in Thailand?

When I came to Bangkok I tried to find a cheap place to stay. I went to a guest house. I then went to the UN.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

Someone told me about the UN. The UN is very easy to find. I remember everything being easy.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

It is a very bad life. A refugee's life is an ugly life... If you are two months in Bangkok it is all still new, but if you are here for a long time, your situation becomes exhausting. Before I came with money and I spent it all to support myself, life is very expensive here.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

At the beginning the money was easy because I had brought enough, but the monthly allowance is not enough. Some people spend that amount in a day, how are we expected to use that to survive in a month?

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

The UNHCR told me about it.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

Most of the time I have to buy the medication at the pharmacy because the BRC cannot supply them. The BRC gives me some tablets for my diabetes. But the allowance is not enough, the UN tells you to wait, but they do not provide anything during this time.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

No, I do not come to the BRC that often.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

It is not enough at all. I had a friend that used to help me financially, but he has moved.

13) What are some frustrations that you face and/or have faced as a refugee?

My frustration is that I am dying slowly and no one cared to help you. I am an old man, in my middle ages, what can I do here?

14) What does being a refugee mean to you?

I am very proud to be a refugee because it has a great meaning, that we are people fighting for a home and land that were taken away... You liberate yourself from an old society but you come here and have to follow new restrictions. We refugees are people leave everything to find peace.

15) What level of education have you received and would you like to continue studying?

I have Bachelors in philosophy. If I am resettled I would like to learn more. But you can study at another country, you cannot do anything here.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

COMPLETE OMISSION

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

I would like to work, anything to help myself. I am a teacher in Egypt but I can work in anything.

U-11.1: Risk Assessment: Egypt (12/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

Possible Risks		Risk Present?
HIGH RISK		
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	Yes
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	Yes
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
ACCEPTABLE RISK		
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-12: Interviewed Refugee from Vietnam (13/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I have been in Thailand for about 5 years. It took about 3 years to process my case but I have only been recognized for only about one year and a half. My family and I did not know about the UN so we were in Thailand not registered for 2 years.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

At first we did not know where we were going to go, I just knew my mom told me that we had to leave, if we stayed, my mother would have been killed and we would all be in danger. So I just followed my mom and dad and they did not say anything about where we were going.

3) Did you come to Bangkok with any family members or friends?

The first time I came with my father and siblings. My mom came two days later because she thought she would cause trouble if we all tried to escape together.

4) Could you tell me why you left your country? [Note: Later place answers that fit into categories: Political, religious, or ethnic persecution, and/or other reasons]

We left because of Political persecution...

5) Where did you go when you arrived in Thailand?

I came by plane to Bangkok. But before my mom bought fake passports from a human trafficker who was traveling with us. Once we entered Thailand and used the passports and visa, the human trafficker took them away from us at the hotel and we were then illegal in Thailand with no documentation at all.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

My friend, a soldier of the United States of America, talked to my mom and told her about the UNHCR and how they provide security and protection.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

At that time we traveled because we had no place to live. You look for a job but it is not a secure job, only for a day or two because we are not Thai. In addition there were many assassination attempts on my mom's life, for that reason we had to move from place to place. We lived in trouble, sometimes we got money to eat food, and sometimes we needed to go to temples where they would give us food. We had no food no nothing, so when we had money my mom tried to buy food to feed the eight of us. Because at that

time we were not refugees, we did not know where the UN was. We were looking for a life of freedom, trying to survive each day. Now we are happy to be refugees.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

Yes, everything got better. We have UN protection and help from the BRC to live. We now have the opportunity to live in freedom and be resettled.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

I went to churches for help before I came to the BRC. The UN told me about the BRC.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

Very happy with their services because the BRC gives you an education that can help you do something when you are resettled. But because food is not enough it is common for a refugee to get sick, especially children who need vitamins and protein, and the BRC provide good medical services. But if you are a student you can get free food, which helps a lot of families.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

Yes, good. I came here to study and to meet people, which is very important. I feel like the BRC is my family. It gives me a lot of good experiences.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

It is not enough because living in Bangkok, food and everything else is expensive and we have very little money. So if you leave your house you have to spend money because we live far away and have to pay for transportation. But the BRC gives you good if you study, so you can save your money for transportation for the next day. Electricity and water we try to spare. We now only eat twice a day, before it used to be once a day when we were asylum seekers.

13) What are some frustrations that you face and/or have faced as a refugee?

We have no security. We are still in trouble and danger. We need a new life and education because we are refugees and we cannot work in Thailand. Everything is sad.

14) What does being a refugee mean to you?

It means that we can leave our country and be rescued when you have no where to go because we are protected by Human Rights. We have the opportunity to have a future, a good living, before we had no future, nothing.

15) What level of education have you received and would you like to continue studying?

When I left my country I had no formal school education because I was not allowed to attend public school..., so my mom taught us. But, yes, I would like to continue to study.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

I miss my country. I do not want to go back now. I want to be resettled and start my life. But one day I want to go back. I want my country to have a good leader.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

I want to go back to school and study business and build my own business because I want to do it myself. I want to depend on myself.

U-12.1: Risk Assessment: Vietnam (13/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	-
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	Yes
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

U-13: Interviewed Refugee from China (15/02/08)

All the information presented in this document has been filtered based on a Risk Assessment and has been modified before being incorporated into the website. The interviewed refugee signed an Information Release Form, giving the Bangkok Refugee Center permission to display this information online.

1) How long have you been in Thailand? When did you become an UN-registered refugee? How long did it take the UNHCR to process your case?

I was in Thailand for a long time. First time I came was 4 years ago and I was a year here and then I had to go back to China because my family and I were rejected of our refugee status. We did not have any money to survive in Bangkok because we were asylum seekers and spent all the money we had trying to support ourselves. I then stayed in China for a year and came back to Thailand again because we could not live in China anymore. So in the end I have been a total of 2 years and a half in Thailand. The first time we waited for 5 months for an interview schedule with the UNHCR but they kept rescheduling, so in total it took 8 months to just get an interview. We got the response that we had been rejected a month later. The second time we came, they rejected us again after 6 months. We got assistance from overseas and they helped us reopen our case, but after a month we got rejected again. We searched for more assistance which helped because that gave us another interview, and 6 months later we finally were accepted as refugees.

2) When you left your country, did you plan or know that you were going to Thailand? Did you know where you were going?

Yes, we knew. We came to Thailand because we had heard that we could get protection.

3) Did you come to Bangkok with any family members or friends?

Yes, I came with my parents.

4) Could you tell me why you left your country? [Note: Later place answers that fit into categories: Political, religious, or ethnic persecution, and/or other reasons]

We left because of religious persecution.

5) Where did you go when you arrived in Thailand?

We took a plane and arrived in Bangkok. The first place we went was to an embassy thinking they could help, and then we went to the UNHCR.

6) How did you know that you had to register with the UNHCR to become a refugee? Was it easy to find the UNHCR and become a registered asylum seeker?

Because we meet another Chinese man who told us about the UNHCR. Yes, it was easy to find it and register.

7) What was your experience being an asylum seeker? What were some challenges that you faced?

We faced many challenges. When we came we brought money to support us for only 2-3 months and we did not have any financial assistance from the UN. At that time the

Church would provide some financial assistance to asylum seekers. This is how we survived the first year, going from Church to Church. If we had money everything gets easier.

8) Have your living conditions improved after the UNHCR recognized you as a refugee?

Not yet because we still have not gotten the monthly allowance from the BRC. It is a lot harder now than before. When we get money from the BRC, things will improve.

9) How did you find out about the BRC? Did you initially seek assistance from other organizations?

First, we were asking the UNHCR for medical assistance and they referred us to the BRC. We went to churches for financial assistance before we knew about the BRC.

10) Does the BRC provide you good medical care, education, financial and legal services? Are you happy with their services, if not, what could be improved?

In a few words, describe the services of the BRC as they affect you.]

I only use their medical services, which they do a good job. I do not have any worry about my health anymore. I just wish that I could have a free lunch because I am a volunteer.

11) Does the BRC give you a sense of community? Has it helped you to better some of the grievances that you might have had, or continue to have?

I come to the BRC to volunteer but I cannot spend a lot of time at the BRC after work because I live far away. Because of this I am not able to socialize with the people my age.

12) Has the BRC's monthly allowance helped you settle in Bangkok? Is the allowance enough to survive in Bangkok? What are some financial limitations that you have?

No, I have not received the allowance yet. We need to save water, electricity, food. We are always trying to save money.

13) What are some frustrations that you face and/or have faced as a refugee?

The long process to be a registered refugee and the lack of assistance when you are an asylum seeker, which is very hard.

14) What does being a refugee mean to you?

I don't want to be a refugee, I do not like the title because it sounds like someone who is poor and uneducated because many people are ignorant in this subject. I am waiting to be resettled and make a new start. Without resettlement we have nothing to do in Thailand.

15) What level of education have you received and would you like to continue studying?

I finished half a year as a freshman in high school. I would definitely like to continue studying.

16) Do you miss your home country? Would you want to return if you had a chance and the conditions were favorable?

To be honest, if I can be resettled I would rather be resettled and only visit China because I do not consider it my country home.

17) When and if you are resettled, what would you like to do in the future? What are some dreams you had and/or still have?

I want to do a lot of things. I want to travel the world. I would like to continue studying and attend university.

U-13.1: Risk Assessment: China (15/02/08)

* The information that presented a High Risk was deleted from the document. Deleted items are shown by (...) in the document.

* The information that presented an Acceptable Risk was left in the document.

	Possible Risks	Risk Present?
	HIGH RISK	
1	Individual's face and/or features are clearly identifiable in content	-
2	Name/nickname presented may be traced back to the individual	-
3	Content contains names and specific dates	-
4	Content describes specific, traceable events/occurrences	-
5	Content presents criticisms about the Thai Government	-
6	Content exposes location of their family in their home country	-
7	Content presents religious affiliations or to a minority group	-
8	Content expresses specific political views of the individual	-
9	Content presents specific ethnicity of the individual	-
10	Contains negative/controversial info. regarding governments	-
	ACCEPTABLE RISK	
1	The individual present in a picture, but not identifiable	-
2	Information provided expresses emotions and personal concerns	Yes
3	Anonymous art/work present on the website	-
4	Personal accounts contain minimum specific information	Yes
5	Presents the country of origin but not specific location	Yes
6	Merged personal accounts does not display specific information	Yes
7	Statistics do not provide information traceable to an individual	-
8	Statistics provide general information of the sectors of the BRC	-
9	Personal reports express current problems faced in Thailand	Yes
10	Info. Release Form is signed, allowing free use of information	Yes

About the BRC

We are an organization devoted to helping people.

Across the globe, refugees are some of the most vulnerable and desperate individuals. Forced to flee their home country from persecution, violence, or famine, many refugees must rely upon the care of others to persevere.

Refugees in Thailand are no different.

Our facility provides over 800 refugees and asylum seekers with much-needed care. Every day, we work with these individuals to help them find a better life. Located in the heart of Bangkok, we offer a number of services to refugees in metropolitan area, such as education, legal aid, medical support,

Mission Statement

To ensure that all asylum seekers and recognized refugees enjoy personal security and safety through an increased protection and more efficient provision of assistance.

Vision

To proactively render appropriate humanitarian relief services, particularly to the Extremely Vulnerable Individuals that will enable them to live their lives with dignity and encourage them to be productive and caring members of their community.

V-3: SERVICES

To access the services provided by the BRC, simply go to the following web page addresses:

Medical: <http://brcthai.org/services/medical.htm>

Legal: <http://brcthai.org/services/legal.htm>

Educational: <http://brcthai.org/services/brclc.htm>

Social: <http://brcthai.org/services/social.htm>

Vocational: <http://brcthai.org/services/vocational.htm>

Aid for Asylum Seekers: http://brcthai.org/services/asylum_seeker.htm

This image is an example of the Educational Department and how the webpage is displayed.

BRC Learning Center

The BRLC program offers classes to over 180 students, from ages of two and up, organized into age groups and skill levels based upon the Cambridge University English test. In the past year, the BRLC has been reorganized by age groups and levels to provide a better education to all students. As of July 2007, math classes were added to the curriculum. Additionally, computer classes began in December 2007.



In the future, the BRC hopes to offer more advanced classes to accommodate people with degrees and higher levels of education. Another goal is to have classes available on the internet to reach refugees who cannot commute to the BRC or who live outside the Bangkok area.



As Senior Administrator for Educational Services, Muriel Lauvige (pictured to the left) has been working with the BRC since July 2007. It is her responsibility to run daily education activities, managing the Bangkok Refugee Learning Center (BRLC), and the development of its curriculum.

V-4: REFUGEE STORIES

To view the whole page, go to <http://brcthai.org/refugee/main.htm>
Each block contains answers of Refugees and Asylum Seekers based on these six different themes. To access these answers go to the following addresses:



Coming to Thailand: <http://brcthai.org/refugee/ComingToThailand.htm>

UNHCR- What the Process is Like: <http://brcthai.org/refugee/UNHCRWhatTheProcessIsLike.htm>

Being an Asylum Seeker: <http://brcthai.org/refugee/BeingAnAsylumSeeker.htm>

What Refugees Means to Me: <http://brcthai.org/refugee/WhatBeingARefugeeMeansToME.htm>

Dreams of What They Want: <http://brcthai.org/refugee/Dreams.htm>

What the BRC Does for Me: <http://brcthai.org/refugee/WhatTheBRCDoesForMe.htm>

V-5: FOR REFUGEES AND ASYLUM SEEKERS

Web Page Address: http://brcthai.org/randas_resources/relocation.htm

There are ten countries which are represented in this section. The countries include: **Australia, Canada, Denmark, Finland, Ireland, Netherlands, New Zealand, Norway, Sweden, and United States of America.** To access the information for each, simply select the country where it says Select One.

Information on Countries of Resettlement



Introduction

This section contains information about the Culture, Money, Location, and Weather of common countries of resettlement. Included also are links to local NGO's who provide aid to refugees and other sources of information.



Appendix X - style1_brc.css

```
@import url("layout.css");
/**
Things that need to be updated outside of this file:
Ticker Width in Master.dwt
*/
body {
    font-family: Century Schoolbook, Schoolbook, Georgia, Verdana,
    Arial, Helvetica, sans-serif;
    font-size: small;
    color: #000000;
    background-color:#f0f0f0;
    height: 100%;
}
#container {
    width: 796px;
    margin: 0 auto;
    background-image:
url('../images/background/brc_background_med_grey_darkend_whitmiddles.jp
g');
    background-repeat: repeat-y;
    background-attachment: scroll;
    height: 100%;
}
#masthead {
    width: 780px;
    margin-top: 0;
    margin-right: 10px;
    margin-bottom: 0;
    margin-left: 6px;
    overflow: auto;
    background-image: url('../images/masthead_background.jpg');
}
#ticker {
    /* width also needs to be update in ticker script */
    width: 786px;
    /* height also needs to be update in dynamic heightadjustment
script */
    height: 25px;
    margin-right: 18px;
    margin-left: 12px;
    overflow: hidden;
    background-color: #004080;
    font-size:large;
    color:white;
}
#sidebar {
    float: left;
    width: 149px;
    margin-left: 6px;
}
#content {
    float: left;
```

```

        width: 454px;
        background-color: #fff;
        padding: 10px;
        overflow:auto;
    }
    #sidebar2 {
        float: left;
        width: 158px;
        background-color: ;
    }
    #footer {
        text-align: center;
        clear: both;
        width: 783px;
        margin-right: 10px;
        margin-left:4px;
        overflow: auto;
        color:navy;
        /* background-color: #5281A4;*/
    }
    #masthead img {
        float: left;
    }
    #masthead p {
        font-size: 0.8em;
        text-align: right;
        margin-top: 10px;
        margin-right: 10px;
    }
    /* Styles for Navigation */
    #sidebar ul {
        list-style-type: none;
        width: 100%;
        display: block;
        margin: 0;
        padding: 0;
    }
    #sidebar a {
        font-weight: bold;
        text-decoration: none;
        /* color: #275B8E;*/
        color: #FFFFFF;
        display: block;
        padding: 5px;
        border-bottom: 1px solid #f2f2f2;
    }
    #sidebar a:hover {
        font-weight: bold;
        text-decoration: none;
        color: #118;
        border-bottom: 1px solid #f2f2f2;
        background-color: #f2f2f2;
    }
    /* Styles for Navigation */
    #sidebar2 ul {
        list-style-type: none;

```

```

        width: 100%;
        display: block;
        margin: 0;
        padding: 0;
    }
    #sidebar2 li {
        font-size: 0.9em;
        display: block;
        margin: 0;
        padding: 0;
    }
    /* border: 0px solid #d3d3d3;*/
    }
    #sidebar2 a {
        font-weight: bold;
        text-decoration: none;
        /*color: #275B8E;*/
        color: #FFFFFF;
        display: block;
        padding: 5px;
        border-bottom: 0px solid #f2f2f2;
    }

    #sidebar2 a:hover {
        font-weight: bolder;
        text-decoration: none;
        color: #4792DC;
        border-bottom: 0px solid #f2f2f2;
    }

    a img {
        border: thin black solid;
    }

    /* Styles for Footer */
    #footer p {
        font-size: 0.8em;
        color: navy;
        margin: 2px;
        padding: 2px;
    }
    #footer a {
        color: navy;
        text-decoration: underline;
        border: none;
    }
    #footer a image{
        border: none;
    }
    #footer a:hover {
        color: blue;`
        text-decoration: none;
    }

    .style_bold {
        font-weight: bold;
    }

```



```
}  
.style_italic {  
    font-style: italic;  
}  
.style_margin_right {  
    margin-right: 15px  
}  
.style_margin_left {  
    margin-right: 15px  
}  
.styleh1 {  
}  
.styleSidebar {  
    font-weight: normal;  
    text-indent: 4px;  
    color: black;  
}  
.styleSidebar2 {  
    font-style: italic;  
    text-indent: 8px;  
    color: blue;  
}
```

Appendix Y - Master.dwt

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0
Transitional//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-
transitional.dtd"><html
xmlns="http://www.w3.org/1999/xhtml"
dir="ltr"><head><meta http-equiv="Content-Type"
content="text/html; charset=utf-8" /><!--
#BeginEditable "doctitle" --><title></title><!--
#EndEditable --><!-- #BeginEditable "docsection" --
><script type="text/javascript">
    var section = "Pick -> About Calendar Refugee
AsylumSeeker Contact";
</script>
<!-- #EndEditable --><link rel="stylesheet"
type="text/css" title="CSS"
href="styles/style1_brc.css" media="screen" /><style
type="text/css">
<!-- These are the styles used in the main template for
the website -->
.style2 {
    margin: 4px;}
.style3 {
    margin-right: 10px;
}
.style7 {
    text-align: center;
}
.style13 {
    margin: 1px 2px 1px 5px;
    height= 47px;
    border:none;
}
.style16 {
    font-size: 38pt;
    font-family: "Felix Titling";
    color: #FFFFFF;
    text-align: right;
}
}
```



```

class="style28"><strong>
</strong></span></span></span><span
class="style27"><strong>&nbsp;
</strong></span></div></div><div id="page_content"
><div id="sidebar"><ul><li><a
href="index.html">Home</a></li> <li><a
href="about/about.htm">About Us</a> </li><script
type="text/javascript">

```

```

    if(section=="About"){

```

```

        document.write('<a
href="../about/mission.htm"><span
class="styleSidebar">Mission and Vission</span></a>');

```

```

        document.write('<a
href="../about/refugees.htm"><span
class="styleSidebar">Refugees in Thailand</span></a>');

```

```

        document.write('<a
href="../photos/main.htm"><span
class="styleSidebar">Photo Gallery</span></a>');

```

```

        document.write('<a
href="../about/publications.htm"><span
class="styleSidebar">Publications</span></a>');

```

```

        document.write('<a
href="../about/disclaimer.htm"><span
class="styleSidebar">Notes and
Disclaimers</span></a>');

```

```

    }

```

```

</script>

```

```

<li><a href="news/main.htm">Events and
Projects</a></li> <script type="text/javascript">

```

```

    if(section=="News"){

```

```

        document.write('<span
class=styleMenuLevel2>');

```

```

        document.write('<a
href="../news/archive.htm"><span
class="styleSidebar">Archived Stories</span></a>');

```

```

        document.write('<a
href="../news/calendar.htm"><span

```

```

class="styleSidebar">Calander</span></a>');
        document.write('</span>');
    }
</script>

<li><a href="refugee/main.htm">Refugee Stories</a></li>
<script type="text/javascript">
    if(section=="Refugee"){
        document.write('<span
class=styleMenuLevel2>');
        document.write('<a
href=../refugee/ComingToThailand.htm"><span
class="styleSidebar">Arival</span></a>');
        document.write('<a
href=../refugee/BeingAnAsylumSeeker.htm"><span
class="styleSidebar">Asylum Seeker</span></a>');
        document.write('<a
href=../refugee/Dreams.htm"><span
class="styleSidebar">Dreams</span></a>');
        document.write('<a
href=../refugee/UNHCRWhatTheProcessIsLike.htm"><span
class="styleSidebar">UNHCR</span></a>');
        document.write('<a
href=../refugee/WhatBeingARefugeeMeansToME.htm"><span
class="styleSidebar">Refugee</span></a>');
        document.write('<a
href=../refugee/WhatTheBRCDoesForMe.htm"><span
class="styleSidebar">BRC</span></a>');
        document.write('</span>');
    }
</script>

<li><a href="services/services.htm">Services
</a></li><script type="text/javascript">

        if(section=="Services" ||
section=="BRCLC"){
            document.write('<span
class=styleMenuLevel2>');

                document.write('<a
href=../services/legal.htm"><span
class="styleSidebar">Legal</span></a>');

```

```
        document.write('<a
href="../../services/brclc.htm"><span
class="styleSidebar">Educational</span></a>');
```

```
        document.write('<a
href="../../services/social.htm"><span
class="styleSidebar">Social</span></a>');
        document.write('<a
href="../../services/vocational.htm"><span
class="styleSidebar">Vocational</span></a>');
        document.write('<a
href="../../services/asylum_seeker.htm"><span
class="styleSidebar">Aid for Asylum
Seekers</span></a>');
        document.write('</span>');
    }
</script>
```

```
<li><a href="randas_resources/About.htm">For Refugees
Asylum Seeker</a></li> <script type="text/javascript">
    if(section=="Resources"){
        document.write('<span
class=styleMenuLevel2>');

```

```
        document.write('<a
href="../../randas_resources/relocation.htm"><span
class="styleSidebar">Resettlement
Information</span></a>');
        document.write('</span>');
    }
</script>
```

```
<li><a href="donate/main.htm">How You Can Help</a></li>
<script type="text/javascript">
    if(section=="Donate" || section=="Art"){
```

```
        document.write('<a
href="../../donate/donate_now.htm"><span
class="styleSidebar">Donate Now</span></a>');
    }
</script>
```

```

<li><a href="contact/contact.htm">Contact Us
</a></li></ul><br /><br /><div><a
href="news/calendar.htm" style="border-
bottom:none"></a> </div></div><div
id="content" class="style3"><!-- #BeginEditable
"content" --><h2 class="styleh1">Headline 2</h2><p>insert content here insadert conteaant
here inaadddassert conteant here inssdartdsa coantent
here insert asdtent here insert content here insert
content here insertadt content herasde insert content
headsdat here insert content here insert contedas here
indassert content here insert content here insert
content here iasdasninsert content here insert content
here insert content here insert content here insert
content here insert content here insert content haaere
insert content here iinsert content here inserta
contenat here insert conteat here insert content here
insert content here </p><!-- #EndEditable --></div><div
id="sidebar2" ><ul><li class="style7"><a
href="donate/donate_now.htm"></a> </li><li
class="style22"><a href="art/sale.htm"><script
type="text/javascript">

```

```

function get_random(){
    var ranNum=
Math.floor(Math.random()*4 );
    return ranNum;
}

var dirdif=" ";
if(section!="Main"){
    dirdif="../";
}

```

```

                                var image=new Array(4)
                                image[0]='';
                                image[1]='';
                                image[2]='';
                                image[3]='';

```

```

        document.write(image[get_random()]);
        </script>
<br/><span class="style23">Refugee <br/>Art
Auction</span> </a></li><li class="style22"><a
href="photos/main.htm"><script type="text/javascript">

```

```

                                function get_random2()
                                {
                                var ranNum=
Math.floor(Math.random()*4);
                                return ranNum;
                                }

```

```

var dirdif=" ";
if(section!="Main"){
    dirdif="../";
}

```

```

                                var image=new Array(4)
                                image[0]='<img
src="' +dirdif+'photos/BRC/album/thumbs/DSC04141.JPG"

```



```

height="100"/>';
                                image[1]='';
                                image[2]='';
                                image[3]='';

```

```

document.write(image[get_random2()]);
</script>

```

```

<span class="style23"><br/>BRC
Photo<br/>Gallery</span></a></li><li class="style22"><a
href="calendar_sales"> <span class="style23">BRC
Calendar<br/>2008</span> </a></li></ul></div></div><div
id="footer" ><p><a href="http://www.coerr.org"></a> <a
href="http://www.unhcr.org"></a> <a href="index.html"></a> <a
href="http://www.jrs.or.th/"></a> <a href="index.html">Home</a> | <a
href="about/about.htm">About</a> | <a
href="refugee/main.htm">Refugee Stories</a> | <a
href="randas_resources/main.htm">Events and Projects
</a>| <a href="art/main.htm">Art Gallery</a> | <br /><a
href="services/services.htm">Services</a> | <a
href="calendar/calendar.htm">New</a>s | Donate | <a
href="contact/contact.htm">Contact</a> | <a
href="information_links/information_links.htm">Informat

```

ion Links | Site
Map
Copyright © 2008 BRC. All Rights
Reserved. </p><script type="text/javascript">

```
function resize(){
    var sidebarHeight =
document.getElementById("sidebar").clientHeight;

    var vertAdjustment = 20;

    vertAdjustment +=
document.getElementById("masthead").clientHeight;
    vertAdjustment +=
document.getElementById("footer").clientHeight;

    if(document.documentElement.clientHeight >
(vertAdjustment+sidebarHeight-20)){

        document.getElementById("content").style.height =

        (document.documentElement.clientHeight -
vertAdjustment)+'px';
        }
    }
    resize();
    window.onresize = resize;
</script>
```

```
</div></div><!-- #BeginEditable "scriptSpace" -->
<!-- #EndEditable --></body></html>
```

Appendix Z - Maintenance Manual

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Introduction

The BRC's website is a collection of different tools and features, designed to reduce maintenance cost while being user friendly.

File Organization

The BRC website uses a hierarchical file structure to store all the information, where the entire website is stored in a single folder, known as a root folder. Individual section folders, folders with files used in each subsection, the main template, and the home page are all stored directly under the root folder.

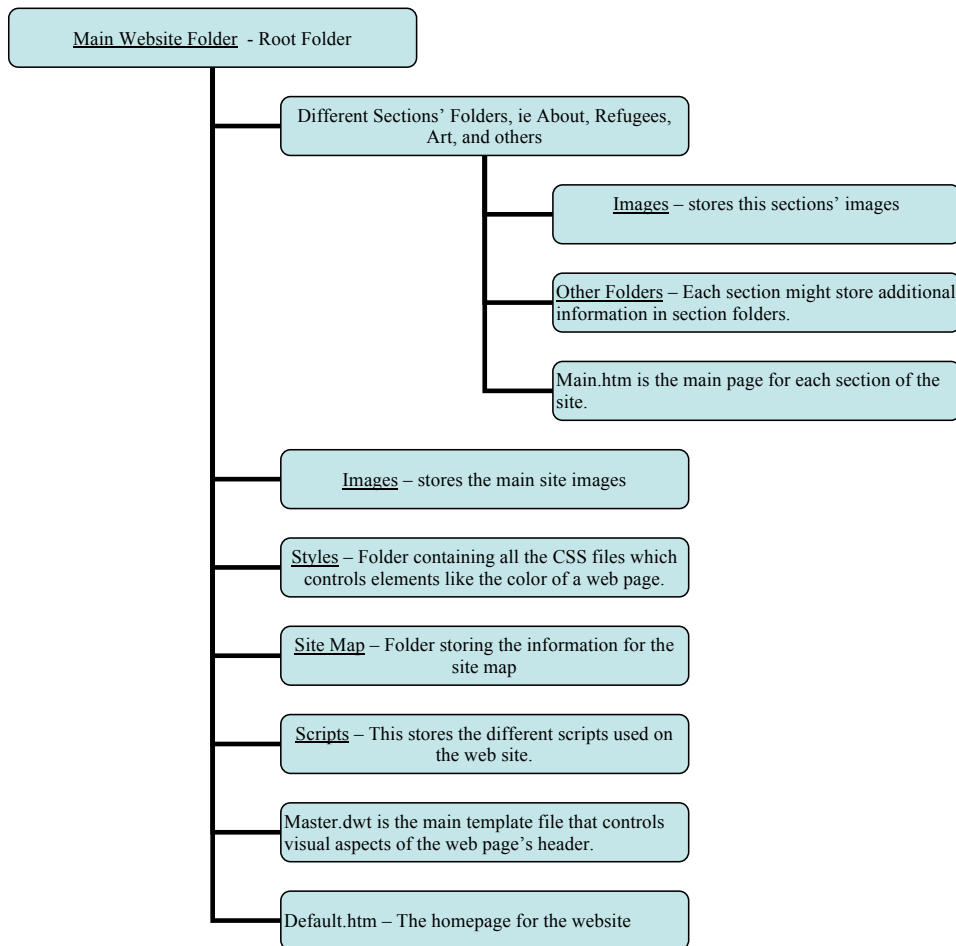


Figure 0-1 BRC Website File Structure

Common Vocabulary

Developer

A developer is the person responsible for making changes to the website.

Dynamic Functionality

A Dynamic functionality has varying results which depends on the varying information. For example, the size of a browser window. A feature can change the characteristics of the pages, such as the footer's location, depending on the current size of the window, where as if this feature was static, the footer would always be at the same location independent of window size.

Comment

A comment is a non-functional section of code typically used by developers to add simple English to there code, providing an explaining of what different sections do. Additionally, this ability of commenting code can be used to temporarily disable sections of code without removing it. Comments within different file types are all defined differently.

Different Technologies & File types

There are a number of different technologies utilized in the design of the BRC's website, each identifiable by a file type. This section is a basic introduction to each technology and provides a link to more information.

Web Page (.htm / .html)

These are fundamental website pages. They are the most basic files which are loaded by a web browser. A browser uses the .html or .htm web page to tell the browser what to do, including for it to look for and use information from additional files.

For more information and links to other online resources, visit the HTML Wikipedia at <http://en.wikipedia.org/wiki/Html>.

Style Sheets (.css)

Style Sheets, are files, separate of the individual web pages that control colors and dimensions used when displaying a web page. The advantage that *Style Sheets* presents is that the information is stored in one file, allowing you to change a characteristic, such as the background color, in one place and have the change visible on every page using the same color. This significantly reduces the time required to update the web pages.

For more information and links to other online resources, visit the *Style Sheets* Wikipedia page at http://en.wikipedia.org/wiki/Cascading_Style_Sheets.

Dynamic Web Template (.dwt)

The *Dynamic Web* template is used in *Expression Web* during the development of the site. This file is similar to *Style Sheets* because it is used control the characteristics of individual pages from one file. However, unlike *Style Sheets*, *DWT files* control more of the content's visual components and functional elements, such as a standard menu and header.

This template also defines which sections of the individual pages attached can be changed. For example, the template defines the main body of the content, title, and other page-specific features, including the sections that are locked, such as menus, the header and the footer. These locked sections can only be changed in the master file, which ensures that the main template remains untouched, and any change made in the attached pages are not overwritten by the developer. This is used in conjunction with a *Style Sheet*, which controls the style (main sizes and colors) this controls the individual components.

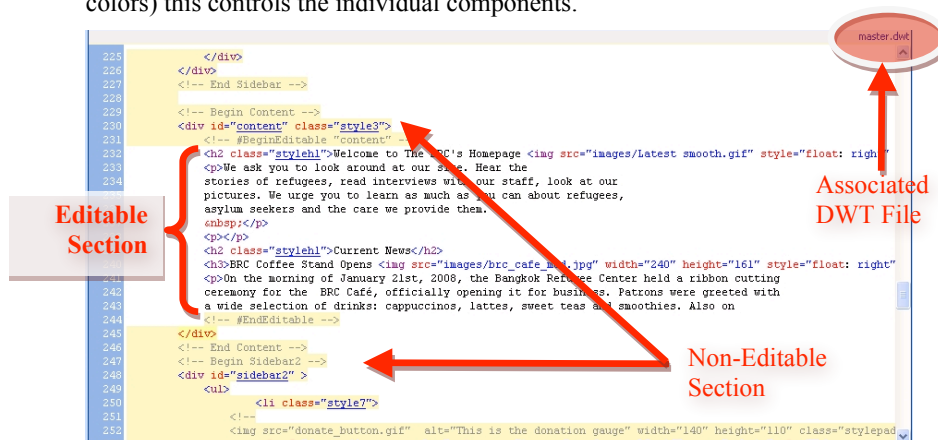


Figure 0-2 Part of Default.htm (attached to Master.dwt)

In BRC's case, the website technology is primarily used in the *Master.dwt* file (see Figure 0-1), where the code defines the menu system, header, footer, and sidebars.

For more information and links to other online resources, visit the Dynamic Web Templates Wikipedia page at http://en.wikipedia.org/wiki/FrontPage_Dynamic_Web_Template.

JavaScript (.js)

JavaScript is used to add dynamic functionality to websites. The language syntax is modeled after the common C++ and Java languages. The scripts can either be stored inside the webpage or stored in separate files with the ".js" extension. Storing a *Java script* in an external file will reduce the complexity of a page file.

For more information and links to other online resources, visit the JavaScript Wikipedia page at <http://en.wikipedia.org/wiki/Javascript>.

JPEG Image (.jpeg / .jpg)

This is the main type of image used on the BRC's website. It is the most compressive image format, meaning it can have a very small file size. This is important because it decreases the load time of web pages.

For more information and links to other online resources, visit the JPEG Wikipedia page at <http://en.wikipedia.org/wiki/Jpeg>.

Graphics Interchange Format (.gif)

This is another type of image used on the BRC's website which allows a color to be made transparent. This allows icons and pictures to have parts that match the background color, which shows through the transparent sections.

For more information and links to other online resources, visit the Graphics Interchange Format Wikipedia page at <http://en.wikipedia.org/wiki/Gif>.

The Development Tool

This section is a basic introduction to the different file types utilized in the design of the BRC's website.

Overview

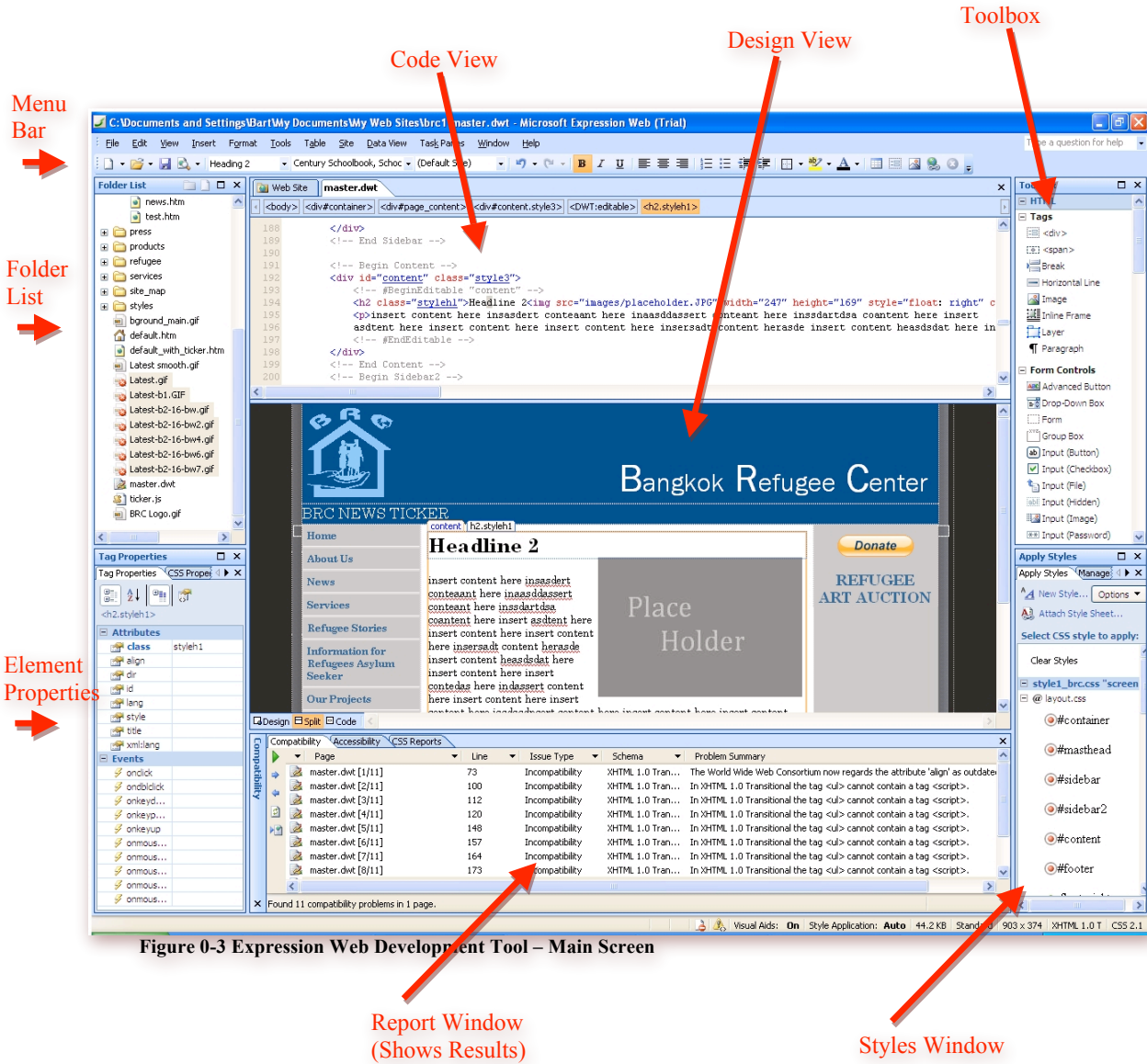


Figure 0-3 Expression Web Development Tool – Main Screen

Views

The editing area in *Expression Web* is located in the center rectangle once the program has been opened. This area has three different viewing modes: split, design, and code. Each of these views has its own advantages and uses.

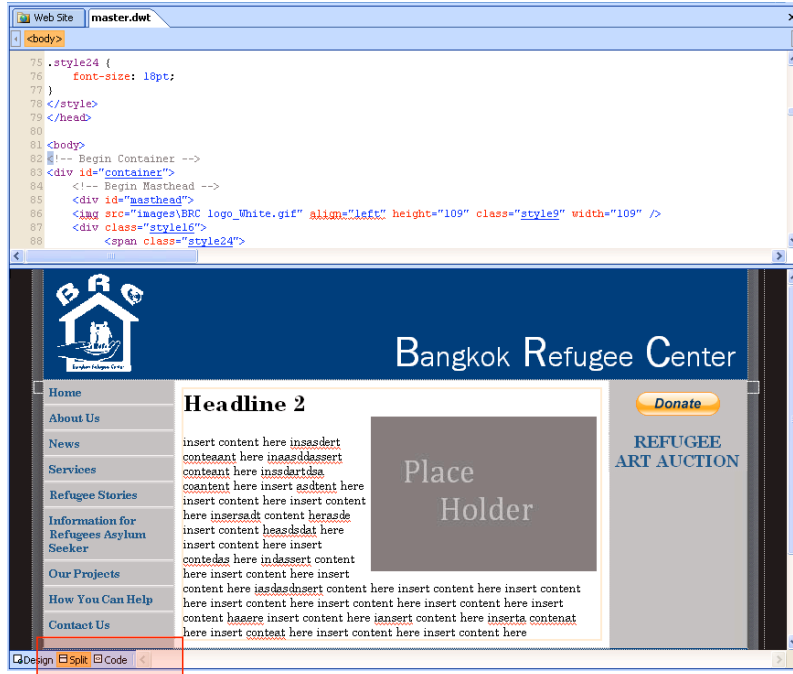


Figure 0-4 Editing Area of Expression Web

Design View – The *Design View* is the bottom half of the editing window, as seen in **Figure 0-4-4**. This is used to visually edit the web pages and templates, such as dragging pictures to different parts of the site or clicking on text to easily modify it.

NOTE: The parts of the website that are created using *JavaScript* and other dynamic functions will not be displayed by the editor. These website sections include elements such as the sub menus and the display of art images on the right of the website. This content will only be visible when previewed in a browser.

Code View - The *Code View* is the top half of the editing window seen in Figure 0-4-4. This can only be used to edit the website's code.

Split-View – The split view is seen in **Figure 0-4** and is utilized to work on both the visual design of the website and the code simultaneously. There are two primary advantages to using this editing view.

(1) When you are editing the code, after saving you are able to instantly see the effects on the visual aspects of the site.

(2) You can easily locate components in the code. When you select an element in the visual section, the code window focuses on and highlights the code of the selected element.

Publishing the Website

In order for the website to be visible to the public, it needs to be published, or placed onto a server. This process is known as “synchronizing” the code currently on the server with the code developed on your computer, making sure that the code is the same in both places.

How to synchronize code

Step 1. Select the main website in the editing window.

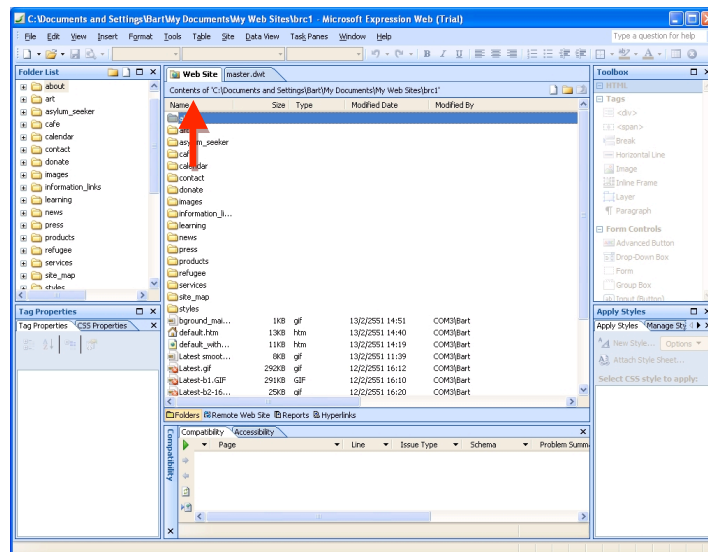


Figure 0-5 Main Website Tab

Step 2. Select the *Remote Web Site* tab.

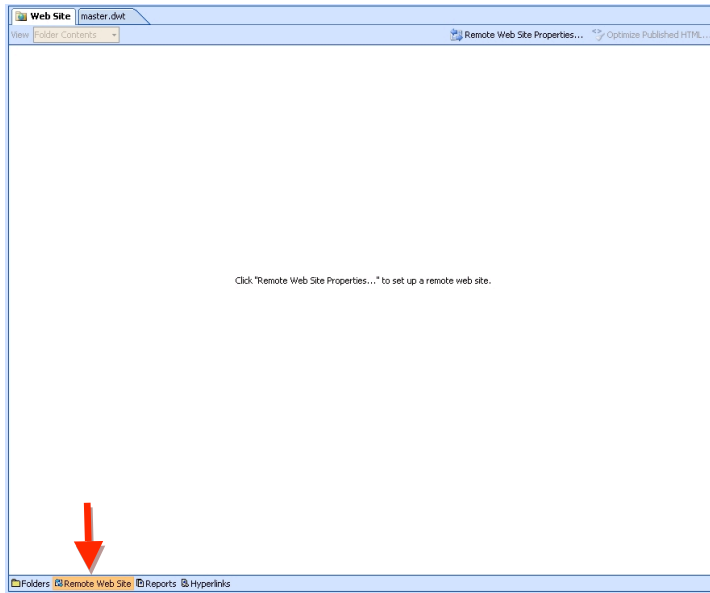


Figure 0-6 Remote Website View Tab

Step 3. If the server is already set up, skip to Step *, otherwise select the *Remote Website Properties* button.

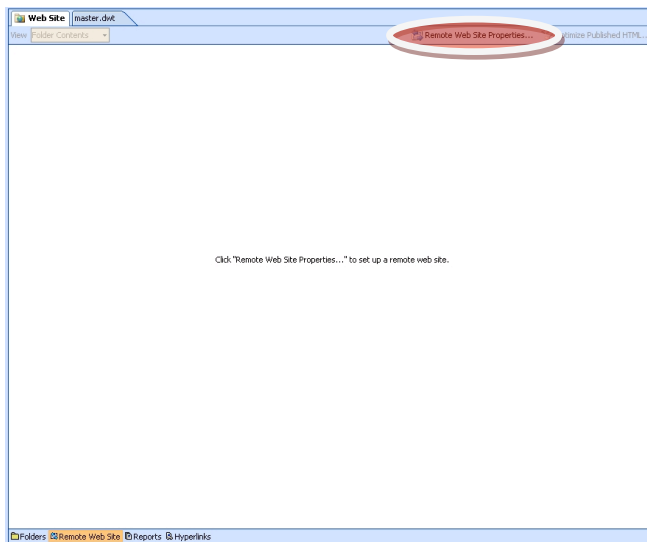


Figure 0-7 Remote Web Site View – Properties Button

Step 4. Select FTP as the *Remote Web server type*. The FTP is the technology that the BRC’s hosting service uses to allow organizations to

upload their website, which is the most common way to access files on websites. Fill in the site location in of the Remote File System.

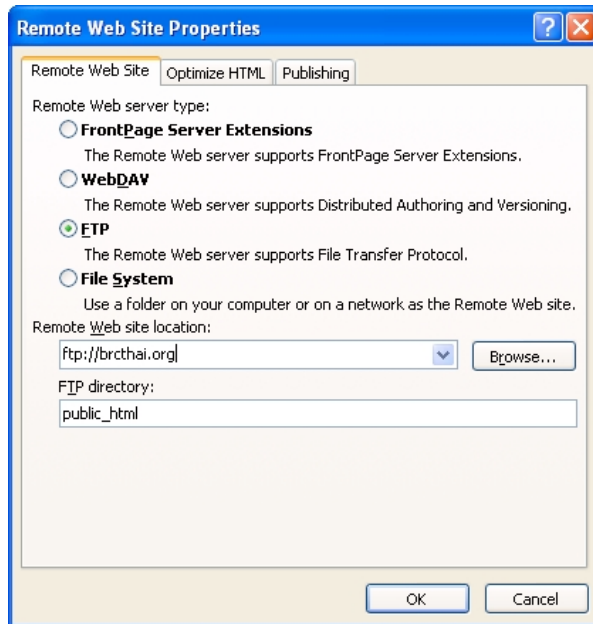


Figure 0-8 Remote Web Site Properties

Step 5. Press OK, which will bring you back to the remote website view.

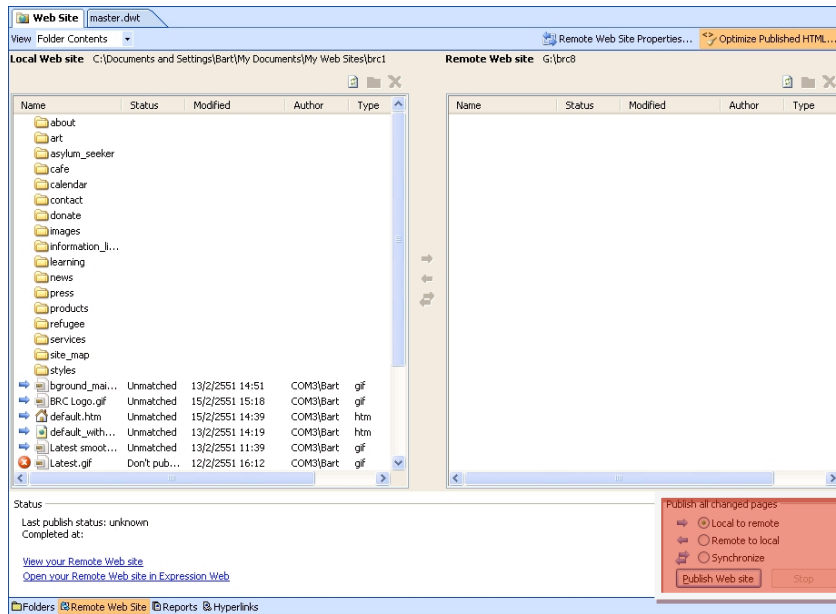


Figure 0-9 Remote Web Site View

NOTE: After this information, you will still be required to enter the user name and password for the *Remote File Systems*. The user information can be obtained from the BRC administrators.



Figure 0-10 FTP Login Prompt

Step 6. To synchronize the local website content on the *Remote System*, select the *Local to Remote* option and click *Publish Web site*.

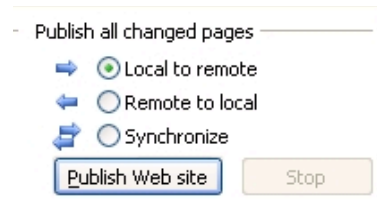


Figure 0-11 Publishing Type Selection

Compliance Testing

Microsoft Expression Web has built tools that perform compliance testing. This is useful because it ensures that the website is still compliant after updates have been made.

To perform a *Compliance Test*, follow these steps:

Step 1. Select *Compatibility Reports* under the *Tools* menu.

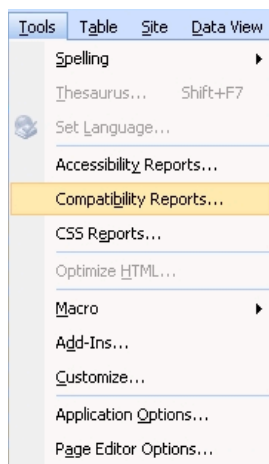


Figure 0-12 Compatibility Reports

Step 2. Select the *All Pages* option under *Check Where*. Then click *Check* to perform the test. Please wait as this may take a little while.

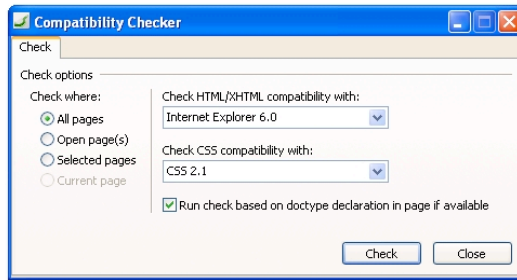


Figure 0-13 Compatibility Options

Step 3. After the test has been completed, you can locate the results in the bottom window; make sure that you are on the compatibility tab.

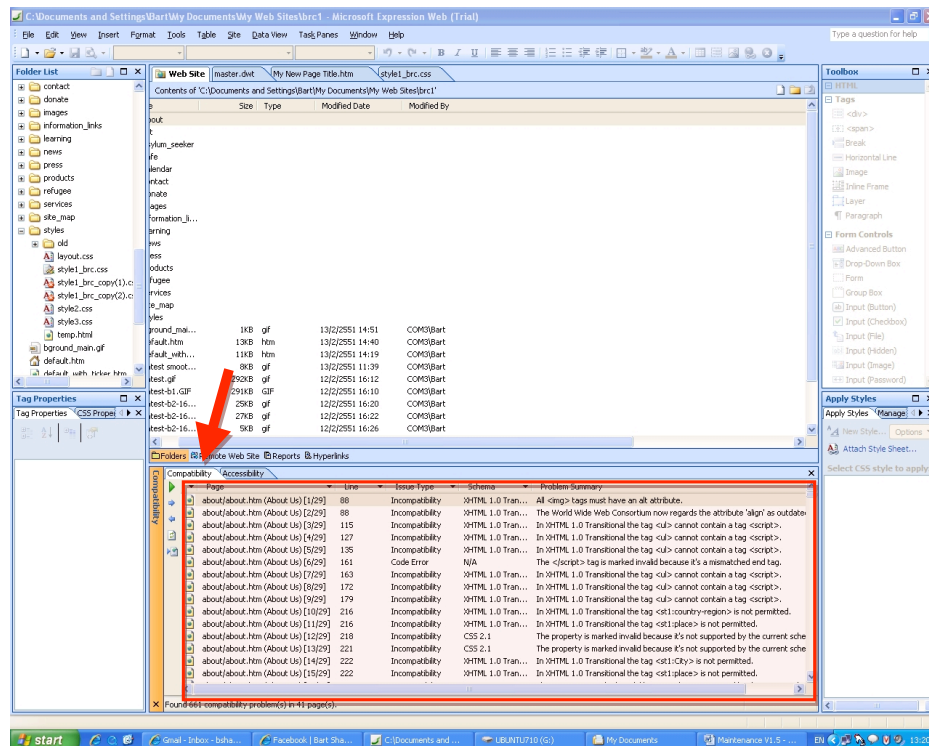


Figure 0-14 Results View [you might want to add a caption to the arrow]

NOTE: There are two additional tests that you can run.

1) **Accessibility Test** – This ensures that all pages conform to the accessibility guidelines, as they are defined by the WCAG, which will increase the site’s usability. See Figure 0-12.

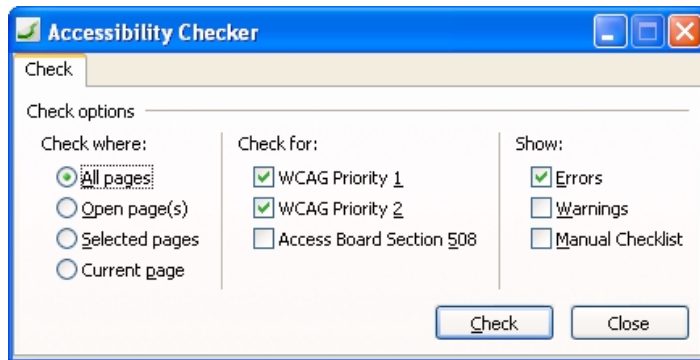


Figure 0-15 Accessibility Options

2) **CSS Test** – This test ensures the proper use of *CSS Style Sheets* as well as looking for unused style elements. Removing unused style elements will help reduce file size and complexity. See Figure 0-12.

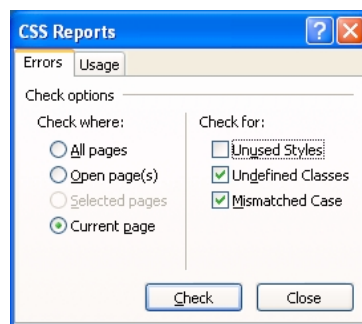


Figure 0-16 CSS Reports Options

NOTE: There are several errors that can be ignored for the BRC Website, things that have been tested to work in all popular browsers:

In Compliance Test:

- *In XHTML 1.0 Transitional the tag cannot contain a tag <script>.-* This error is caused by the menu system is replicated 5+ times for each page, being the largest error to ignore.
- *The tag is marked invalid because it's a mismatched end tag* – this is caused in the photo pages because the matching tag is generated in a javascript and not scene by the compliance tester.

In CSS Test:

- *Unused Styles* in a CSS file – This error is common with styles such as *.style_sidebar* and *.style_sidebar2* as these styles are only utilized inside a java script and not seen by the CSS Tester.

Additional Resources

The BRC purchased [A Dummies Guide to Microsoft Expression Web](#) by Linda Hefferman and Asha Dornfest. This book contains useful examples and introductory material on how to use Microsoft Expression Web.

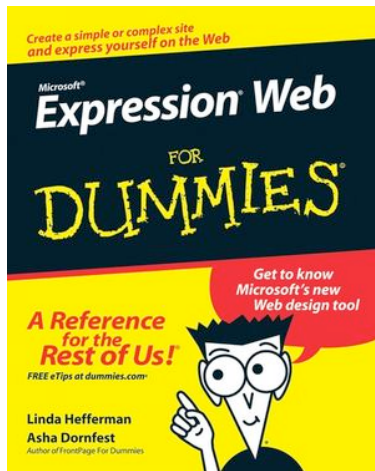


Figure 0-17 Expression Web For Dummies Cover

Basic Changes

This section describes how to change or add to the basic features of the website, such as adding new web pages, changing sections and titles, and adding art and news articles.

Adding New WebPages

This section talks about how to create a new webpage following the overall look and design of the BRC website. There is a series of tasks that need to be completed when adding a page to the website: create the template, create a section name, and create a folder. Each task is explained through a series of steps that coincide with pictures to elaborate on important features or showing where to go to complete a step.

NOTE: That WebPages can be created and added with out conforming to the current design, however they will not be able to utilize all the functionalities, such as being updated with the master template and its components, or using the the menu system..

NOTE: That an easy way to create a file in an existing section, such as 'About Us' or 'Services', is to copy and paste it to the existing file. After doing this, rename the file if desired, then go through and change the content. This method will copy all the settings of that section. Two of the important settings that are copied, is the pages link to the dynamic web template, meaning that when you update the template in the future, this new page will also be update and the section name, such as 'About Us' or 'Services', is still defined in the new file.

Task 1 Create from Template

Step 1. In the folder list, locate and select *Master.dwt*.

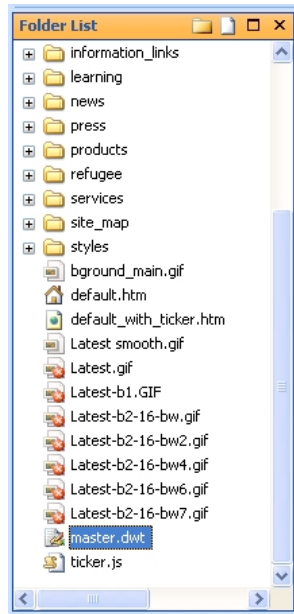


Figure 0-1 Folder List View

Step 2. Right click on *master.dwt* and select 'New From Dynamic Web Template'.

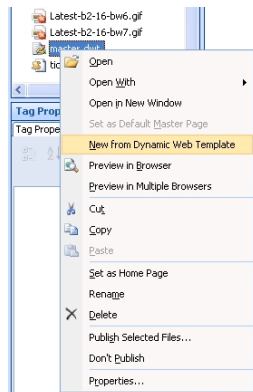


Figure 0-2 Right Click on master.dwt

This will create a new, untitled web page.

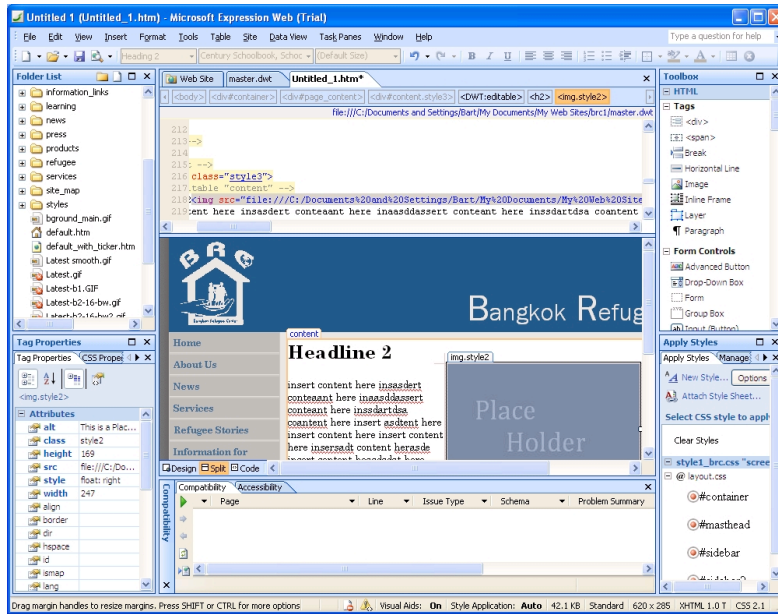


Figure 0-3 New Untitled Web Page from Template

Step 3. The next step is to save this file by pressing 'Ctrl-S'.

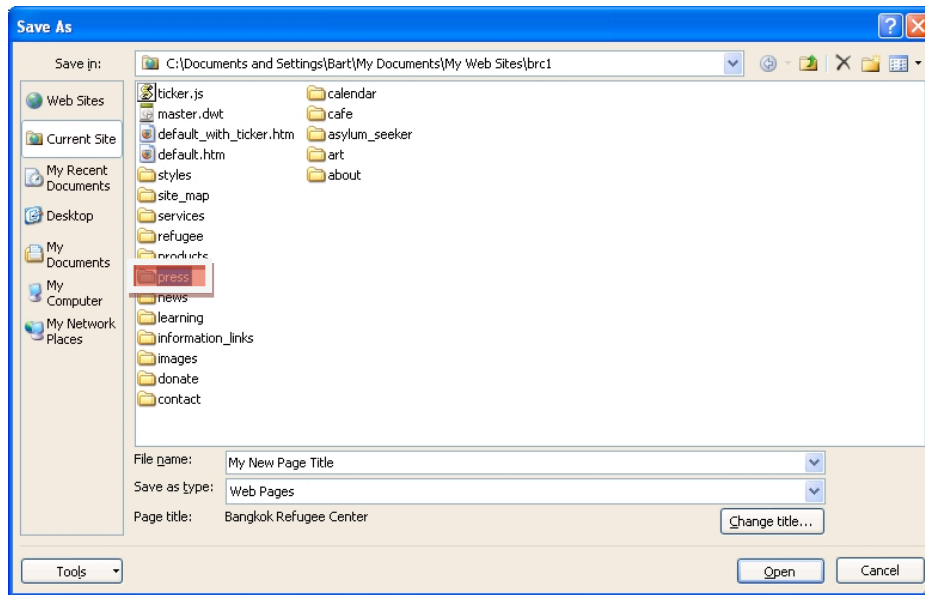


Figure 0-4 Save As View for New Webpage

Step 4. Open the section folder where you want the new page to be located.

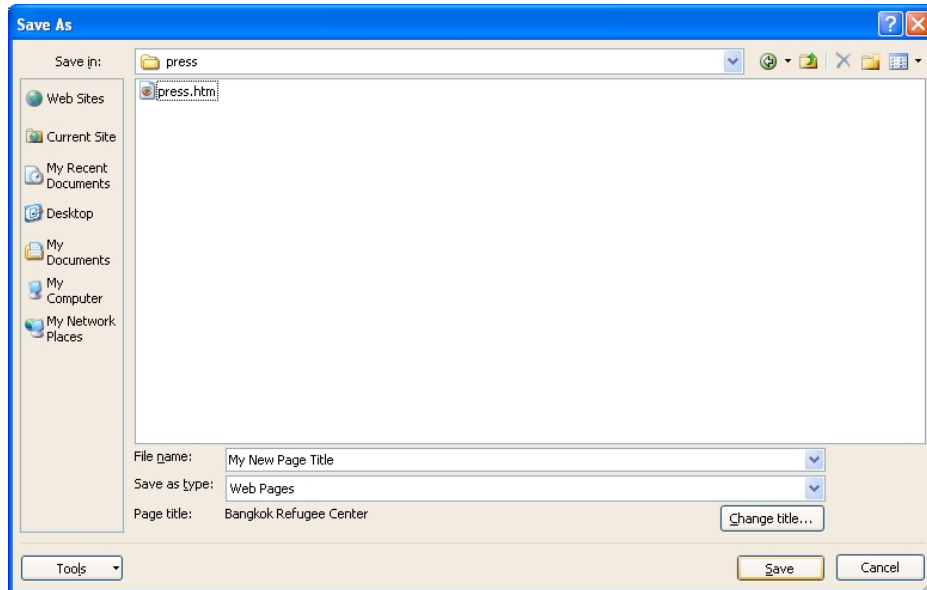


Figure 0-5 New Webpage from Template Save As

Step 5. Enter the name for the new page, then press 'Open'.

Task 2 Set the Section Name

Step 1. If you are not currently in either the code or split view, take the time to switch to one of these views now.

Step 2. Locate the editable sections at the top of the newly created file in the code viewer, where you can edit the code (this is everything not in yellow).

```

<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Transitional//EN" "http://www.w3.org/TR/xhtml1/DTD/xhtml1-transitional.dtd">
<html xmlns="http://www.w3.org/1999/xhtml" dir="ltr">

<!-- #BeginTemplate "file:///C:/Documents%20and%20Settings/Bart/My%20Documents/My%20Web%20Sites/brcl/master.dwt" -->

<head>
<meta http-equiv="Content-Type" content="text/html; charset=utf-8" />
<!-- #BeginEditable "doctitle" -->
<title>Untitled 1</title>
<!-- #EndEditable -->
<!-- #BeginEditable "docsection" -->
<script type="text/javascript">
    var section = "Pick -> About Calendar Refugee AsylumSeeker Contact";
</script>
<!-- #EndEditable -->

```

Figure 0-6 Top Of Web Page Code

Step 3. Locate the JavaScript code in this section.

```

<!-- #BeginEditable "docsection" -->
<script type="text/javascript">
    var section = "Pick -> About Calendar Refugee AsylumSeeker Contact";
</script>
<!-- #EndEditable -->

```

Figure 0-7 Properties Java Script

Step 4. Inside the java script, locate the section where variable is defined, the line: **var section = "Pick -> About Calendar Refugees AsylumSeekers Contact"**

```

    var section = "Pick -> About Calendar Refugee AsylumSeeker Contact";

```

Figure 0-8 Section Selection

Step 5. Change **About Calendar Refugees Asylum Seekers Contact** to the Short Name of the section this file is located in, for example, *About*.

```

<!-- #BeginEditable "docsection" -->
<script type="text/javascript">
    var section = "About";
</script>
<!-- #EndEditable -->

```

Figure 0-9 Modified Properties Java Script

Task 3 Set the Page Title

This is the process for setting a web page's title, the text label that appears in top bar of the browser, such as BRC HOME PAGE as seen in Figure 0-10.

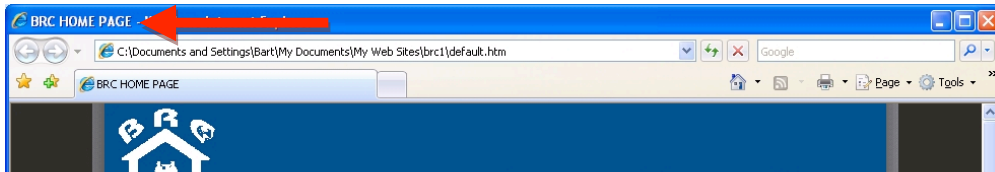


Figure 0-10 Web Page Title

Step 1. Repeat Steps 1 and 2 of Task 2 Set the Section Name.

Step 2. In the code, locate the line, `<title> Some Title </title>`, which is where the page defines its title.

```

<!-- #BeginEditable "doctitle" -->
<title>Untitled 1</title>
<!-- #EndEditable -->

```

Figure 0-11: Web Page Title

Step 3. Change `Some Title` to the desired title

Adding News Articles

The website includes a feature for allowing users to access archived news articles. This done by storing these articles in separate “simple” html files located in folders that are stored and named after the dates of when these news stories took place.

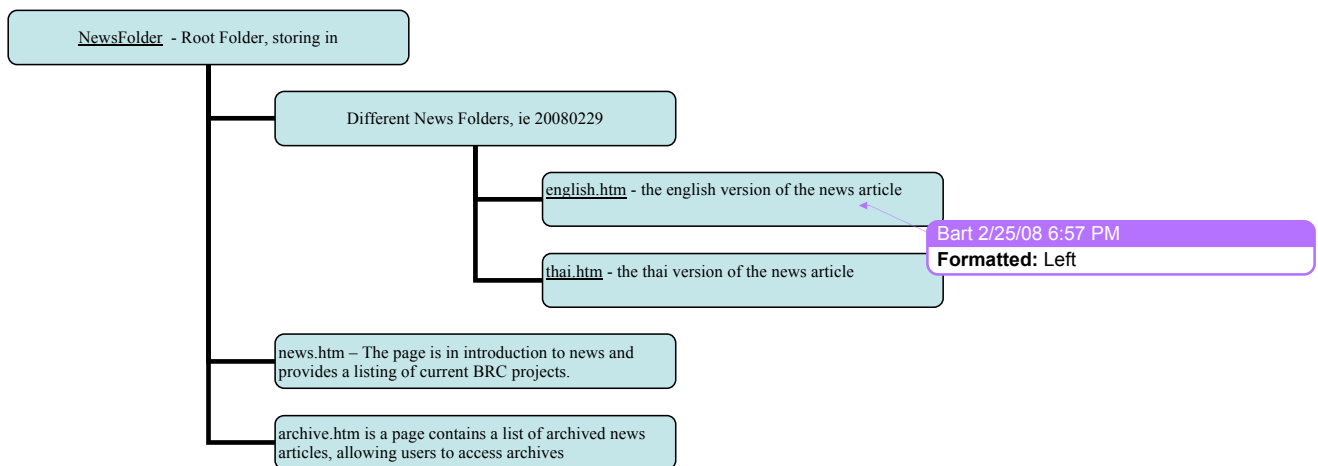


Figure 0-12 News Directory Structure

Task 1 Create a Folder

- In the folder list, locate and expand the ‘News’ folder, by click on the + sign.

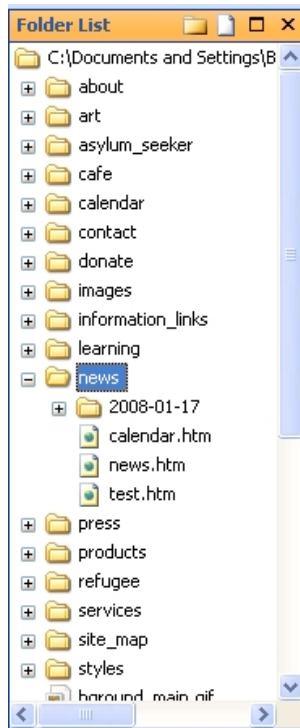


Figure 0-13 News Folder in List

- To create a new folder, right click on the News folder and select New>New Folder, under the New Menu.

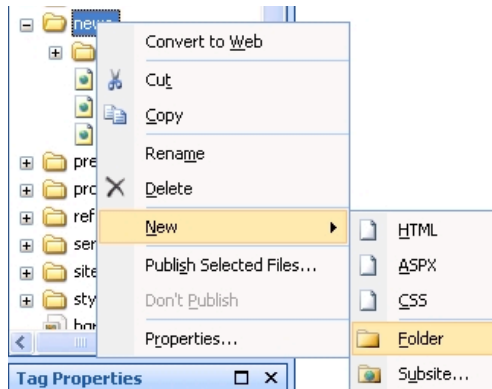


Figure 0-14 Create a new News Folder

- Now you need to rename this folder to the date of the news article. For example, a news-article for February 17, 2008, the folder would be named 2008-02-17.

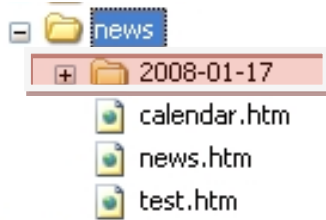


Figure 0-15 A News Folder

Task 2 Create an Article

This task describes how to format and save the article, so that the news archive and index can properly read it.

Step 1. Select the folder you created in Task 1.

Step 2. Rick click on the folder.



Figure 0-16 Create New HTML File

Step 3. Select new>html to create a new html file, in which the news story will be stored.

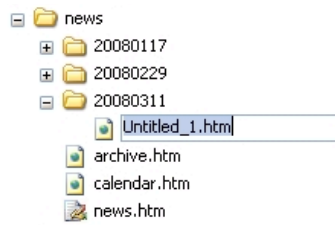
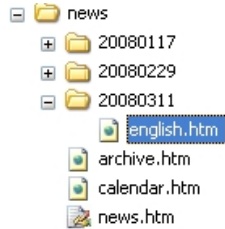


Figure 0-17 New Html File

Step 4. Rename this file to **english.htm**.



Step 5. Build the news article in this file.

Task 3 Add Article To Archive List

The BRC site includes archives of past news articles. The list of these articles is stored in a pull down list, in which a user can select an article he/she wants to read from the list and it will appear under the list.

Step 1. Open news>archive.htm and switch to *'Split View'*.

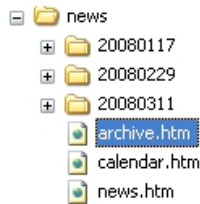


Figure 0-18 Archive.htm

Step 2. Click on the pull down bar in the *'Design Window'*.

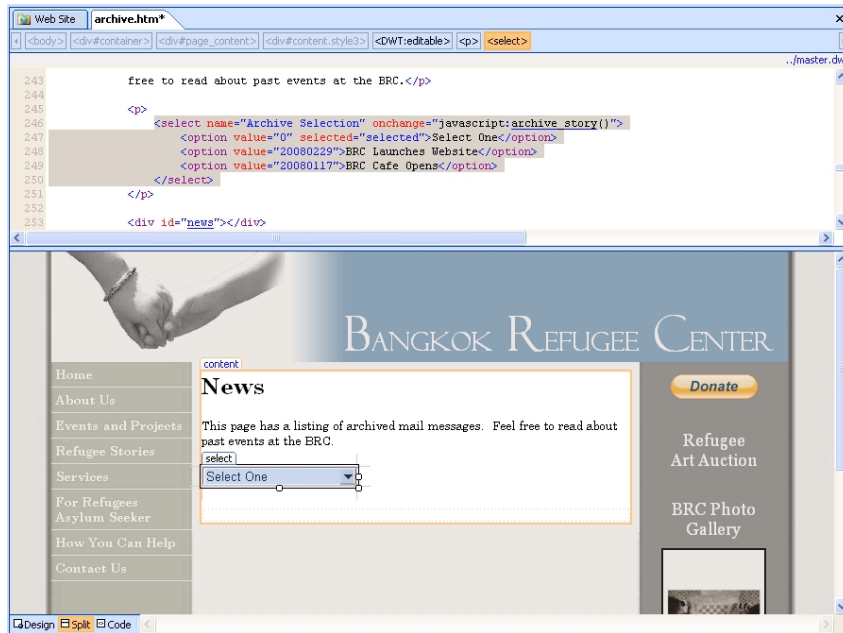


Figure 0-19 News>Archive.htm in Split View

Step 3. In the *Code View* locate the following line:

```
247 <option value="0" selected="selected">Select One</option>
```

Step 4. Immediately following this line, add the code shown below to add the article to the list: `<option value="date"> Name of article </option>`

Step 5. Replace `date` with the name of the file, i.e. `20080311`.

Step 6. Replace `Name of article` with the name of the article, i.e. `BRC Launches New Website`.

Task 4 Add the New Article To Homepage

Step 1. Open `index.htm` and switch to *Split View*.

Step 2. Locate the content section of the file.

```

231 <!-- #BeginEditable "content" -->
232 <h2 class="style1">Welcome to The BRC's Homepage Current News</h2>
240
241 <div id="news1"></div>
242 <hr />
243 <div id="news2"></div>
244
245 <script type="text/javascript">
246 var news1=20080229;
247 var news2=20080117;
248
249 document.getElementById('news1').innerHTML='<iframe src="news/'+news1+'/english.
250 document.getElementById('news2').innerHTML='<iframe src="news/'+news2+'/english.
251 </script>
252 <p>&nbsp;</p>
253 <!-- #EndEditable -->

```

Figure 0-20 News>Archive.htm in Split View

Step 3. In the *Code View* locate the beginning of the java script

```

245 <script type="text/javascript">
246 var news1=20080229;
247 var news2=20080117;

```

Figure 0-21 Index News Script

Step 4. Set news1 to the news article you want to appear first on the homepage by replacing the number after the equals sign (in this case **20080229**) with the article you want, typically the new article you created in Task2 by placing the name of the folder it is contained in after the =, i.e. 20080311.

Step 5. Do the same thing to set news2 to the second article you want to appear on the homepage, typically the article that news1 was originally set to.

Adding Art for Auction

The following set of task allow a developer to take advantage of the code already defined in the template page for each individual picture as well as the code in *sale.htm* and *sale_picture.htm* which access the paintings based on the name. For example: If a painting is named BRC0108, this will be added to *sale.htm* (which displays the thumbnail stored in the folder BRC0108 as small.jpg). When a user selects this painting from the album, the value, BRC0108, is passed to the next page, *sale_picture.htm*. This page then loads the contents *brc0108.htm* from the BRC0108 folder, which displays medium.jpg and the information about the painting, and also allows the user to display

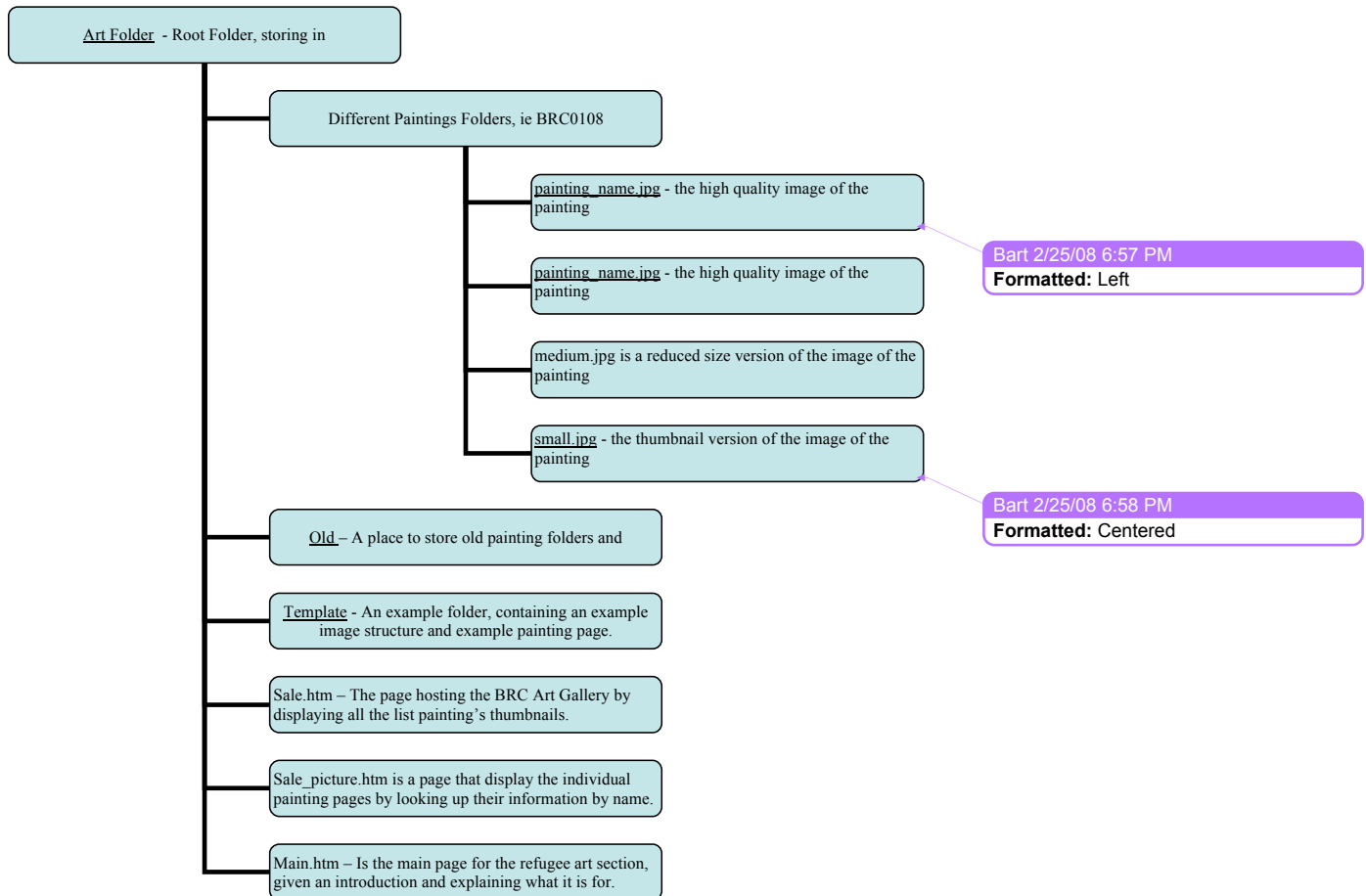


Figure 0-22 Art Folder - File Structure

Task 1 Copy the Template Folder

The template folder is an example which contains 4 files: a sample picture of art, a medium and thumbnail sized version of it, and a sample page for this piece of art. Out these files the picture of art will be replaces, the smaller version will be overwritten to be reflect the new art picture, and the webpage will be renamed and update to match the new piece of art.

Step 1. In the *Folder List* expand the *Art Folder*.

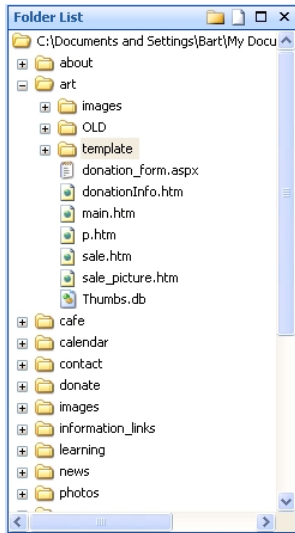


Figure 0-23 Art Folder

Step 2. Select the folder Template

Step 3. Copy this folder by pressing *Ctrl-C*.

Step 4. Select the Art folder and paste this folder by pressing *Ctrl-V*. This will create a copy of the Template folder named *copy_of_template*.

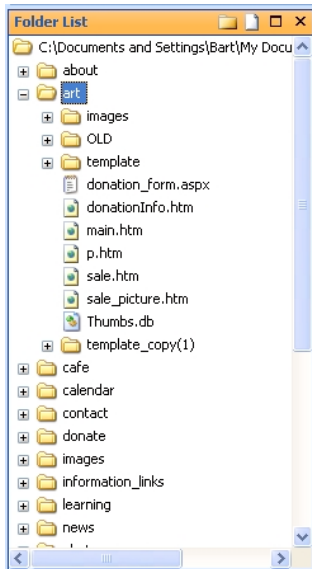


Figure 0-24 Copy of Template Folder

Step 5. Select *template_copy(1)*.

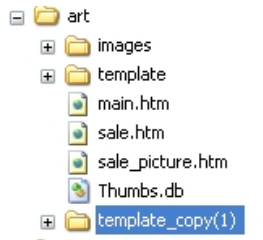


Figure 0-25 template_copy(1)

Step 6. Rename this Folder to the name of the image that will be placed in it, for example BRC0108 by pressing *F2* and typing in the new name.

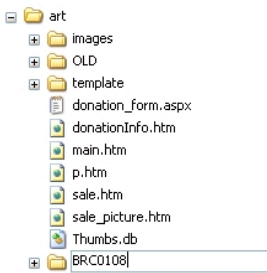


Figure 0-26 Renaming template_copy(1)

Step 7. Expand this newly renamed folder to reveal its contents.

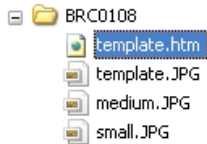


Figure 0-27 contents of renamed folder

Task 2 Copy the New Picture

Step 1. Minimize Expression Web and locate where the file for the new painting picture is stored on your computer.

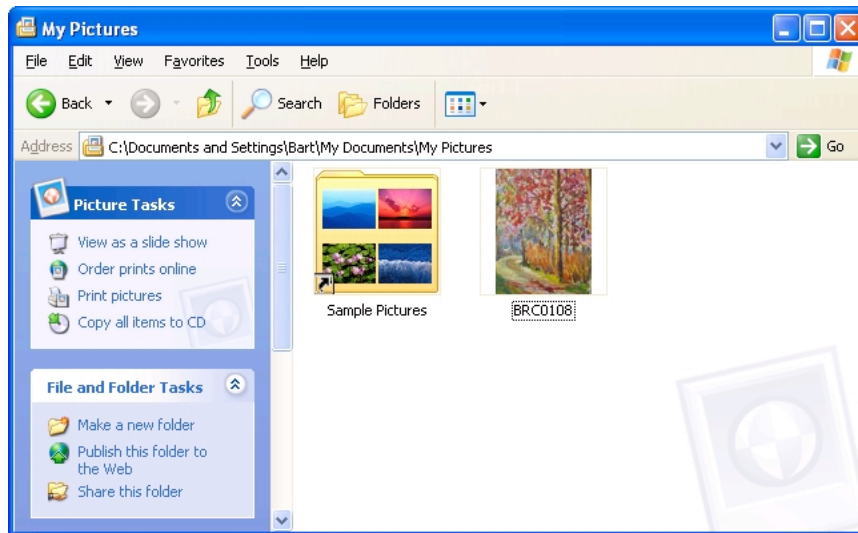


Figure 0-28Folder containing Painting Image

Step 2. Right click this image file and press copy.

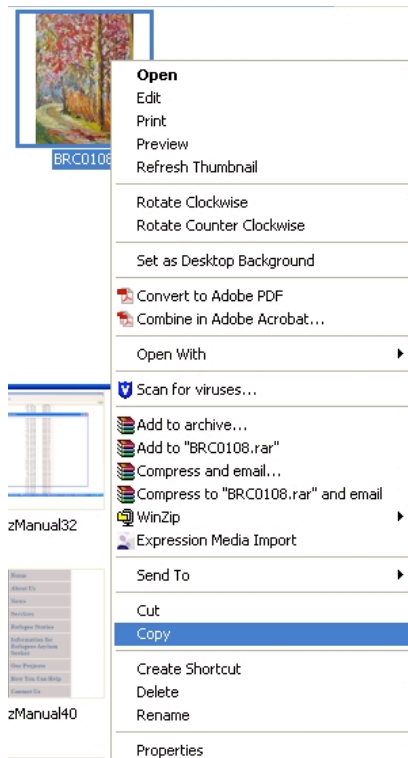


Figure 0-29 Right Click on Painting Image

- Step 3. Open the *Expression Web* window you minimized.
- Step 4. Select the Folder you created in Task 1.
- Step 5. Right click on the folder.

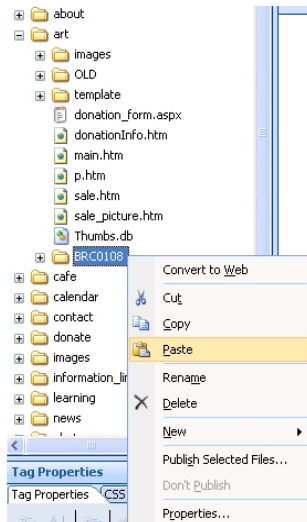


Figure 0-30 Right Click on Destination Folder

Step 6. Paste the file.

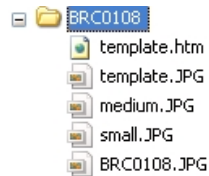


Figure 0-31 Folder Containing New Image

Step 7. Delete the template.jpg file, because you will be using the image you just pasted.

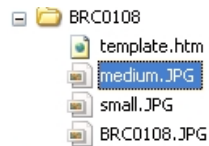


Figure 0-32 Folder Containing Without Template Image

Step 8. Rename **template.htm** to the name of you image + **.htm**

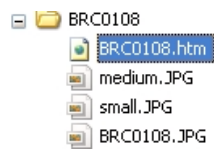


Figure 0-33 Folder Containing Renamed Page

Task 3 Create Smaller Images

In order to reduce load times for users on the refugee art's album and information pages, you create smaller versions (with significantly smaller file sizes) of the paintings image, called medium.JPG and small.JPG.

Step 1. Right click on the image file and select *Open With > Paint*.

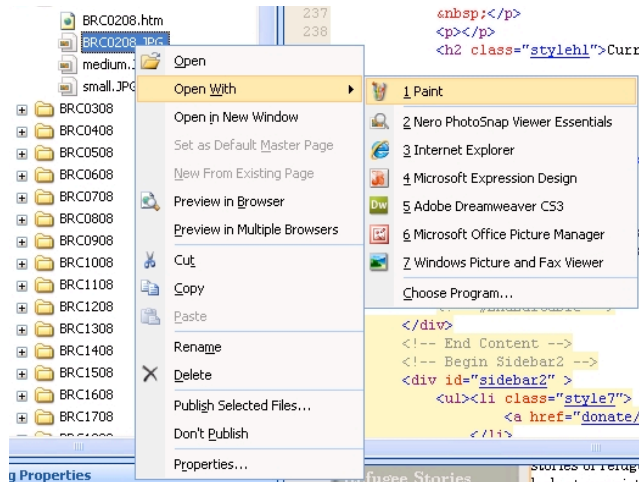


Figure 0-34 Right Click > Open With > Paint

Step 2. Under the *Image* menu select *Stretch/Skew*.

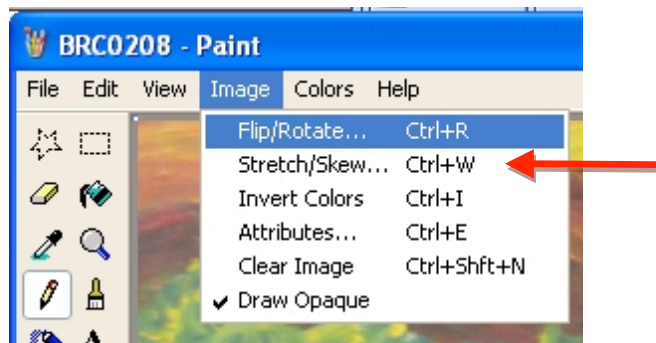


Figure 0-35 Image > Stretch/Skew

Step 3. Enter 50% for both width and height. This will reduce the image to a ¼ of its current size.

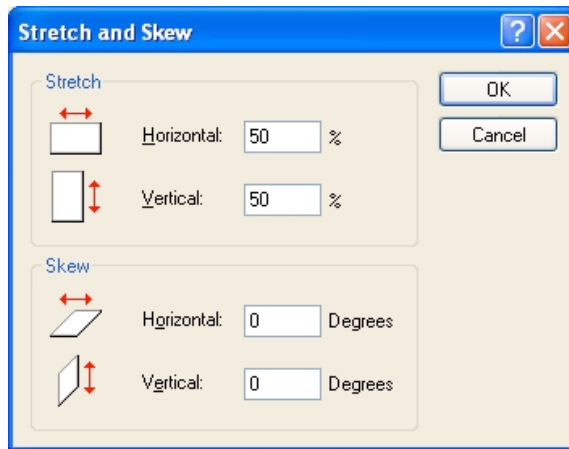


Figure 0-36 Stretch Image to 50%

Step 4. Press Ok.

Step 5. Click on *File>Save As*

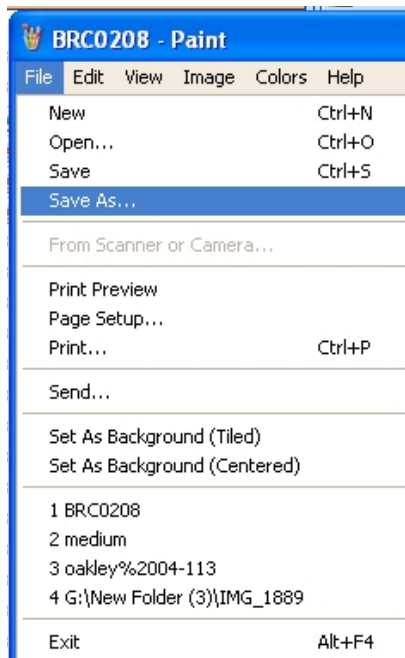


Figure 0-37 File>Save As

Step 6. Select medium.JPG to overwrite it.

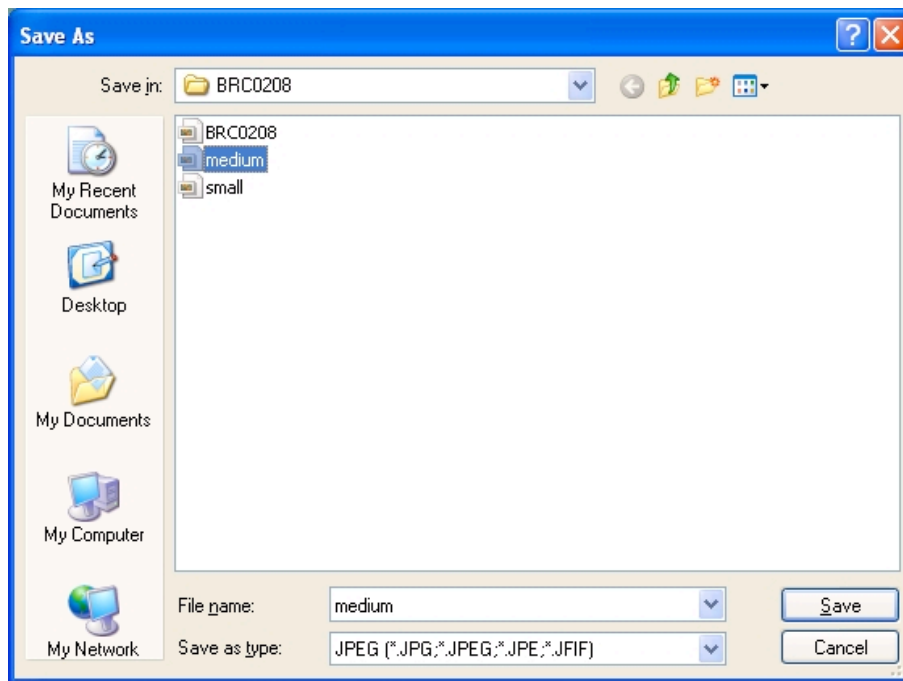


Figure 0-38 Overwrite Medium

Step 7. Repeat Steps 4,5, & 6

Step 8. Select small.JPG to overwrite it.

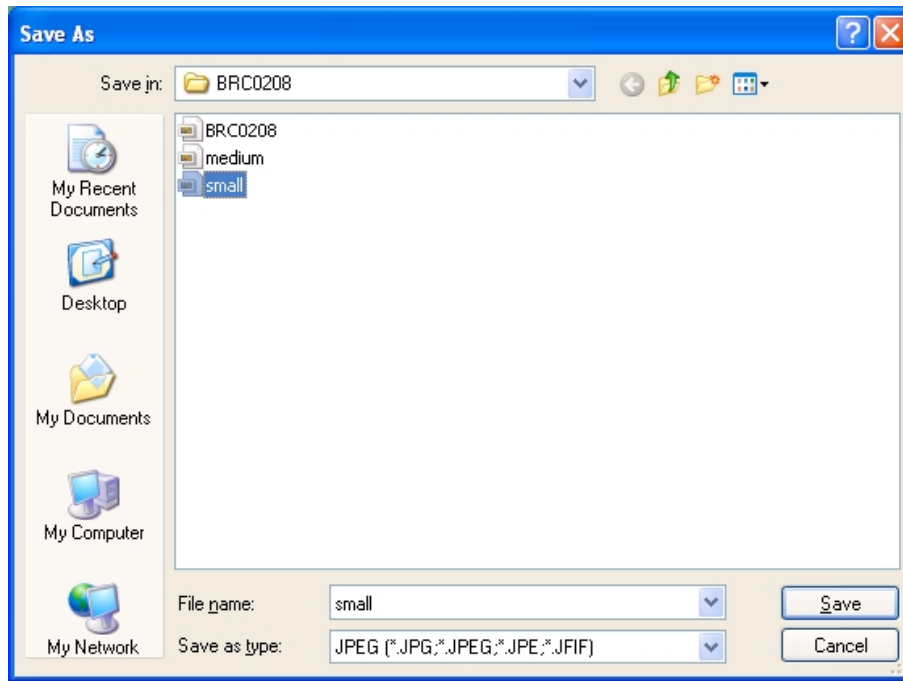


Figure 0-39 Overwrite Small

Controlling the Menu and Submenu System

The menu system is featured on the left side of the website. The system permanently displays a list of the Sections of the website and displaying subsections when appropriate, meaning that you are currently in that section of the website.

This feature is controlled by the code in the master.dwt file.

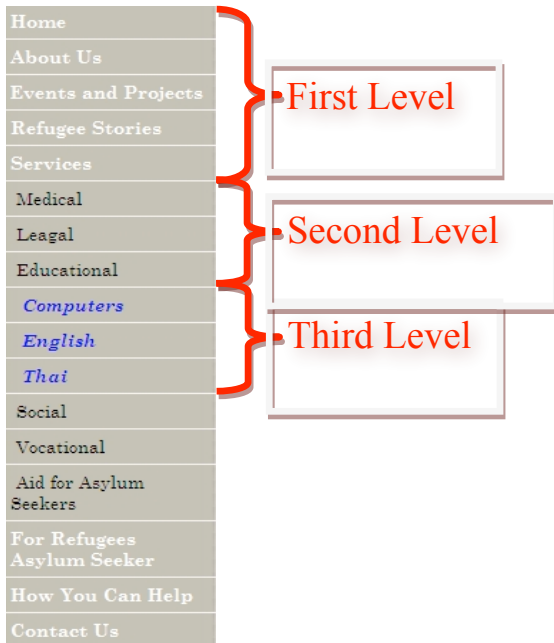


Figure 0-40 Menu System

Modifying a Name

These following steps demonstrate how to change the name of a section, and for demonstrational purposes we are going to change the name of About Us to BRC Information.

- Step 1. Open up the master.dwt file.
- Step 2. If not already in the split-view or design view, switch to one of them.
- Step 3. In the design window, select the desired menu to change.

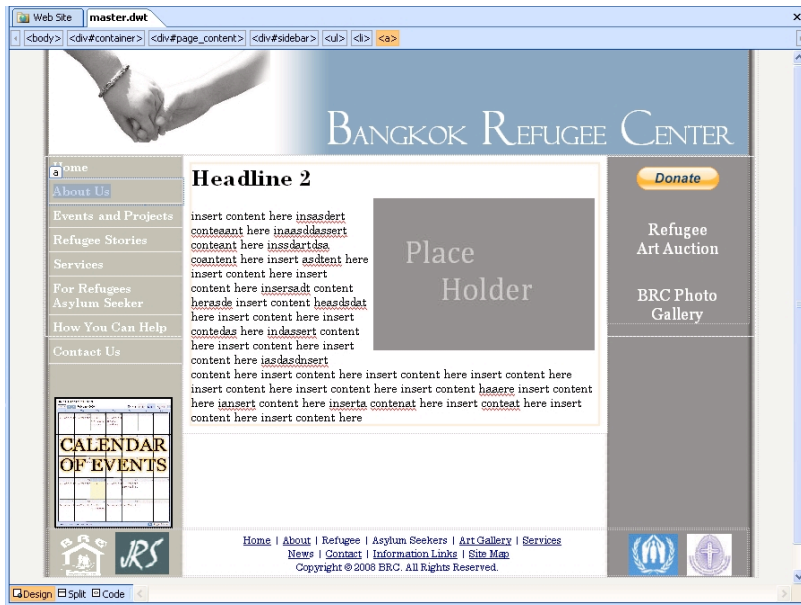


Figure 0-41 The Menu System in Design View

Step 4. Then type in the name of the new picture. For our example, you type in *BRC Information*

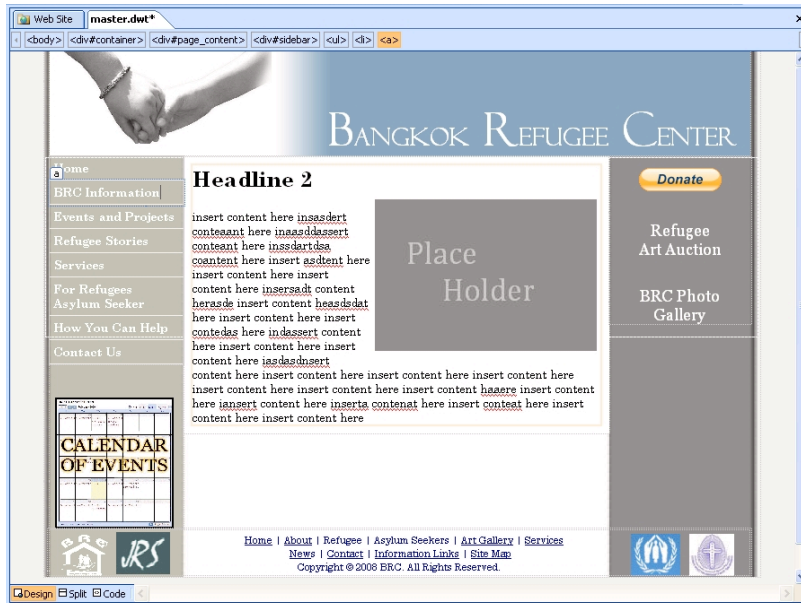


Figure 0-42 Renamed Menu Name

NOTE: If the font style is different, undo the changes then add the new name onto the end of the old one, before deleting it.

Add New Menus

- Step 1. Open up the master.dwt file.
- Step 2. If not already in the *Split-View*, switch to it.
- Step 3. In the design window, select the menu desired. For example, if you want your menu to go in-between *About Us* and *Events and Projects*, click on *About US*. This will focus the *Code View* on the corresponding code.

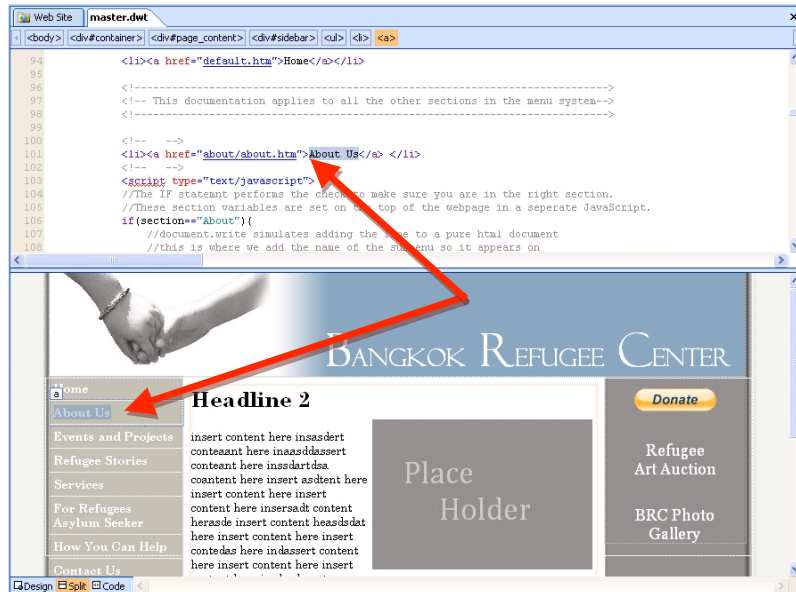


Figure 0-43 The Menu System in Split View

- Step 4. In the code view, locate the code for the menu. This code is in the form: ` Name of the Menu `, followed by a JavaScript:
`<script type="text/javascript">`
...
`</script>`
- Step 5. Next you will add the code which displays the new Section in the main menu. Directly under the JavaScript add the a blank line followed by the following line:
` Section_Name `
- Step 6. Replace the link with the name of the folder which this section is stored in, followed by the main web page for the section, as follows:

folder_name/file_name

An example is the main page for the About Us section:

about/file_name

Step 7. Next replace Section_Name with the new name of your section.

Step 8. These next steps are optional, these are required only if you wish to use submenus for this section.

Next we add the java script to control the submenus. This code checks to see if the page currently being viewed is in that section and if so, it displays the available submenus. Cut and paste the following code, directly under the code from Step 4.

```
<script type="text/javascript">  
    if(section == "Section_Short_Name") {
```

why the space?}

```
</script>
```

Step 9. Replace *Section_Short_Name* with the short name that is set at the top of every page in this section. For example the short name for the *How You Can Help* section is *Donate*.

Add New SubMenus

Step 1. Open up the master.dwt file in the Split-View. In the Design View, select the menu for the main section, which your subsection is a part of. For example the Calendar subsection resides under the News section.

Step 2. In the code view, locate the code for the menu. This code is in the form: ` Name of the Menu `. Directly under the menu code is the JavaScript controlling the submenu, an example is seen in the highlighted section of Figure 0-44. There are two parts to this script:

- i. The section check, to ensure that the sub menu is only displayed when you are in the correct section.
- ii.

```
124 <li><a href="news/news.htm">News</a></li>  
125 <script type="text/javascript">  
126 if(section=="News") {  
127     document.write('<a href="mission.htm"><span class="styleSidebar">Calander</span></a>');  
128     document.write('<a href="history.htm"><span class="styleSidebar">Archived Stories</span></a>');  
129 }  
130 </script>
```

Figure 0-44 Example Menu/Submenu Code

Step 3. Inside the Section Check [if that is what you mean]you need to add the code for the submenu in the order desired for display. The code is as follows: `document.write('Name of Submenu');`

Advanced Features

This section lists the advanced features present in the BRC's website. Some of these features are constantly utilized, while others simply have the framework in place for occasional use, such as the News Ticker, or future feature expansion of the website, such as the PayPal functionality.

Controlling the News Ticker

The code for the news ticker is located in the *Master.dwt* file and utilizes the external script file *Script/ticker.js* (see JavaScript Definition for More Information).

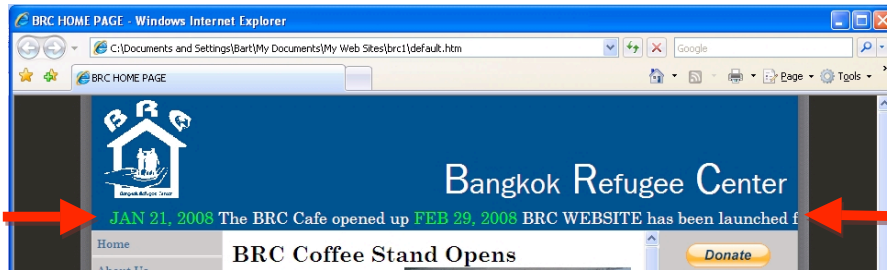


Figure 0-1 The BRC News Ticker

3.1.1 Turning ON the News Ticker

This code turns the ticker on throughout the whole website. Note: This does will not affect the content displayed on the News ticker.

- Step 1.** Open up the *master.dwt* file.
- Step 2.** If not already on *Code View*, switch to it.
- Step 3.** Press Control-F and search for: *section: ticker*

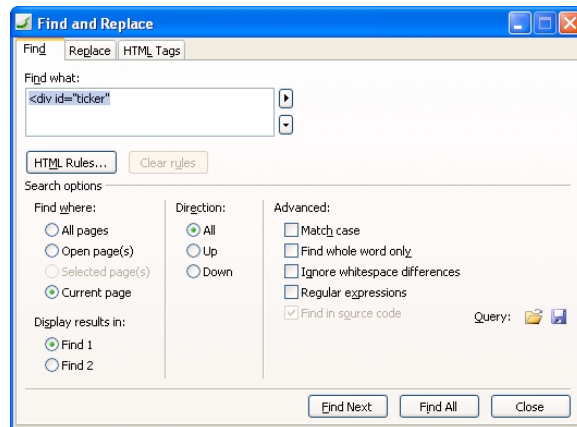
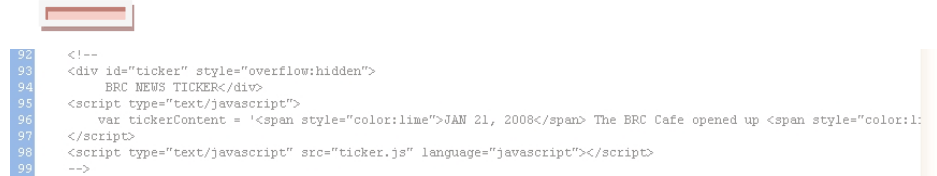


Figure 0-2 Find Ticker Divider

Step 4. The code is in grey because it is currently commented out, meaning that this section of code is disabled by being turned into a comment.

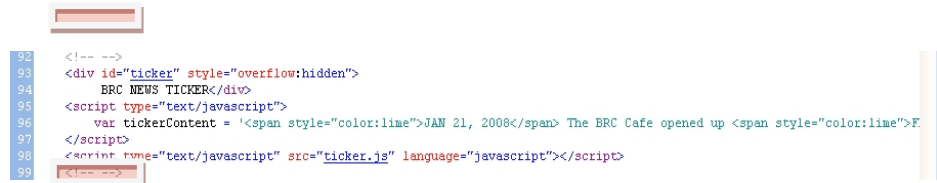
After the `<!--`, the set of characters which start a comment, add the characters, `-->`, to turn off the commenting.



```
92 <!-- -->
93 <div id="ticker" style="overflow:hidden">
94   BRC NEWS TICKER</div>
95 <script type="text/javascript">
96   var tickerContent = '<span style="color:lime">JAN 21, 2008</span> The BRC Cafe opened up <span style="color:lime:
97 </script>
98 <script type="text/javascript" src="ticker.js" language="javascript"></script>
99 -->
```

Figure 0-3 Disabled Ticker Code

Step 5. Save the file by pressing *Ctrl-S*



```
92 <!-- -->
93 <div id="ticker" style="overflow:hidden">
94   BRC NEWS TICKER</div>
95 <script type="text/javascript">
96   var tickerContent = '<span style="color:lime">JAN 21, 2008</span> The BRC Cafe opened up <span style="color:lime">F
97 </script>
98 <script type="text/javascript" src="ticker.js" language="javascript"></script>
99 -->
```

Figure 0-4 Enabled Ticker Code

3.1.2 Turning OFF the News Ticker

This code turns the ticker on throughout the website. This does not affect the content that the ticker displays.

Step 1. Follow steps 1 to 3 of Turning the Ticker On.

Step 2. The code will appear as seen in Figure 0-4. We will need to comment out (disable) this code. To do this, remove the second `<!--`, found after the script.

Step 3. Remove the second `-->`, found before the `<div>` tag. Once this is done the code will be commented out and appear as it does in Figure 0-3.

3.2 Changing the Content on the News Ticker

This code controls the content that the ticker displays when turned on throughout the whole website.

Step 1. Follow steps 1 to 3 of Turning ON the Ticker

Step 2. Locate the line containing `var tickerContent = 'some content'`

```

92 <!-- -->
93 <div id="ticker" style="overflow:hidden">
94     BRC NEWS TICKER</div>
95 <script type="text/javascript">
96     var tickerContent = '<span style="color:lime">JAN 21, 2008</span> The BRC Cafe opened up <span style="color:lime">F
97
98 <script type="text/javascript" src="ticker.js" language="javascript"></script>
99 <!-- -->

```

Figure 0-5 Ticker Content Location

Step 3. Set the date of the new event between `` **DATE** ``, replacing **DATE** with the desired date.

NOTE: If you want to change the color in which the date replace **lime** with the desired color.

Step 4. After `` and before either the next entry starting with `<span` ..., set the message that you want to display for the event.

Adding a Photo Album

The code for the news ticker is located in the *Master.dwt* file and utilizes the external script file *Script/ticker.js*.

Using JAlbum to Create a New Album

This code turns the ticker on throughout the website. This does not affect the content that the ticker displays.

Step 1. Find and open JAlbum by clicking on Start >All Programs > JAlbum

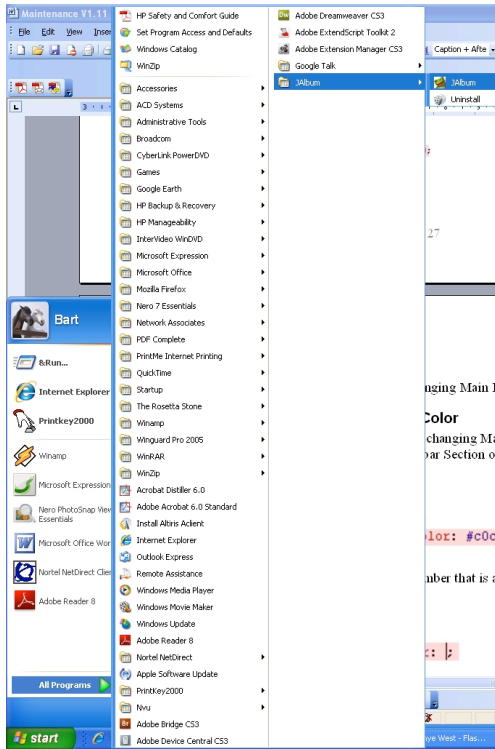


Figure 0-6 JAlbum Program Location]

Step 2. Create a new Album Project by selecting File > New Album Project, which brings up a New Album Prompt.

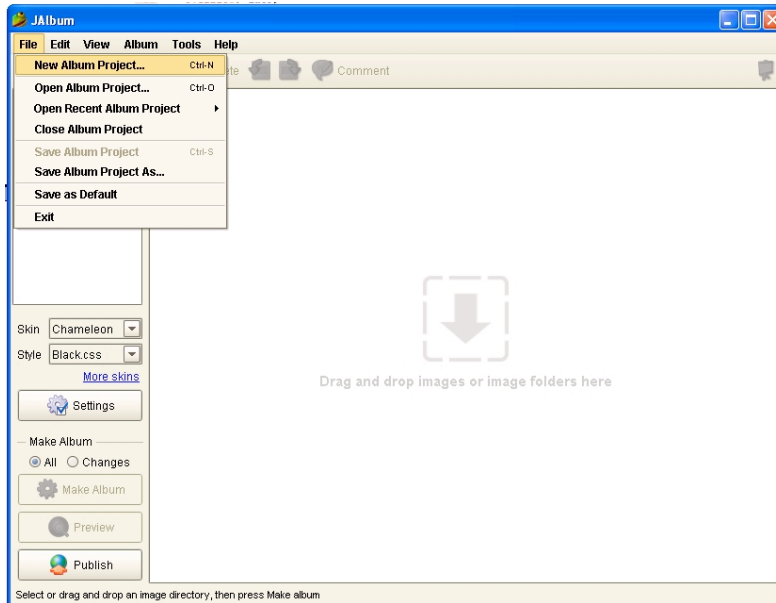


Figure 0-7 JAlbum > New Album Project

Step 3. Next you have to change the *Album Location* to be located in the Website's directory, by pressing the Folder icon to bring up the *Folder Selection Dialog*. In the *Folder Selection Dialog* navigate through the Windows Folder structure until you are located in the website directory.

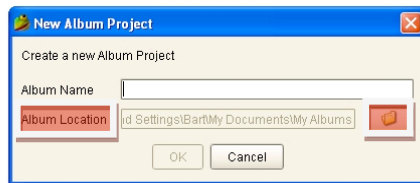


Figure 0-8 New Album Prompt

Step 4. After you are in the Website directory from Step 3, open the *Photos* directory.

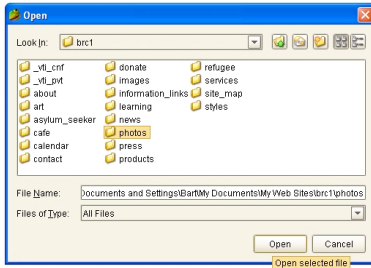


Figure 0-9 Open Photos Directory

Step 5. Type the Name of your new album.

NOTE: Make this descriptive yet simple and do not have spaces, just use **_ [underscore]** instead.

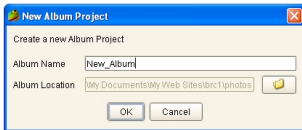


Figure 0-10 New Album Name

Step 6. Press **OK**, to bring you back to the main *JAlbum* screen with the newly created album.

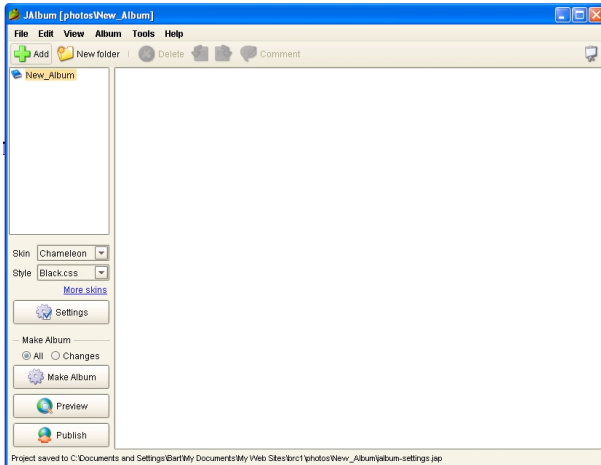


Figure 0-11 New Album in JAlbum

Adding folders to your JAlbum

This code turns the ticker on throughout the whole website. This does not effect the content that the ticker displays.

Step 1. Press the *Add Button*, located in *JAlbum's* main tool bar ,as seen in Figure 0-11, bringing up the image *Selection Dialog*.

Step 2. Navigate to the folder that has the images you wish to add to the photo album. To avoid creating duplicate photos on the server, make sure to avoid storing them in the main website directory, as this makes a copy of the originals in the website.

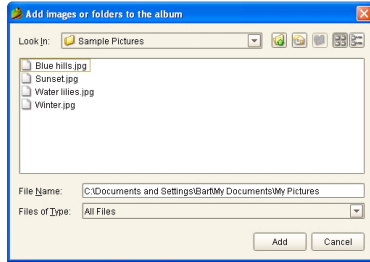


Figure 0-12 Image Selection Dialog

Step 3. Select all the photos you want to add to the site.

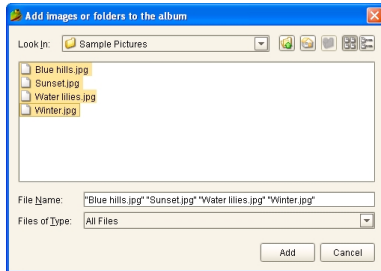


Figure 0-13 Select Images to Add

Step 4. Press *Add* to bring you back to the main *JAlbum* screen with the newly added photos. Steps 1-4 may be completed multiple times to add photos from various file locations.

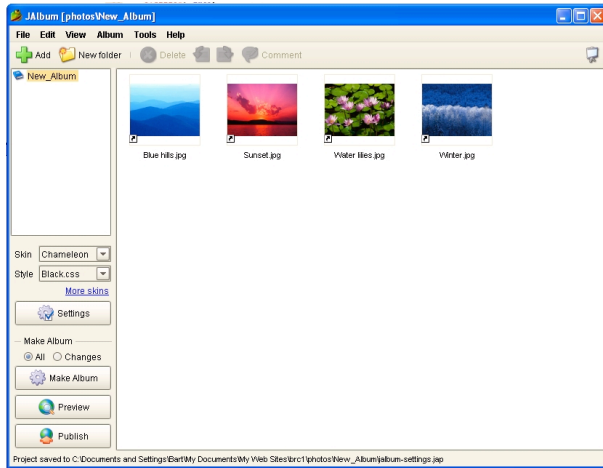


Figure 0-14 Newly Added Photos in your JAAlbum

Setting Album Properties

This task will set up the properties for the photo album, ensuring that it is properly displayed in the BRC's website.

Step 1. Locate and open the *Skin* pull down menu, which shows the options (as well as a preview window). Select *BananAlbum*.

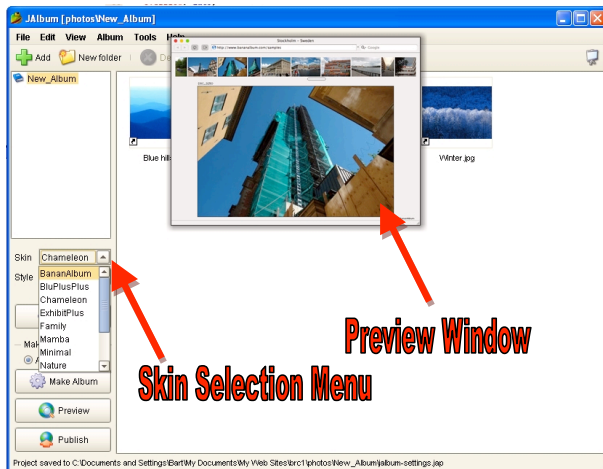


Figure 0-15 Skin Selection Menu

Step 2. Press the *Settings Button* as seen in Figure 0-11, to bring up the *Album Settings Dialog*.

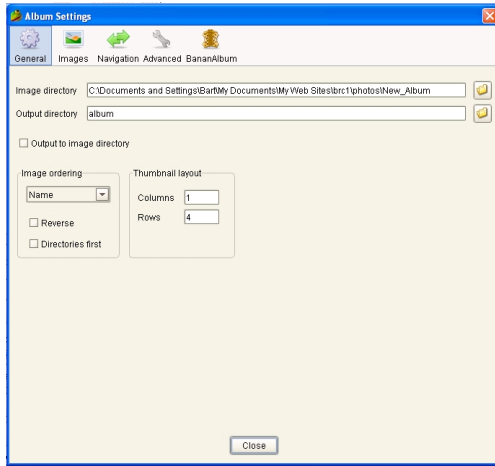


Figure 0-16 Album Properties

Step 3. Due to the dimensions of the Photo Album WebPages being less than 650 pixels wide, we can save significant amount of memory by reducing the file size of photo album images. This does not reduce Quality, because you keep the resolution higher than the 650 pixels it would have been displayed at. Select the *Images* tab to bring up image properties.

Step 4. Leave the *Thumbnail* size the default value. Locate and open the *Images*, pull down menu and select *720x720* as the new size.

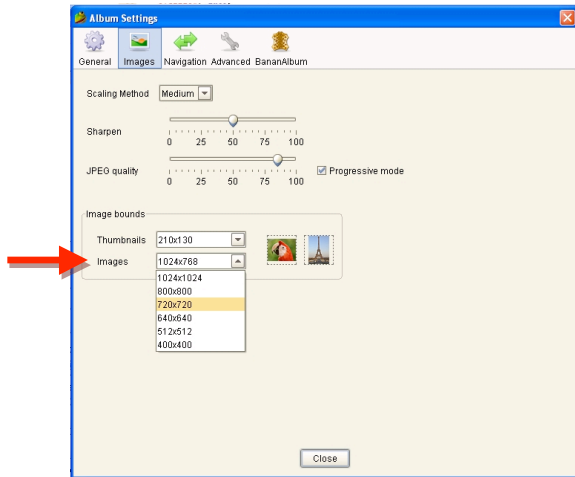


Figure 0-17 Album Properties > Image Settings

Step 5. Next, select the *Navigation* tab.

Step 6. Set the *Image Linking* to *Link to originals via scaled images*.

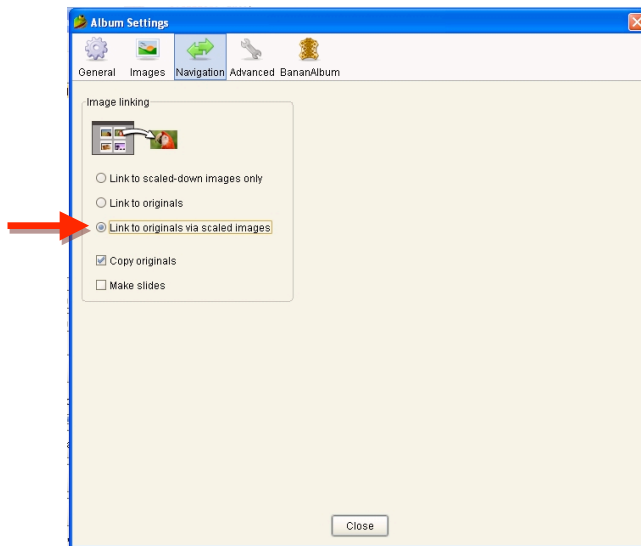


Figure 0-18 Album Properties > Navigation Settings

Step 7. Click on the *BananAlbum* tab.

Step 8. Make sure that *activate BananaTree* is not enabled. If the image filenames are not descriptive or you do not want them to appear, make sure that *Show Labels* is not enabled.

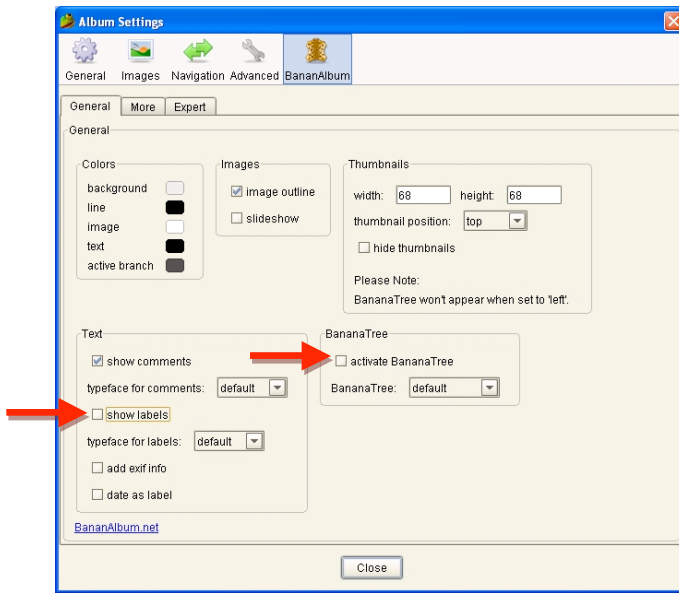


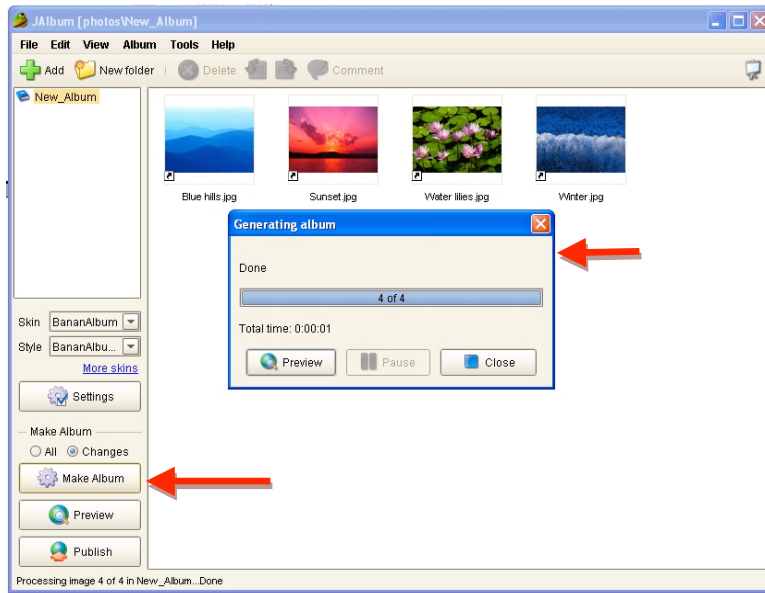
Figure 0-19 Album Properties > BananAlbum Settings

Step 9. Press *Close* to bring you back to the main *JAlbum* window.

Using JAlbum to Create an Album

This task will create the thumbnails, image structures, and code to display a web photo album in a browser.

Step 1. Press the *Make Button* to bring up the *Generating Album Prompt*.
[IMAGE NEEDS A NAME AND REFERENCE]



Step 2. Press *Close* to bring you back to the main screen.

Step 3. Press *Ctrl-S* to save the album.

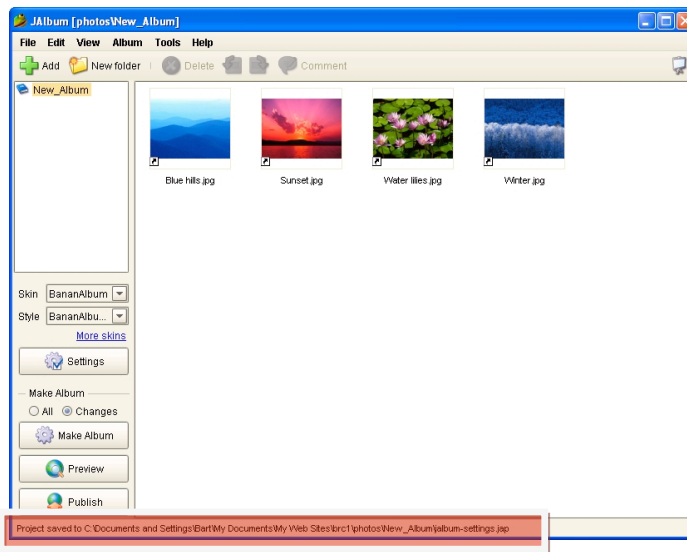


Figure 0-20 Saved Album

Step 4. If the website is not currently open in *Expression Web*, skip the rest of the steps in this task. Switch over to *Expression Web* and locate the *Photos* folder in the *Folder List*.

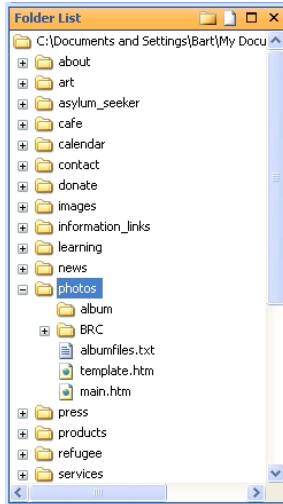


Figure 0-21 Photo Folder

Step 5. Press *F5* to refresh the folder list and then locate the *Photos* folder again, to ensure the new album was added.

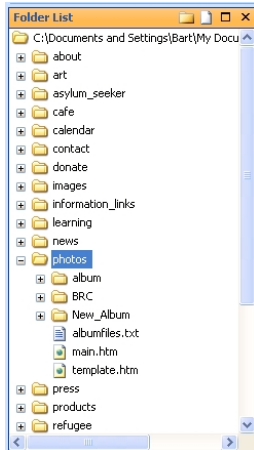


Figure 0-22 Refreshed Photo List

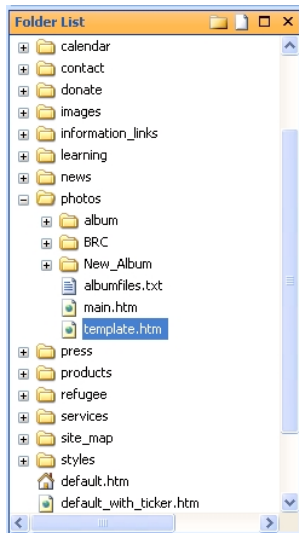
Creating a Page for the Album

Even after the photo album is created, an individual web page must be created in order to display the photo album within the framework of the BRC's website.

This is because the index webpage created by JAlbum is not created from the template (master.dwt).

Step 1. If not already done, locate and expand the *Photos* folder as seen in Figure 0-21.

Step 2. Select *template.htm* and press *Ctrl-c* to copy the file.



Step 3. Press *Ctrl-v* to paste the file.

Step 4. Select the file that was just pasted, *template_copy(1).htm*, and press *F2* to rename it.

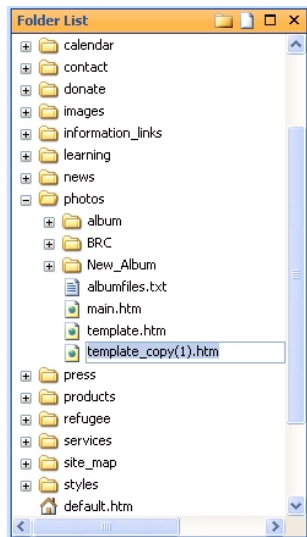


Figure 0-23 Renaming Copy of Template

Step 5. Rename the file as *New Album*.

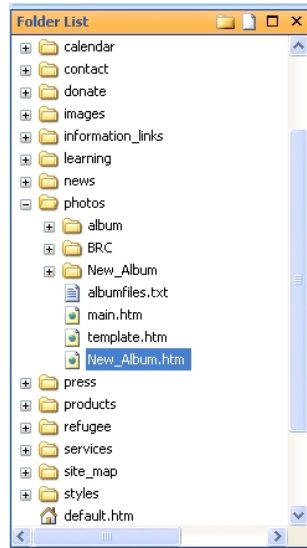


Figure 0-24 Renamed Photo Album Page

Step 6. Open this page and switch to the code view.

Step 7. Find the content section. This can be done by search for `#BeginEditable "content"`, by pressing *Ctrl-f* and typing in the search.

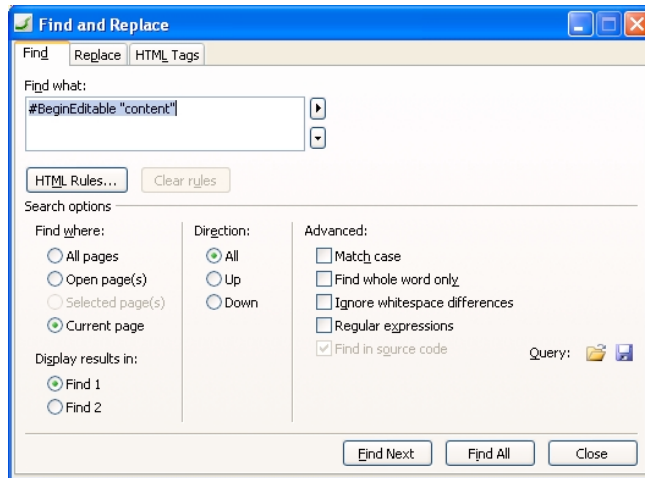


Figure 0-25 Find Content Section

Step 8. Locate the template Album location. [BRC/album/index.html](#)

```
221 <div id="content" class="style3">
222 <!-- #BeginEditable "content" -->
223
224 <iframe src="BRC/album/index.html" </iframe>
225
226 <!-- #EndEditable -->
227 </div>
```

Figure 0-26 Template Photo Album Location Definition

Step 9. Change [BRC](#) to the name of your new Photo Album. This now loads the photo album that *JAlbum* created inside this page.

```
222 <!-- #BeginEditable "content" -->
223
224 <iframe src="New Album/album/index.html" </iframe>
225
226 <!-- #EndEditable -->
```

Figure 0-27 New Photo Album Location Definition

Step 10. Press *Ctrl-s* to save.

Updating the Main Photo Page

This code turns the News Ticker ON throughout the website. This does not affect the content displayed by the ticker.

Step 1. Locate and open *Main.htm* under the *Photos* folder under the main folder list.

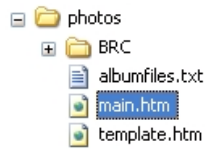


Figure 0-28 Photos>main.htm

Step 2. Locate the content section following steps 6 and 7 in [Creating a Page for the Album](#).

Step 3. Locate the section containing the code displaying the template page. Look at the highlighted section for an example.

```
221 <!-- #BeginEditable "content" -->
222 <h2 class="stylehl">BRC Photo Albums</h2>
223 <p> This is a collection of photo Albums that express the experiences of the
224 Refugees and Asylum Seekers, as well as the Staff, at the Bangkok Refugee
225 Center </p>
226
227 <p>
228 <a href="template.htm" >
229 
230 <h3>BRC Photos</h3>
231 </a>
232 These Photos were taken Throughout Our vistit at the BRC
233 </p>
234 <!-- #EndEditable -->
235 </div>
```

Figure 0-29 Code representing a Photo Album Cover

Step 4. Highlight this code as seen in Figure 0-29 and copy it by pressing *Ctrl-C*.

Step 5. Add a new line and the tag `
`, adding an empty line on the website as a spacer, following the `<p>` tag in the highlighted area.

Step 6. Paste the code by pressing *Ctrl-v*.

```

222 <h2 class="stylehl">BRC Photo Albums</h2>
223 <p> This is a collection of photo Albums that express the experiences of the
224 Refugees and Asylum Seekers, as well as the Staff, at the Bangkok Refugee
225 Center </p>
226
227 <p>
228 <a href="template.htm" >
229 
230 <h3>BRC Photos</h3>
231 </a>
232 These Photos were taken Throughout Our vistit at the BRC
233 </p>
234 <br/>|
235 <p>
236 <a href="New Album.htm" >
237 
238 <h3>This is New Album Photos</h3>
239 </a>
240 These Photos are Sample Microsoft Photos
241 </p>

```

Figure 0-30 Copied Code for New Album

Step 7. Preview the page to ensure that the spacing was properly done. To do this, right click on the Page file in the Folder list.

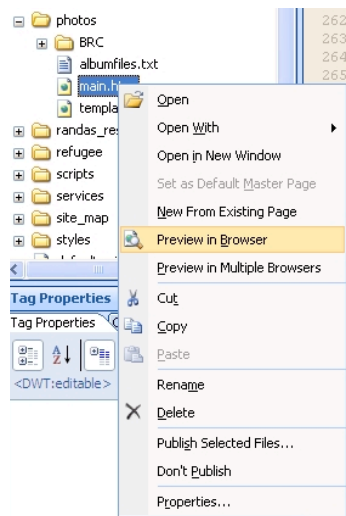


Figure 0-31 Right Click on main.htm

Step 8. Select *Preview in Browser* to launch a preview of the website in a Browser.



Figure 0-32 Incorrectly Formatted Photo Album Directory

Step 9. If the Album cover does not appear correctly, add addition `
` tags (adding addition spacing on the site) after the one you added in step 5, until the album covers appear appropriately.



Figure 0-33 Correctly Formatted Photo Album Directory

NOTE: In order to add the new album as the first album on the page, simply add the new code, before the code for the first album in the list.

Common Changes

The updates contained in this chapter are in reference to features that can be or have to be changed often. This includes many of the components effected by the style sheets, such as size and color schemes as well as things that need to be turned on and off, like the news ticker.

Overview

The figure below shows the names of each section in an individual web page.



Changing the Main Color Scheme

The main color scheme is controlled through the main style sheet, *style1_brc.css*, located in the *Style Folder* located in the main directory.

Changing the Main Body Color

Step 1. Locate and expand *Styles* folder in the *Folder List*.

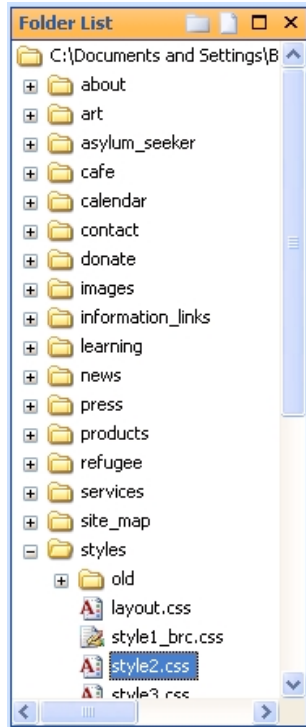


Figure 0-1 Styles Folder in List

Step 2. Open *style1_brc.css*.

Step 3. Locate the *Body* section of the *style_brc.css* file.

```
body {  
7 font-family: Century Schoolbook, Schoolbook, Georgia, Verdana, Arial, Helvetica, sans-serif;  
8 font-size: small;  
9 color: #000000;  
10 background-color: #232323;  
11 height: 100%;  
}
```

Figure 0-2 Body CSS Entry

Step 4. Delete the color or number that is after the code, **background-color:**

```

6 body {
7   font-family: Century Schoolbook, Schoolbook, Georgia, Verdana, Arial, Helvetica, sans-serif;
8   font-size: small;
9   color: #000000;
10  background-color:;
11  height: 100%;

```

Figure 0-3 Body CSS Entry w/o Background Color

Step 5. Next, either type in a color or press *Ctrl + Space* to bring up auto-complete to select a color.

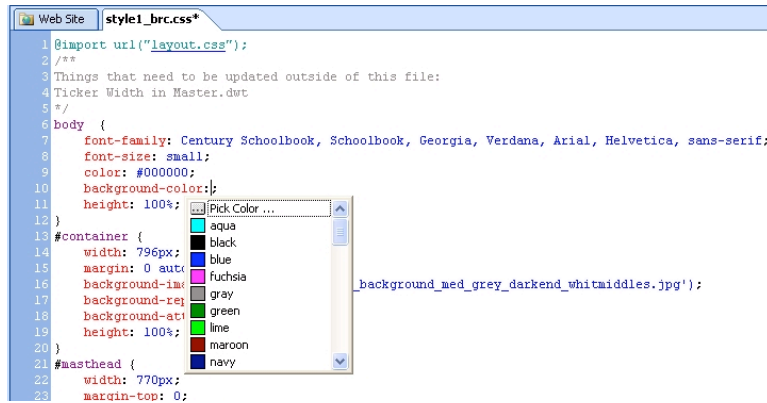


Figure 0-4 CSS Color Auto Complete

Step 6. Save the file by pressing *Ctrl+S* and a background color on the template pages will be updated.

Header Color

Step 1. Follow Steps 1&2 on section 4.2,1.

Step 2. Locate the Header Section of the CSS file.

```

21 #masthead {
22   width: 770px;
23   margin-top: 0;
24   margin-right: 18px;
25   margin-bottom: 0;
26   margin-left: 12px;
27   overflow: auto;
28   background-color: #004080;
29 }

```

Figure 0-5 Header CSS Entry

Step 3. Follow Steps 4,5,&6 in section 4.2.1.

Footer Color

Step 1. Follow Steps 1&2 in section 4.2.1.

Step 2. Locate the Footer Section of the CSS file.

```
61 #footer {
62     text-align: center;
63     clear: both;
64     width: 770px;
65     margin-right: 18px;
66     margin-left: 12px;
67     padding: 0;
68     overflow: auto;
69     background-color: #004080;
70 }
```

Figure 0-6 Footer CSS Entry

Step 3. Follow Steps 4, 5&6 in section 4.2.1

Right Sidebar Background Color

Step 1. Follow Steps 1&2 in section 4.2.1.

Locate the Right Sidebar Section, known as sidebar of the CSS file.

```
56 #sidebar2 {
57     float: left;
58     width: 150px;
59     background-color: #c0c0c0;
60 }
```

Figure 0-7 Sidebar2 CSS Entry

Step 2. Delete the color or number that is after the code, **background-color:**

```
#sidebar2 {
    float: left;
    width: 150px;
    background-color: ;
}
```

Figure 0-8 Sidebar2 > empty background color

Step 3. Now either type in a color or press *Ctrl+Space* to bring up the auto-complete and select the color that matches the side bars' background. This ensures that the side bars look appropriate with the background (see Figure 0-4).

Step 4. Save the file by pressing *Ctrl+S* and the background color on all template pages that will be updated.

Left Sidebar Background Color

Step 1. Follow Steps 1&2 in section 4.2.1.

Step 2. Locate the Left Sidebar section of the *CSS* file.

```
43 #sidebar {  
44     float: left;  
45     width: 143px;  
46     margin-left: 12px;  
47     background-color: #C0C0C0;  
48 }
```

Figure 0-9 Sidebar CSS Entry

Step 3. Follow steps 3, 4, & 5 in section 4.2.4.

Changing Content Color Schemes

The content of the website has its color controlled by the background image. This is a small thin image that is only several pixels tall, while being as wide as the content section. This small image has the ability to be loaded by the website browser quickly, and then continuously repeated from top to bottom, filling in the section.

There are several options for changing this, either updating or changing the image used as background or changing from an image to a solid color.

Option 1 Edit the Image.

First, open the image in an image editing software program. Paint is available on all window machines if not, than use another tool available. However, if using the Microsoft Expression Suite, which the BRC has access to, use Expression Design, because the design files are already include in the website file structure.

Step 1. In the folder list, expand images and background.

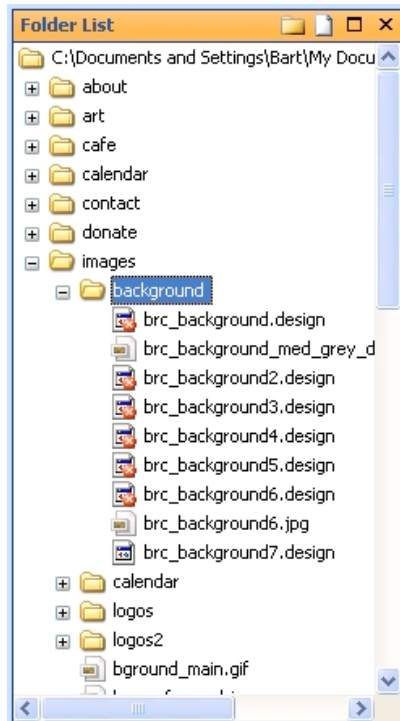


Figure 0-10 Images > background

Step 2. Select the most recently created *.design* file, In Figure 0-10, that would be the *background7.design* file at the bottom representing the most recently created file. Double click the file to open it in Expression Design.

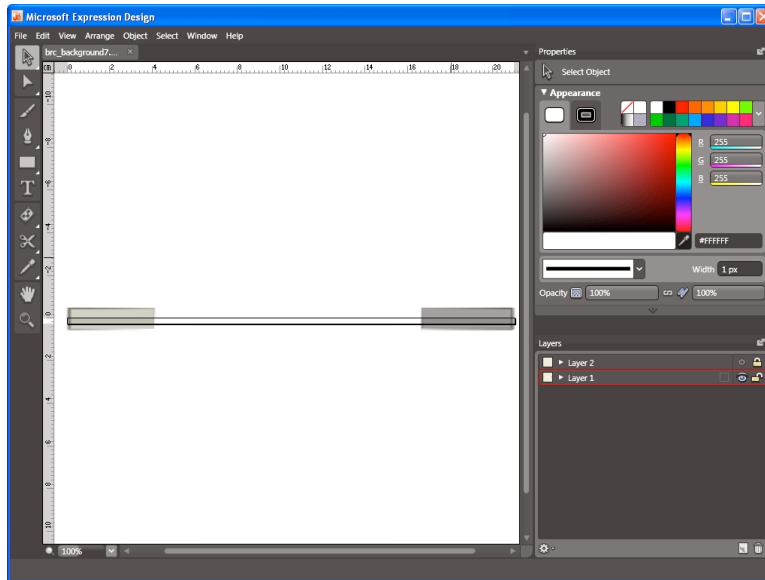


Figure 0-11 Background Opened in Expression Design

NOTE: If Expression Design is not available, open the current *jpeg* background file in Paint and edit it. In Figure 0-10, this would be *brc_background_med_grey_darkened_whitemiddles.jpg*.

Step 3. Edit the background file in Expression Web. Online tutorials can be found to learn how to accomplish this.

Step 4. Go to *File > Export*.

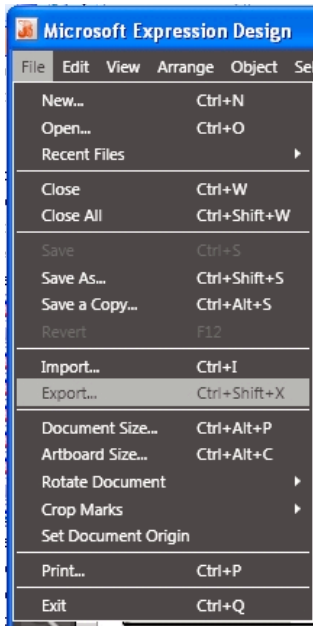


Figure 0-12 Expression Design Export

Step 5. Select the old background file to overwrite.

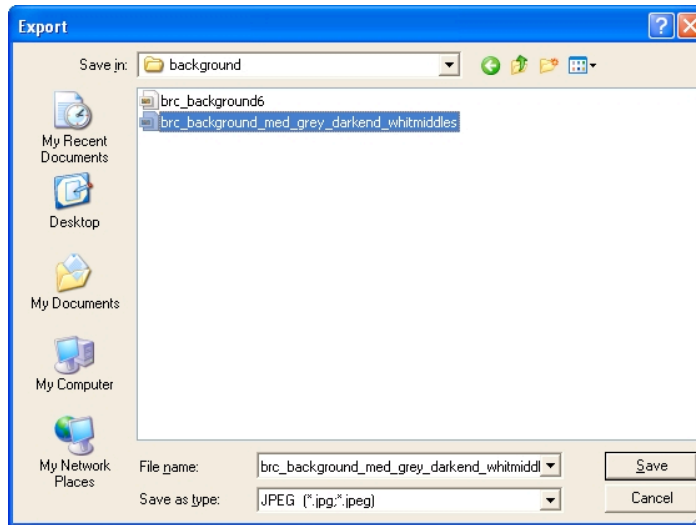


Figure 0-13 Expression Design Save As

Step 6. Press OK, which brings up the Jpeg Options Dialog.

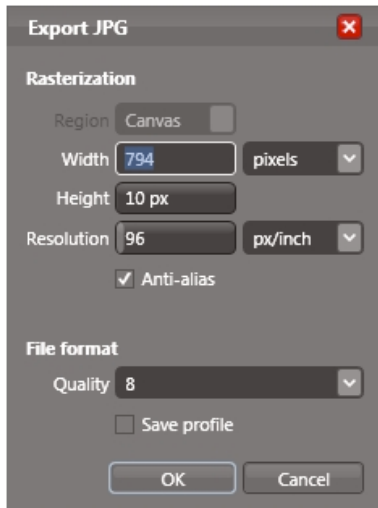


Figure 0-14 Expression Design JPG Options

Step 7. Press OK again to overwrite the old background. These changes will automatically be present on the website as the pages will now load the new background image, as if it were the old one, because they have the same file name.

Option 2 Change to a Solid Color

Unlike option 1, the style sheet needs to be modified to set the content section to a solid color.

Step 1. Follow Steps 1&2 in section 4.2.1.

Step 2. Locate the Container Section of the CSS file.

Step 3. On the line that begins **background-image**: replace everything after the – with **image**: bringing up the auto complete menu.

```
#container {
  width: 796px;
  margin: 0 auto;
  background-image: url('../images/background/brc background med grey darkend whitiddles.jpg');
  background-repeat: repeat-y;
  background-attachment: scroll;
  height: 100%;
}
```

Figure 0-15 Container CSS Entry

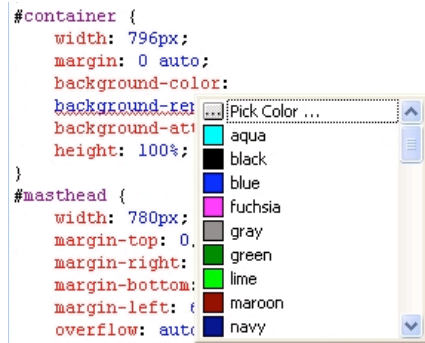


Figure 0-16 Changed Container To Solid Color – Auto complete

Step 4. Select the desired color for the background.

Step 5. Save the file by pressing *Ctrl-S*.

Changing Font Family

The font family is the list of fonts in the order to which a browser will display the text if the preceding font is not available. In Figure 0-17, *Century Schoolbook* is not available, instead *Schoolbook* will be used to display the text. This continues until the browser's default font is used.

You can control the order in which these fonts are used. The default set for the BRC's Website is displayed in Figure 0-17.

```
body {
  font-family: Century Schoolbook, Schoolbook, Georgia, Verdana, Arial, Helvetica, sans-serif;
  font-size: small;
  color: #000000;
  background-color: #232323;
  height: 100%;
}
```

Figure 0-17 Fonts Definition in CSS File

Follow the directions in steps 1 and 2 in section 4.2.1. then:

Step 1. Locate the fonts after the code, **font-family:**

Step 2. Remove any fonts that you no longer want to display the text in.
<insert photo>

Step 3. Add any fonts that you want to include in the font family.
<insert photo>

External Features

This section describes the features in the website that references external sources for their functionality, such as the Google calendar, which Google.com delivers this functionality.

The Google Calendar



Figure 0-1 Google Calendar

Google's manuals on the calendar are available at calendar.google.com. This provides links to the tool for generating HTML code for the calendar. You have to be careful to remember to set the width based on the current website.

```
<iframe
src="http://www.google.com/calendar/embed?title=BRC%20Calendar%20Of%20Events&height=600&wkst=2&hl=en&bgcolor=%23FFFFFF&src=user%40gmail.com&color=%23A32929&ctz=Asia%2FBangkok"
style=" border-width:0; width: 600px;" height="600" frameborder="0"
scrolling="no"></iframe>
```

Table 0-1 Google Calendar Code

Setting a Different Google Calendar

- Step 1.** In the Google calendar account ensure that the calendar is publicly available, directions can be found at google.calendar.com.
- Step 2.** Open up the `news/calendar.html` file.
- Step 3.** If not already in the code view, switch to it.
- Step 4.** Press *Control-F* and search for: `;src=` which is followed by the users gmail account, such as user@gmail.com.

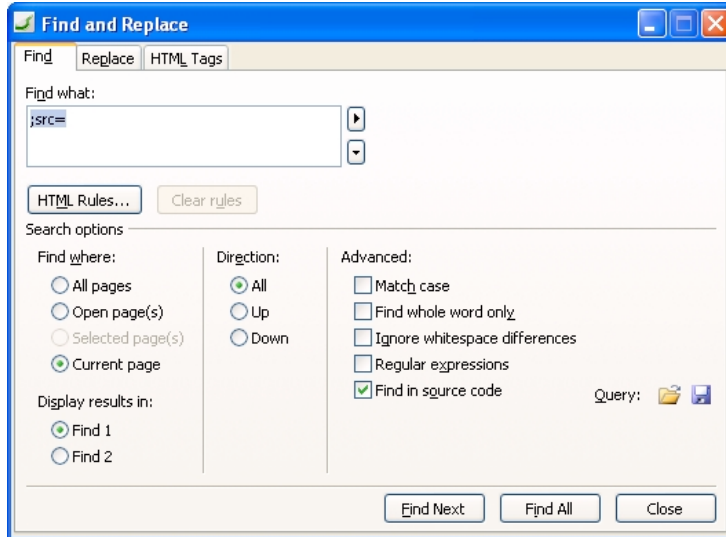


Figure 0-2 Search For `;src=`

- Step 5.** In the code replace the name of the old user with the name of the new one.
- Step 6.** Next, in the code replace the old user name with the name of the new user.

NOTE: That Google Calendar has the tools to help generate this code. However this method ensures that all the current settings (width, city, language, and time-zone) are maintained.

Changing the Default Language

- Step 1.** Open up the `news/calendar.html` file.
- Step 2.** If not already in the code view, switch to it.
- Step 3.** Press *Control-F* and search for: `;hl=` which is followed by the language code, such as `en` for English.

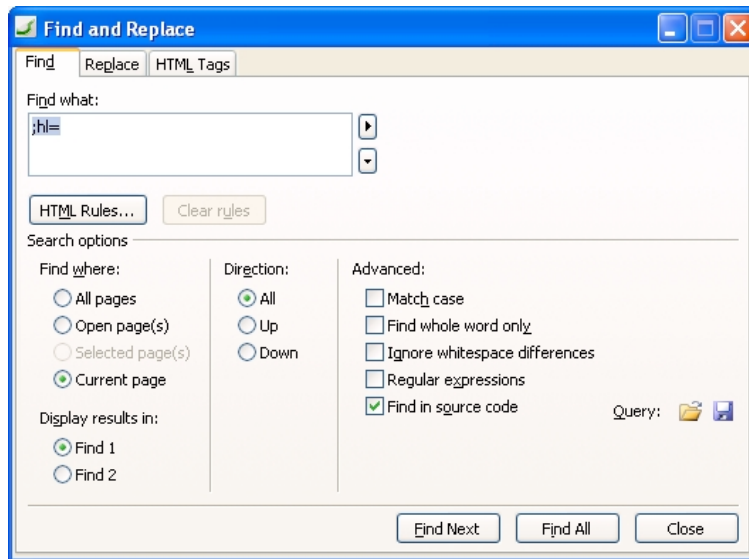


Figure 0-3 Find ;hl=

Step 4. In the code replace the language code with the desired language value.

List of Common Language Codes, additional ones can be found at calendar.google.com:

BRC Cultural Assignment

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After attempting to act like a Thai for two months, I have noticed that most of my experience with culture shock has come from seeing the effects of globalization on Thai culture. The westernization of the Thai youth, such as the display of affection in public, wearing revealing clothing, crossing their legs in restaurants, and touching each other's heads, astonished me. These social observations went against what I was told to expect of Thai culture. After immersing myself in Thai culture, I realized that most of what I perceived as shocking was normal behavior for westerners. I then noticed how many tourists were ignorant of the Thai culture, not acquainting themselves with the culture prior to their arrival. Many acted as though they were in their own country, disregarding Thai culture and customs. This was evident in the way they dressed and treated Thais. I came to realize that as a foreigner, it was crucial to research the customs of a country prior to arrival, because of the possible impositions that my behavior may have on the local culture. My actions could either give Thais a curiosity or distaste for my culture. For that reason, I found that it was crucial that I ensured that all my encounters with young Thais were positive and respectful of their culture, hopefully leaving them with a positive outlook on Americans. Culturally naive tourists could have an effect on how Thais perceive and treat foreigners in the future, possibly in a negative way. In effect, I knew that my actions and perceptions affected my cultural experiences during my miscommunications and immersion into Thai culture, therefore it was necessary to always consider two different view points, my own and that of the Thais. .

The occurrence that first made me reflect upon my behavior as a foreigner was when I was approached by a tuk-tuk driver. After two weeks of riding the various forms of Thai transportation, I felt that I projected confidence when walking the streets of Bangkok. But this confidence quickly dissolved when a tuk-tuk driver pulled over and asked if I needed a ride. I wondered why he specifically pulled over and asked me instead of the many other individuals who were walking on the crowded streets. He then told me that he could take me to the desired location for "very, very cheap, 200 baht, just for you, with New Year discount". The tuk-tuk driver's behavior could have been affected by the common assumption that all foreigners have money and lack the knowledge of how much should be paid for transportation. I tried to explore other possible reasons why the tuk-tuk driver approached me as opposed to the many Thais and why he would not feel bad about overcharging a foreigner. I realized that from a tuk-tuk driver's perspective, he might not see fault in overcharging because he has a family to feed like many other Thais who strive to make a living. In addition, the tuk-tuk driver might have been previously approached by tourists that have disrespected him as well as his culture, leading him to develop an opinion about foreigner behavior.

Possibly for the same reason, taxi drivers will sometimes refuse to give you the meter rate and offer their own price. At one occasion I went through five taxis before one agreed to drive me with the meter's rate. The previous taxis had suggested their own price, increasing the price four-fold. The five taxis rushed off before I was able to close the car door. The taxi driver might share the same perspective as the tuk-tuk driver.

On the other hand, there could have been several misunderstandings present within these social encounters. Therefore, by no means should these experiences affect my overall opinion of the transportation system in Thailand and the people working in it. The

fact that I am a young student could also be a reason why the taxi drivers disregarded my request due to the social age hierarchy present in Thai society. For that reason, what I perceive as being disrespectful actions from taxi drivers could simply be my lack of knowledge and limited exposure to Thai culture.

Another experience that made me reevaluate the effects of my behavior was my shopping experience at MBK. The first time there I was surprised to see tourists dressed in provocative clothing, made me wonder how the Thais perceived the spectacle, possibly viewing it as disrespectful and vulgar. But soon after, I noticed that Thais were also dressed in the same fashion. I began to notice more and more Thai women wearing low cut shirts and short skirts, which was unexpected. After comparing the way in which Thais dress to western tourists, I came to the conclusion that tourists behavior could imposed an effect on how young Thais dress because they relate it to the music videos, commercials and movies that come from the west. But there are other factors that contribute to the westernization of young Thais. Although there is a large influx of tourists, the fast communication rate now available through internet connection, television and other forms of media exposed to the youth imposes westernization upon Thai culture. At the same time, I am aware that the observations I gathered from MBK does not represent all of Thailand.

The cultural observations and encounters that I have had during my stay in Thailand have allowed me to better understand and analyze their culture as well as my own. But because of the limited amount of time I had, I feel that I was unable to fully grasp the meaning behind being Thai, which could have been the reason that contributed to the social misunderstandings. For that reason it is crucial to investigate a country's culture and traditions before one's visit. This does not only decrease one's chances of insulting a Thai, but it also avoids giving Thais a stereotype that tourists disrespect their culture. Most importantly, I realized that as a traveler, it is important that I be responsible for my actions and behavior in foreign countries because I am represent my country as well as the population from it.

ERIC EVAN-BROWNING **THAILAND CULTURAL ESSAY** 2/29/08

The rumble of the traffic below me is enormous: full of horns and the calls of *tuk-tuk* drivers. It's a seething, mechanical sound which becomes an enveloping white noise in my ears. The heat, baking off the asphalt, hits me in slow, dry waves.

I take the steps two-at-a-time. As I come to the end of the long staircase, I look back at my group. They're at the base of the steps. I've been, without thinking, mimicking the gait of this stocky businessman who's just a few steps ahead. He's been keeping a relentless pace, using the handrails to drag himself angularly upward with shuffling strides. At the same time he's slouched forward, absorbed by this small plastic-sheathed book, which I can barely make out as a black-and-white comic. As I take the last step, the air is, in an instant, drowned with sound. This is the screeching and clacking of a train pulling into the station overhead.

The Skytrain station is a concrete sandwich of three sprawling platforms, the lowest rising some thirty feet above Rama I, a frenetic Bangkok street which runs along the commercial areas of National Stadium and Siam.

Turning to look back down the stairs, I see my groupmates. Somehow they've managed to move backwards – some twenty feet from the Skytrain stairs, buying fruit in clear plastic baggies.

On the walkway, the morning sun is blindingly white, magnified by the pale metal which forms the long ramp into the station. I reach back and fumble in my shoulder-slung bag for my cell. My eyes adjust to the glare. The digits turn to 8:00 AM, which registers, but perhaps only on a subconscious level, causing a small, anxious drop in my diaphragm. I'm annoyed, so I turn down the rampway, squinting at my phone.

I look up to find the businessman stopped just two feet in front of me. It takes me a second to stop, and I nearly run into his backside. He's absolutely rigid, arms at his side and he back is pulled straighter than I would have imagined possible for his heavy build. I look past his shoulder towards the ticket booth, where the length of ramp opens into a broad platform. There are perhaps thirty people in this area, some in the ticket line, others in queue at the automatic turnstile, all of them frozen stock-still.

Alongside the roar of the Skytrain is the crackling sound of music playing from a loudspeaker. It's the King's Anthem – a high-pitched sound, full of xylophone tones alongside a chorus of Thai voices.

I had poised myself to walk around the man, but I reeled backwards letting my hands drop to my sides and I stood almost paralyzed.

A young vacationing couple, tanned Europeans in faded beachbum clothes, came from behind me and continue walking, not seeming to notice the throng of frozen Thais. They made it halfway down the ramp before they looked around. They stopped and started talking to each other, unsure of what to do. One of them turned and made eye contact with me, but I looked away.

The music continued for nearly a minute. The sound of the music swelling as the train pulled away from the station. I let it all wash over me, the music, the light, sour-floral aromas from the vendors below, and the waves of stifling heat. This was an exquisite moment for me, almost spiritual.

Looking back it's tough to rationalize, but in this moment I pretended I was Thai, born and raised. It wasn't even a conscious thought which triggered this, it just happened.

When the European couple continued to talk, oblivious, I felt deeply offended, as well as embarrassed for them and their disrespect. It was as though they had slighted something that *I* felt deeply for.

The song built to a high-volume crescendo and then it was over. In an instant, everyone was moving again and the moment was over. The man in front of me raised his comic book to his face and moved down the ramp.

In this moment, it struck me, in a particularly revelatory way, just how unified all Thais are by their respect for their King. Thais love this man. His picture adorns mantelpieces, calendars, and bumper-stickers, and his likeness, some hundreds of feet tall, even spans the sides of skyscrapers in Bangkok. My view is that the King is a kind of father-figure for all Thailand. The Thai people elevate him above all other living persons, and venerate him as though he were something greater-than-human.

The way in which Thais respect the King is almost incomprehensible by the Western mind. Never before have I heard of any ruler receiving so much respect, or playing such a large role in a culture. There is no living person in Western culture who receives this much reverence, and I feel that there is a part of this respect which is absolutely beyond understanding of those who aren't Thai. Never, in my mind, would any US President be capable of becoming such a central part of American culture.

Hearing the King's Anthem, I found myself with a sort of longing. It's to be part of this unique communal experience, to be part of something larger than myself. I may not be Thai, but every time I hear those familiar tones, whether on the streets of Bangkok or in the cinema, a strange euphoria finds me, slightly tinged with sadness.

Bart Shappee Cultural Assignment:

Thai people seem very innocent as a whole; I found this to be an amazing characteristic to interact with on a regular basis, observing on a number of occasions that Thai people seemed unusually innocent, in a way which is unheard of in the States. This feeling of innocence has caused me to step back and think about my opinions of people as a whole.

I have had varying interactions with the general Thai population, and in particular, Chula students, and my co-workers over the last two months. These have been very diverse and interesting, including traveling with the Chula students to Kanchanaburi. I had a lot of time to interact with the students rooming with Chud, playing cards and other games late into the night, as well as hanging out with them on bus rides to and from Kanchanaburi. I noticed that the students were very sheltered in regards to sexual issues. While not having a problem with physical contact in a playful manner, such as hand slapping games and Thai variants of these games, the students became quiet and uncomfortable or laugh awkwardly when our discussion ever drifted into sexual topics or those dealing with relationships.

While working at the BRC I became close friends with the two of the teachers, meeting them outside of work frequently for social occasions. Through these interactions, I was able ask questions and learn about Thai culture as well as share information about my culture. When it came to Americans making a significant number of inappropriate jokes, I found that had to explain it. Where as I did not notice this trend among Thais, where we did make a number of jokes, they were related, but more innocent in the maturity level they were at. Even though these co-workers where not naïve or sheltered, the personalities seemed a lot more friendly and not ruined by dealing with, or having to think about the issues that American culture pushes on you from a young age.

Usually when someone in America has these characteristics of innocence they are viewed as being naïve and are generally looked down upon, something different from what it seems to be here. I found this surprisingly relaxing and restoring; by this I mean I have a dampened image on man kind in terms of people's personal character.

Although I can not point to one specific experience, other then the overall travels to Thailand, having experienced the thought, "wow, there are still truly good people in the world" has been worth it. While I know that these observations are not true for the entire population, as my comments on Americans are not a rule, this general tendency is in great enough of amount that I noticed.

Kreng Jai

It never occurred to me that I was only assuming it was noisy in the overly-crowded sky train. With hundreds of people ending their days with a train ride home, it seemed logical that it would be loud from talking. I was traveling alone when I first noticed that my assumptions were incorrect. On the Sky Train, I heard a lady's phone vibrate from several seats away. I was puzzled, wondering why something so quiet was audible when I could barely move from the crowd. I then noticed that almost no one was talking.

Over the next few weeks in Thailand, I observed the scene on the train and realized hardly anyone talked. Friends and families would quietly murmur to each other or completely restrain from talking. Phone calls were conducted in the corners of the train in quiet whispers or with a hand cupped over the person's mouth. When traveling with my team, I began to observe the Thai's reactions to our group when we were noisy or obnoxious. I often saw the Thai glance at us and then return to their original positions, not saying anything. Though they were silent and remained composed, I almost felt like they were trying to tell us we should act more like them.

This situation confused me because in America, everyone seems to talk loudly and enthusiastically, despite the location. I have made similar long commutes on a series of trains and buses in Boston, and people are far from quiet. Whether it's friends laughing and talking to each other, infants crying, or people on cell phones, there tends to be noise everywhere. When traveling, Americans tend to talk, getting to know the people sitting around them; this is something that is considered both polite and friendly. One of the last thoughts on a traveler's mind is that they should stay silent.

I approached several Thai friends and asked them about this intriguing cultural difference that I observed. They explained that Thai people tend to dislike disturbing others. They told me it was more considerate to others if they are quiet, and they want to be polite. One of the people I talked to even said her friends make fun of her, calling her a "farang", or foreigner, because she is very talkative, and her friends say that is not the Thai way.

Only after finding similarities between answers did I find out about "kreng jai", which is often translated as consideration (Inside Thailand). Further, it is the sympathy felt toward others which drives someone to respect their feeling, including to "avoid imposing" on these people (Maguire, 2002). It is also believed that this cultural quality is present in all aspects of the Thai's life (Inside Thailand), though Thai I talked to felt that in westernized cities like Bangkok, kreng jai was not as prevalent.

My understanding of kreng jai increased significantly after reading several articles discussing this concept, and I realized that this cultural aspect is prevalent throughout Thailand. I learned that while I first experienced it in the Sky Train and had not noticed it in other situations, the idea of kreng jai is not wanting to hurt other's feelings, as well as a simple desire for harmony. While many Thai people are kreng jai to a group of people like a neighborhood or people on a train, one can also be kreng jai toward an individual.

Thailand has a culture unlike any other country I have traveled to. While Bangkok is a thriving metropolitan city, older generations of Thai tend to base their lives off of cultural aspects like "kreng jai", a concept that is present throughout Thailand. I feel the

knowledge of this difference enhanced my experience in Thailand, providing me with a deeper understanding of one aspect in a Thai's life.

References

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