

# **Leveraging Technology in Refugee Resettlement:**

Supplemental materials for a study on co-sponsorship  
resettlement

An Interactive Qualifying Project submitted to the Faculty of  
WORCESTER POLYTECHNIC INSTITUTE  
In partial fulfillment of the requirements for the degree of Bachelor of Science

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WelcomeNST

This report represents the work of WPI undergraduate students submitted to the faculty as evidence of a degree requirement. WPI routinely publishes these reports on its website without editorial or peer review. For more information about the project's program at WPI, see <http://www.wpi.edu/Academics/Projects>.

# Table of Contents

## Appendices

Appendix A - Interview with WelcomeNST Director.....	3
Appendix B - Interview with staff and NST members.....	3
Appendix C - Alternate interview with NST members.....	4
Appendix D - Interview with Slack experts.....	4
<b>WelcomeNST Slack user guide to OneBar.....</b>	<b>5</b>

# Appendices

## Appendix A - Interview with WelcomeNST Director

### Semi-structured questions:

1. What is your role in WelcomeNST?
  - a. One of the goals of the interviewers will be to determine the structure of the organization, and learn about sub organizations / committees within WelcomeNST that focus on specific aspects (like child care, housing, etc.).
2. Who are some people you work closely with at WelcomeNST? What are their roles in the organization?
3. How often do you use technology in this program?
4. What types of technologies (programs, apps, etc.) are used regularly?
5. What types of technology are you most comfortable using?
6. What aspects of this program are being executed well?
7. What aspects of this program do you think could be improved upon?

## Appendix B - Interview with staff and NST members

1. What is your role in WelcomeNST?
2. Day-to-day, which connections within NSTs / WelcomeNST are most important to the work you do?
3. How often do you use technology in this program?
4. What aspects of this program are being executed well?

## **Appendix C - Alternate Interview with NST members**

1. What challenges does your NST face on a daily, weekly, and long term basis?
2. What are your preferred methods of communication?
3. Are there any areas within the program where you feel that there could be more information provided to assist you in your role?
4. Were there any topics/questions that you had about the program that you found difficult to find answers for?

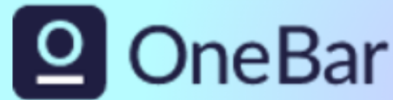
## **Appendix D - Interviews with Slack experts**

### **Semi-structured questions:**

1. Tell us about your experience with Slack. How long have you used it? What have you used it for?
2. In your opinion, what are some advantages and disadvantages of the platform?
3. Did you find that there was a need for moderators for the different channels?
4. What features do you find most helpful?
5. Did you find that there was a need to provide some kind of manual or instruction for the users?
6. Do you have any tips or recommendations for effectively utilizing Slack in our project?

## WelcomeNST Slack user guide to OneBar:

# A Guide to Using OneBar



Say `/OneBar` tag to search the OneBar database. Here is an example, searching for “translation” by saying `/onebar translation` in Slack:

The screenshot shows a Slack message from the OneBar app. The message content is: "Narciso Tan asked on Jan 29, 2022 from #role-education" followed by a question mark icon and the text "Looking for Apps (desktop or Iphone) that would translate english to Pashto speech (sound)". Below this are two buttons: "Post to channel" and "Expand". The next message is from Zachery Therrien: "Zachery Therrien asked on Feb 01, 2022 from #role-cultural-mentor" followed by a question mark icon and the text "We have had to use the 14 yr old son to help with Google translate when he is free, play lots of charades and use many graphics." Below this are also "Post to channel" and "Expand" buttons. At the bottom, it says "Here are some additional results" with a thumbs up icon, followed by the text "If none of these worker, please consider asking your teammates for help" and two buttons: "Ask your team" and "Hide this suggestion".

Say `@OneBar save` in a thread, and OneBar will save the thread to the database

The screenshot shows a Slack thread. The first message is from Uri Dvir: "Uri Dvir < 1 minute ago @OneBar save". The second message is from the OneBar app: "OneBar APP < 1 minute ago This thread is saved to OneBar question". Below this is a message from Paula Bushey: "Paula Bushey asked on Feb 10, 2022 from #role-cultural-mentor" followed by a question mark icon and the text "I have been doing research about birthdays in Afghanistan." The text continues: "What I learned is that they don't celebrate birthdays and many/ most don't know exactly how old they are. They are not required to provide documentation etc. many estimate their age." Below this is a message from Kim VanderSpek: "Kim VanderSpek answered this on Feb 23, 2022" followed by the text: "According to our family, they have birthday cake! One daughter came to my house to learn to make a cake for her brother's birthday. Almost everything we read and expected from this family turned out to be wrong."

`/onebar` is the OneBar command. Only you can see OneBar’s response when you use the command. `@onebar` is the OneBar bot. Everyone in the channel is able to see when the bot is summoned. Those are the basics! Happy “OneBar”ing!