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To Whom It May Concern:

Please accept this letter as a strong indication of my support and positive reference for the work of Susanne Hendrickson, Darren Card, and Kyle McIntosh in the area of multimedia production and project management. I met this team of people through my work on a Virtual Museum of Canada project titled, *Drawing on Identity: The Inkameep Day School*. This project was a major initiative that brought together years of research data, images and audio/video capture from work completed by the University of Victoria, Department of Anthropology, the Osoyoos Indian Band, and the Osoyoos Museum. The result is an over 700-page web site for whom a target audiences are youth from age 10 and up to university students and the general public. As the director and lead researcher of this multimedia project, I was most impressed by Susanne's project management skills and her ability to keep the entire team on track of goals, and I was very taken by the way in which Kyle and Darren worked with me to bring out the most of the material I had gathered through my years of research in a web environment.

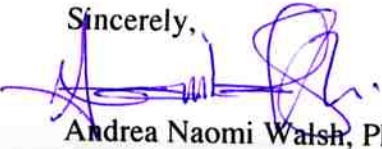
Susanne's management of our project was outstanding. Her timelines were realistic and I very much appreciated her continuous updates of upcoming deliverables and then notification of when they were met, to be extremely helpful. Her knowledge of the technical requirements of complicated web sites involving many types of data was obvious when she was able to work with Kyle and Darren to arrive at appropriate deadlines, and to act as a liaison with the federal government representative for CHIN (Canadian Heritage Information Network) on our behalf when it came to site requirements. Susanne was professional at all times and all of the correspondence for the project was immediately available through her when I needed it for reference. She was most efficient at coordinating the timing of work to be done by separate team members to coincide for the meeting of particular group deliverables. She has a very friendly way of working with people who do not know a lot about working in the multimedia industry, and I certainly felt as though she took the time to make sure that I knew what she was doing at all times. I always felt that she was open to my questions and comments along the way in terms of project management. I have no doubt in my mind that should I have another project like the VMC we completed, that Susanne would be at the top of my list as project manager.

Kyle McIntosh and Darren Card are designers and programmers who I would fully recommend to anyone who is interested in designing a site that focuses on culture and knowledge building. I was most impressed at the range of options that these men came to

the table with after discussing my research with me and seeing the kinds of media I wished to use on the site. They have developed a working protocol with clients that is open in concept and built on customer consent. The process framework in which we worked provided an end product that is innovative and exciting for end users. I found their attention to detail in this project remarkable given their lack of familiarity with the material at the beginning of the project. I felt that they spent a commendable amount of time at the front of the project learning about the content of the site, and this made all the difference in the world when it came to the design of the site they created. They truly have a gift/niche ability to create sites that deal with ideas and issues of culture in a way that celebrates the material. Their design of our site truly let its content shine. This is an admirable accomplishment in design. The site was very user friendly for a general public, and yet still incorporated the detail I required for high-level researchers using the site. I particularly was impressed with their ability to negotiate the dense technical requirements of the VMC sites, and I was very much at ease letting them handle the correspondence between the technical officers at CHIN and themselves. At any time, Kyle and Darren were within one working day of returning calls, emails, and questions regarding the project, and this kind of diligence was impressive. In short, Kyle and Darren are brilliant designers who have the combined technical knowledge to bring to any project of small or large magnitude. They have a very human way of working with technology that serves them and their clients well.

In short, I have no hesitation recommending this team of Susanne, Kyle and Darren for your project. If in the position again to do such multimedia work as we did with the Virtual Museum of Canada, they would be the first people I would call for assistance. If I can provide any more information, please do not hesitate to contact me via the Department of Anthropology, University of Victoria.

Sincerely,



Andrea Naomi Walsh, PhD