



Questions and Answers

I want a website. How do I get one?

First, contact me using the email form on my website. I will respond quickly to let you know if I am available for work. If I am accepting work, I will promptly send you a questionnaire to complete, which will tell me more about what kind of website you want. I will get back to you within seven days after receiving your questionnaire with a proposal for a site if I am accepting your project. If I can't help you, I will usually let you know quickly and refer you to get help elsewhere if I know of a relevant source.

What will the proposal do?

The proposal will cover the process for making your site. It will give you an idea of what services I can provide for your web project, an estimate of the cost, and a timeframe for the process. In the timeframe I will also outline the expectations I have for what I need you to do to help complete the project. The proposal will include a contract, which you must sign if you would like to proceed.

What does your process ideally look like?

- ✓ Contact made
- ✓ Questionnaire completed (1-10 days)
- ✓ Proposal offered (5-7 days)
- ✓ Contract approved, signed, and 1st 30% deposit paid to begin project (5-15 days)
- ✓ Design mocks created, offered to client, edits made, and design approved (10-30 days)
- ✓ 2nd 30% payment made, hosting stabilized, coding of design into template (5-15 days)
- ✓ Implement design into CMS* on your hosted domain (5 days)
- ✓ Final 40% payment completed and site goes live

I feel like I don't know anything about this. How can you help?

One of my passions is to help people. I do respect my time, however, and that is why I have the questionnaire. Please complete it with care. If I see that you do not know enough about what you want from your site, I will decline your project out of respect for my own time and family. You obviously don't have to know the ins and outs of making your site, but you do need to sit down and think thoroughly about what components and content you will include. I will be happy to suggest ways to get the most from your site based on your ideas. I am also an excellent writer and can help you articulate the content of your site in semantically correct and pleasing ways.

What exactly do you do in designing my site?

That's a great question. I am a web designer, which means my focus is on the front end of your site. I am not a web developer, nor do I work with web development firms. I create the look and feel of your site and then code it with languages with which I am familiar and only develop aspects of your site to the extent that they are functional to the design. For example, I do not build flash applications, web forms, music players, etc. from scratch. I will tell you if what you are wanting is beyond the scope of my development abilities and refer you to outside resources if applicable.

I am also not a webmaster. Some people want someone to go in to their site and make changes on a regular basis, editing sections with images, dates, details, and keeping email, databases, and other host-related services current. They ask me how much per month it will cost for me to work on their sites. That kind of maintenance work is common and to be expected, but I simply do not have time to do that for every site I design and frankly do not wish to spend my time doing maintenance. I like to design. That is why my goal is to include a CMS in your design that will allow you to update the site in the future.

I like to see clients happy with their hosting solutions and all things related to their websites. A good host affects how quickly and efficiently I can get your site designed and running. I will be glad to suggest hosting companies and offer tips on how to get the most out of your domain package if you do not already have a host. Problems or questions related to your host, however, should be relayed to their support department.

What do I do to help?

You will help the process go very smoothly by doing the following:

- think of why you want a site and what you want to include in it before contacting me
- list examples of sites you like & why you like them (colors, layout, visual extras, etc.)
- list personal and / or business benefits that you need out of your site
- compiling the content you want on each page (text and any relevant images)
- registering a domain name for your site if you have not already
- set your domain up with a web host if you have not already

You will harm the process by doing the following:

- expecting me to research for what you need / want in your site
- not compiling content for your site (text and any relevant images)
- not making payments on schedule and/or communicating in a timely manner
- changing your decisions on design mocks numerous times (expensive as well)
- not respecting me as a designer and trusting me with design decisions

I like the design of ____'s website. Can you make mine like that?

The short answer is, "No."

I am happy to consider a certain design style or components of particular sites and include them in your design (such as color, layout, etc.), but a website is a copyrighted work. I cannot copy someone else's design because that would be stealing the designer's work.

What happens after the design is finished?

My goal is for you to enjoy the benefits of a beautiful and functional website! Again I am more than happy to help you, and I like to build a good relationship with my clients that will last. Because of design work and my priorities at home with my family, however, I do not have the time to maintain your site after I am finished with the design and it is live. Your custom CMS should give you the freedom to make changes any time you wish. Should you have a question or two I am available for maintenance support for \$25 per hour, but my time is quite limited and response will be a little slower than you would expect from a fully-staffed design firm.

What are your typical prices for your sites?

Prices really do vary, and in my costs range I have designed blogs for less than \$100.00 and medium sized sites for business that have cost about \$1300.00. In 2008 I changed my prices to reflect hourly rates instead of flat fees, so that I can give clients a better cost estimate at the start of the project. Please view my Pricing Estimate Chart for more info.

How do I pay you?

I send invoices via email or postal mail, and you can pay me with credit card, pay pal, or check.

Can I cancel the project during the design process?

Yes. At any time you may cancel the project. You will be responsible, however, for payment based on services already rendered up to that point. I will retain any rights to the design that I have completed as well.

Can I get a Poco Creative t-shirt or bumper sticker?

No. No one ever really asks that question. I'm just being silly. I don't have any promo materials except my big, smiling mouth. 😊 Feel free to spread the word and hand out some business cards, though, if you like the work I have done for you!

* CMS (content-management system) is "a program used to create a framework for the content of a website." (Wikipedia)