

Internship Final Reflection Paper

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CYSE 368: Cybersecurity Internship – Spring 2025

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April 22, 2025

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Introduction

Deciding to apply for an internship at the Brooks Crossing Innovation Lab was a strategic and purposeful choice that aligned a lot with my academic focus as a senior undergraduate majoring in cybersecurity. The iLab specifically sought undergraduate cybersecurity interns for the spring semester, presenting a unique and invaluable opportunity to engage in hands-on learning while simultaneously enhancing my technical cybersecurity skills and professional capabilities. My primary learning objectives for this internship revolved around four key areas: developing STEM education and outreach skills, acquiring hands-on technical and cybersecurity skills, improving my marketing and communication abilities, and actively participating in cybersecurity recruitment and outreach efforts. Each of these objectives was meticulously crafted not only to bolster my professional skill set but also to contribute meaningfully to the overarching mission of the iLab, which emphasizes hands-on STEM instruction and community engagement. By immersing myself in this vibrant educational environment, I aimed to gain practical experience that would not only enrich my resume but also allow me to make a tangible impact in the lives of students and community members seeking to explore the field of STEM.

The decision to pursue an internship is often influenced by a combination of personal ambitions and external factors. For me, the allure of working in a dynamic environment focused on technology and education was a significant motivator. The iLab's mission to promote STEM education resonated deeply with my own aspirations of fostering a greater understanding of technology and its applications among young learners. I was particularly drawn to the idea of combining my passion for cybersecurity with the opportunity to engage with a diverse audience, such as students from various backgrounds and age groups eager to learn about the intricacies of technology. This internship represented not just a step in my career path but also a chance to contribute to a cause I genuinely believe in.

General Overview of the iLab

The Brooks Crossing Innovation Lab stands as a remarkable example of a collaborative public-private partnership, uniting the resources and expertise of Old Dominion University and the City of Newport News. This innovative facility was established to foster STEM education and provide essential resources to students and community members, thereby empowering them to engage with technology in meaningful ways. Officially opened on August 24, 2019, the iLab serves as an instructional hub equipped with state-of-the-art technology, including advanced 3D printers, laser cutters, and an impressive array of STEM tools designed to facilitate hands-on learning experiences. Its mission is to create a collaborative environment where individuals of all ages and abilities can learn by designing innovative solutions to real-world challenges. The demographic focus of the iLab includes local students and community members, emphasizing accessibility, inclusivity, and engagement in STEM education. This commitment to fostering a

diverse learning environment is a cornerstone of the iLab's philosophy, as it aims to inspire the next generation of innovators and problem-solvers.

The iLab's facilities are designed to be more than just a learning space; they are a vibrant hub of creativity and collaboration. The lab features various zones tailored to different types of projects, from digital fabrication to robotics (See Appendix B). Each area is equipped with the latest technology, allowing students to explore their interests in a supportive environment. The presence of tools such as 3D printers and laser cutters encourages experimentation and innovation, enabling learners to bring their ideas to life. Moreover, the lab hosts workshops and events that promote STEM education in engaging ways, ensuring that participants not only learn but also enjoy the process.

During my initial orientation, I was warmly welcomed by the lab staff, who provided a comprehensive introduction to the facility. I received a guided tour of the labs and learned about the diverse array of cutting-edge technology available for use. This included not only the aforementioned 3D printers and laser cutters but also advanced systems like a hydroponic garden, which exemplifies the iLab's commitment to incorporating innovative technologies into the learning process. The hydroponic garden not only serves as a practical application of STEM concepts but also provides an opportunity for students to engage with sustainability and environmental science. This multifaceted approach to learning was inspiring, as it highlighted the interconnectedness of various fields and the importance of a holistic education.

Although I had some prior experience with Tinkercad for basic 3D design, the breadth of equipment available was somewhat intimidating, yet undeniably exciting. However, I was supported through comprehensive online and in-person tutorials, which ultimately eased my transition into using the lab's technologies. The combination of hands-on training and accessible resources fostered an environment where I could confidently develop my skills and knowledge. The staff were not only knowledgeable but also enthusiastic about sharing their expertise, which made the learning process even more engaging.

The management structure at the iLab was well-defined and notably supportive, creating a conducive atmosphere for learning and growth. The team consisted of six interns, a Makerspace Technician, two Outreach Coordinators, two Program Assistants, and a Graduate Assistant, all overseen by Program Manager Kaitlyn McCoy and her support staff. This clear delineation of roles and responsibilities ensured that each team member knew their contributions were vital to the overall success of the lab's mission. Tasks were clearly outlined in a Google document, ensuring accountability and organization among the interns. Weekly responsibilities, including maintenance and setup tasks, were communicated effectively, fostering a productive internship environment where everyone felt empowered to contribute.

The collaborative spirit among the staff and interns was palpable, creating an environment where ideas could flourish. Regular team meetings provided opportunities for us to

share updates, discuss challenges, and brainstorm solutions as a cohesive unit. This open communication was instrumental in building a sense of camaraderie, making it easier to navigate the complexities of our roles. The management's emphasis on teamwork and mutual support fostered a positive atmosphere, encouraging everyone to contribute their unique perspectives and talents.

Major Work Duties and Responsibilities

My daily responsibilities were meticulously outlined in an intern task sheet, which provided a detailed framework for the critical tasks I was expected to perform. These tasks included conducting maintenance on 3D printers, cleaning the Direct-to-Garment (DTG) printer, and refilling the hydroponic water tank that sustains the lab's innovative garden system. The maintenance of equipment was not merely a routine task; it was essential for ensuring the smooth operation of the lab's activities and facilitating successful educational experiences. After K-12 field trips, I took it upon myself to ensure that all educational tools, such as Sphero robots and laptops, were thoroughly sanitized and charged for the next group of eager learners. This aspect of my duties underscored the importance of preparedness in an educational setting, where the availability and functionality of resources could significantly impact the quality of learning.

One of my favorite tasks involved organizing the Teacher Geek Cart, where I managed inventory and restocked supplies, ensuring that all necessary materials were readily available for educational sessions (see Appendix D). This meticulous attention to detail was essential for maintaining a well-equipped environment, which is crucial for facilitating effective learning experiences. Additionally, I frequently sorted and organized materials from various kits, contributing to a streamlined and efficient workspace that fostered creativity and collaboration among staff and students alike. Each of these responsibilities played a vital role in enhancing the overall learning experience for students, as they ensured that the lab operated smoothly and efficiently.

The variety of tasks I engaged in allowed me to develop a diverse skill set that extended beyond my initial expectations. For instance, I learned the intricacies of the various machines and tools, gaining confidence in my ability to operate and troubleshoot them. This hands-on experience was invaluable, as it not only reinforced my technical skills but also instilled a sense of pride in my contributions to the lab. The dynamic nature of my responsibilities meant that no two days were the same, keeping my experience fresh and engaging.

In addition to my core responsibilities, I was also given opportunities to participate in special projects. For example, I assisted in planning and executing workshops designed to introduce students to basic programming concepts using block-based coding languages. These workshops were incredibly rewarding, as they allowed me to interact directly with students and witness their excitement as they learned to create their own programs. Facilitating these sessions

deepened my understanding of how to communicate complex ideas in a way that is accessible and engaging for younger audiences, a skill that will serve me well in my future endeavors.

Cybersecurity Skills Application

As a senior in cybersecurity, my internship experience significantly enhanced my existing knowledge and skills, allowing me to bridge the gap between theoretical learning and practical application. Prior to the internship, I had completed a diverse range of coursework in areas such as network security, ethical hacking, and system administration, which provided a strong foundation for my understanding of cybersecurity concepts. The practical experience at the iLab allowed me to apply these concepts in real-world scenarios, particularly as we began planning a cybersecurity recruitment event aimed at high school students (see Appendix A). This initiative involved creating engaging, hands-on sessions that highlighted key cybersecurity topics, such as safe online practices and the importance of cybersecurity in the modern world.

Through this collaborative effort, I realized that my primary learning objectives were being effectively addressed, and I was gaining invaluable experience that would serve me well in my future career. For instance, I had the opportunity to develop content that discussed the importance of cybersecurity in protecting personal information from hackers and the role of cybersecurity hygiene in safeguarding digital environments. This experience not only solidified my understanding of these concepts but also allowed me to communicate them effectively to an audience that was eager to learn.

Moreover, my involvement in the cybersecurity recruitment event allowed me to enhance my organizational and planning skills. From coordinating logistics to designing promotional materials, I learned the intricacies of event management and the importance of attention to detail in ensuring a successful outcome. This experience underscored the significance of effective communication and collaboration, as I worked closely with my colleagues to ensure that every aspect of the event was meticulously planned and executed. The positive feedback we received from participants further validated the effort we put into the event, reinforcing the idea that proactive engagement can significantly impact students' perceptions of cybersecurity as a viable career path.

The Cybersecurity Recruitment Event at Old Dominion University was designed to engage high school students and create awareness about the importance of cybersecurity. This event aimed to provide students with hands-on experiences, interactive discussions, and insights into potential career paths in the cybersecurity field. By the end of the event, students were expected to understand the significance of cybersecurity in today's digital world, identify key cybersecurity concepts such as strong passwords, phishing, and two-factor authentication, and gain exposure to potential career opportunities in this critical field. Additionally, the event included interactive activities that reinforced cybersecurity hygiene practices.

The event was structured to include a variety of materials, including a projector for presentations, printed handouts with cybersecurity tips and resources, computers or tablets for interactive activities, and the Kahoot platform for quizzes. Real-world examples of phishing emails were also utilized, along with prizes like gift cards and tech gadgets for quiz winners. The session began with engaging questions to gauge students' prior knowledge and interest in cybersecurity. Questions such as "What does cybersecurity mean to you?" and "Have you ever received a suspicious email? What did it say?" were posed to spark discussion. A short video was then shown to highlight the importance of cybersecurity and common threats like phishing, setting the context for the discussions that followed.

The first hands-on activity focused on password strength. Students learned to differentiate between strong and weak passwords by discussing their characteristics and categorizing examples provided. They then created their own strong passwords based on guidelines discussed, such as length and complexity, which reinforced the importance of good password hygiene. Next, a discussion on phishing was conducted, where students were shown real-world examples of phishing emails and worked together to identify red flags. Technical terms like "hashing" and "two-factor authentication" were introduced, emphasizing their relevance to password security. A demonstration of best practices for creating strong passwords and using password managers effectively was also included, followed by an interactive Q&A session to address any misconceptions.

To elaborate on the phishing topic, students participated in a group activity where they were given printed examples of normal and phishing emails. In pairs, they worked to identify phishing attempts and explain their reasoning, further solidifying their understanding of the topic. The session concluded with a Kahoot quiz that evaluated the students' understanding of password strength and phishing email identification. This fun, interactive assessment not only reinforced learning but also incentivized participation through prizes for the top three winners. As the event wrapped up, a summary of key takeaways was provided, emphasizing the importance of cybersecurity hygiene. Students received handouts containing tips, resources, and QR codes linked to useful websites for checking personal data breaches. Reflecting on the Cybersecurity Recruitment Event, it became clear that engaging students through interactive activities significantly enhanced their understanding of cybersecurity concepts. The combination of hands-on workshops, real-world examples, and collaborative discussions fostered an environment where students felt empowered to ask questions and express their thoughts.

Moving forward, it would be beneficial to incorporate more technology-driven activities, such as coding challenges or simulations of cyber attacks, to further engage students and provide them with practical experience. Expanding outreach to local schools and communities can also help raise awareness about cybersecurity and its importance in today's digital landscape. In conclusion, the Cybersecurity Recruitment Event at Old Dominion University was a valuable experience that not only educated students about cybersecurity hygiene but also inspired them to

explore potential careers in this critical field. By fostering a deeper understanding of cybersecurity, we can empower the next generation to navigate the digital world safely and responsibly.

Curriculum Preparation

Reflecting on my academic journey at ODU, I found that the curriculum prepared me exceptionally well for this internship, reinforcing many theoretical concepts I had learned in class while simultaneously providing a platform for practical application. The experiences at the iLab allowed me to connect classroom learning with real-world tasks, deepening my understanding of cybersecurity in a community context. Moreover, the collaborative nature of the lab encouraged me to engage with peers and mentors, fostering a sense of camaraderie that enriched my learning experience. Often, the hands-on experiences at the iLab revealed new techniques and concepts that I hadn't encountered in school, particularly in outreach and engagement strategies, which are critical in today's interconnected world.

The coursework I completed at ODU not only provided a strong technical foundation but also emphasized the importance of communication and interpersonal skills in the field of cybersecurity. This holistic approach to education proved invaluable during my internship, as I frequently found myself in situations where effective communication was essential for conveying complex ideas and collaborating with diverse groups. The ability to articulate technical concepts in a clear and engaging manner was a skill that I honed throughout my academic journey, and it became particularly relevant in the context of my responsibilities at the iLab.

Additionally, the emphasis on teamwork and collaboration in my coursework prepared me to work effectively with the diverse team at the iLab. The collaborative projects I completed in class allowed me to develop essential skills in negotiation, conflict resolution, and project management—skills that were directly applicable to my internship experience. The ability to work cohesively with my colleagues made it easier to navigate challenges and foster a positive working environment.

Evaluation of Learning Outcomes

As I reflect on my initial learning objectives, I am pleased to report that the internship fulfilled my goals in numerous ways. My STEM education and outreach skills improved significantly through direct engagement with diverse audiences, allowing me to hone my communication and presentation abilities. I also gained valuable technical skills related to cybersecurity and the operation of STEM equipment, which further enhanced my confidence in my capabilities. Additionally, my involvement in recruitment efforts emphasized the importance of effective communication and community engagement, skills that are essential in promoting the field of cybersecurity and encouraging the next generation of professionals.

Specifically, I achieved my goal of enhancing my STEM education and outreach skills by actively participating in workshops and events that engaged students in hands-on learning experiences. These interactions not only bolstered my ability to present complex information in an accessible manner but also deepened my appreciation for the impact of STEM education on students' lives. Witnessing firsthand the excitement and curiosity sparked among participants reaffirmed my commitment to promoting STEM initiatives in my community.

In terms of technical skills, I successfully navigated the challenges of operating various STEM equipment, gaining hands-on experience that augmented my academic knowledge. This practical application of skills enabled me to troubleshoot issues and develop a deeper understanding of the technologies I was working with. Furthermore, my participation in the cybersecurity recruitment event allowed me to refine my marketing and communication strategies, equipping me with the tools necessary to effectively promote cybersecurity programs and initiatives.

Exciting and Discouraging Aspects

The most motivating aspect of my internship experience was undoubtedly witnessing the direct impact of our programs on students. Engaging with enthusiastic learners during field trips was incredibly rewarding, as I had the privilege of facilitating hands-on activities that sparked curiosity and excitement about STEM. Observing the joy of discovery in students' faces was a testament to the importance of the work being done at the iLab. However, there were also challenges to navigate, particularly during K-12 field trips. Some students struggled to follow directions or exhibited disinterest in the activities, which tested my patience and adaptability. Additionally, commuting from Virginia Beach to Newport News presented its own difficulties, with traffic often extending my travel time significantly, creating additional stress as I aimed to ensure timely arrivals for student events.

The dynamic nature of working with young learners meant that adaptability was essential. On several occasions, I encountered students who were initially disengaged or disinterested in the activities we had planned. In these moments, I learned the importance of adjusting my approach to better engage them. This required creativity, enthusiasm, and a willingness to pivot when necessary. For instance, when a planned activity did not resonate with the students, I quickly brainstormed alternative methods to present the material in a more relatable and exciting way. This adaptability not only improved the students' experience but also reinforced my ability to think on my feet, which I feel is an invaluable skill in any educational or professional setting.

One of the most challenging experiences I faced during my internship involved managing the hydroponic garden system, which was crucial for sustaining the herbs, fruits, and vegetables we grew as part of our STEM programs. Each week, an intern was tasked with refilling the

hydroponic water tanks to ensure the plants received the nutrients they needed to thrive. I had been shown how to fill the tanks with a mobile water hose, connecting it to the valves in the janitor's closet. It seemed straightforward at the time. On one particular occasion, I checked both tanks, which were quite empty and needed to be filled with 13.5 gallons of water each. Confidently, I grabbed the mobile hose, connected it to the water valve, and filled each tank to its maximum fill line. After completing this task, I felt a sense of accomplishment and was ready to take a break for lunch.

However, upon returning to the main lab area, I was met with a shocking sight: water was spilling out from inside the closed doors of the water tanks, pooling rapidly on the floor. The technician described it humorously as “40 days and 40 nights worth of water on the floor.” Water had spread nearly ten feet in every direction, creating quite a mess (see Appendix C). Fortunately, we had a dedicated team on hand, including the technician, the GO TEC coordinator, and the graduate assistant, who all sprang into action to address the situation. After some investigation, we discovered that there had been a malfunction in the irrigation system, causing water that was hidden in the pipes to come back down and flood the tanks. While this had apparently happened before, no one present had witnessed the prior incident, making it a learning experience for all involved.

We quickly connected the hose to a drain pipe in the janitor's closet to siphon out the excess water and prevent any further flooding. Thankfully, no one was hurt, and because the floors were concrete, there was no lasting damage, just a few cardboard boxes that needed to be thrown away. This incident taught me an important lesson: even when you believe you have followed all the proper procedures, unexpected complications can still arise. It underscored the value of teamwork and effective communication in crisis situations, as we all worked together to resolve the issue. This experience, while stressful, ultimately underscored the significance of learning from mistakes and adapting to unexpected challenges. The incident served as a profound reminder that, in any practical setting, even the most straightforward tasks can lead to unexpected outcomes. After the flood, we conducted a thorough debriefing to discuss what went wrong and how we could prevent similar incidents in the future. This collaborative effort not only strengthened our team dynamic but also highlighted the importance of proactive problem-solving in a professional environment.

Recommendations for Future Interns

For future interns at the iLab, I offer several recommendations based on my experiences. First and foremost, it is crucial to prioritize the completion of training tasks early on to build confidence and familiarity with the equipment. Developing proficiency with at least one STEM machine will enhance your ability to assist others and contribute meaningfully to the lab's mission. Additionally, familiarity with Tinkercad is essential, as it is frequently used in educational sessions. My recent experience in the ODU STEM *Technology and Your World*

course provided me with a foundational understanding of 3D design, but further practice with the software is invaluable for effectively supporting students during their projects.

Moreover, I encourage future interns to actively seek out opportunities for engagement beyond their assigned tasks. Volunteering for special projects or workshops not only enhances your learning experience but also demonstrates initiative and a willingness to contribute to the lab's broader mission. Building relationships with mentors and colleagues can provide invaluable insights and support as you navigate your internship journey. Finally, maintain an open mindset and embrace the learning process. Internships are as much about personal growth as they are about professional development. Approach each day with curiosity and enthusiasm, and don't hesitate to ask questions or seek feedback from your supervisors. This proactive approach will enhance your learning experience and prepare you for future challenges in your career.

Conclusion

Reflecting on my overall internship experience as a Program Assistant at the Brooks Crossing Innovation Lab after 150 service hours, I can confidently assert that it has been nothing short of transformative. This internship not only solidified my technical skills and knowledge but also deepened my understanding of the importance of community engagement in STEM education. Each of my primary learning objectives, which include developing STEM education and outreach skills, acquiring technical and cybersecurity skills, enhancing marketing and communication skills, and participating in cybersecurity recruitment efforts, was met with meaningful experiences that enriched my professional development.

Through various workshops and events, I gained practical experience in promoting STEM education and engaging with diverse audiences. I learned the intricacies of event planning, from designing interactive activities to delivering engaging presentations tailored to students' varying levels of understanding. This hands-on involvement allowed me to witness firsthand how effective outreach can spark curiosity and enthusiasm in students, reinforcing the importance of promoting STEM education as a vital component of their learning journey. In terms of technical and cybersecurity skills, my internship provided invaluable hands-on experience with a variety of STEM tools and equipment. I became proficient in setting up and troubleshooting technologies, which not only bolstered my technical support abilities but also deepened my understanding of key cybersecurity principles. Actively participating in the operation of equipment and demonstrating cybersecurity concepts enhanced my confidence in conveying complex ideas in an accessible manner. This exposure reinforced the critical importance of practical skills in both educational and professional contexts.


Moreover, my marketing and communication skills evolved significantly during my time at the iLab. Engaging in content creation for social media, crafting promotional materials, and participating in outreach initiatives taught me how to tailor messaging to different audiences and

analyze engagement metrics to refine our marketing strategies. Learning to effectively communicate the value of STEM education and cybersecurity to prospective students and their families was particularly rewarding, highlighting the importance of clear and persuasive messaging in outreach efforts. My involvement in cybersecurity recruitment and outreach initiatives allowed me to understand the broader implications of this field. By participating in planning and executing events aimed at engaging students in cybersecurity programs, I raised awareness of potential career paths. Through effective communication and presentations, I learned how to promote cybersecurity education, emphasizing its significance in today's digital landscape.

As I reflect on my journey thus far, I am filled with gratitude for the experiences that have shaped my understanding of the intersection between technology and education. The iLab has provided me with a unique platform to explore my passions, develop new skills, and engage with a community dedicated to fostering innovation and learning. This experience will undoubtedly influence the remainder of my time at ODU, as I intend to apply what I've learned in both academic and extracurricular contexts. Moving forward, I am excited to leverage this experience as I embark on my professional journey, confident that the insights gained during my internship will guide me as I strive to make a positive impact in the field of cybersecurity and beyond.

In conclusion, I believe that internships like mine at the iLab are crucial in shaping the next generation of professionals. They provide invaluable opportunities for students to apply their knowledge in real-world settings, develop essential skills, and cultivate a sense of purpose in their careers. As I continue my academic journey, I am committed to carrying forward the lessons learned and applying them to my future endeavors, ensuring that I remain an advocate for STEM education and cybersecurity in my community. The lessons learned, skills acquired, and relationships built during this internship will serve as a strong foundation for my future endeavors in the field of cybersecurity and beyond.

Appendix A: My Proposed Lesson Plan for the Cybersecurity Recruitment Event



LESSON PLAN

by: Ruth Abeselom

Date: March 7th

Lesson Title: Cybersecurity

Grade: 10-12th graders Subject: Cybersecurity Hygiene

Lesson Focus: Introduce students to basic cybersecurity hygiene.

Goals:

- understand the importance of utilizing strong passwords.
- Recognize phishing scams and how to avoid them.
- utilize online resources to check for personal data breaches.

Materials:

- Password strength checker tool (online)
- Kahoot
- Handouts with resources and tips
- QR codes linked to resources (check their phone #s/emails in data breaches)

Engage: Gauge prior knowledge and stimulate interest in cybersecurity. Begin with a few engaging questions to spark discussion. Examples:

- "What do you think cybersecurity means?"
- "Have you heard of phishing? What do you think it is?"




Display a quick YT video on phishing emails and password strength importance.

Explore:
 Password Workshop: Students will differentiate between weak and strong passwords. Provide examples of passwords and have them categorize them into strong and weak. Hands-On: Students create their own strong passwords using guidelines discussed (length, complexity, etc.).

Explain: Discuss the importance of password strength and common characteristics of phishing emails. Show examples of phishing emails and how to identify red flags. Encourage students to share their thoughts and experiences, addressing any misconceptions. Introduce technical terms like "hashing" and "two-factor authentication," and discuss the risks associated with weak passwords, using real-world examples for context. Demonstrate best practices, such as creating strong passwords and using password managers, while allowing for an interactive Q&A. Finally, provide handouts with tips and resources to encourage further exploration of cybersecurity hygiene, empowering students to apply their new knowledge in their daily online practices.

Elaborate: Phishing Email Deciphering: Distribute printed examples of normal and phishing emails. Students will work in pairs to identify which emails are phishing attempts and explain their reasoning.

Evaluate: Finish with a Kahoot quizzing them on proper password structures for the best strength as well as deciphering between examples of phishing scam emails and normal ones. Top 3 winners get a prize.

Appendix B: Robot Claw Building and Coding



Figure B.1: Completed Robot Claw



Figure B.2: 6th grader strategizing for competition

Appendix C: The Hydroponic Garden Mishap



Figure C.1: Filling the 13.5 Gallon tank



Figure C.2: The big leak



Figure C.3: The Cleanup



Figure C.4: Two weeks later

Appendix D: Teacher Geek Cart Inventory



Figure D.1: Sorting and organizing the materials



Figure D.2:
Accounting of
supplies for the
inventory check

References

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