

**[Notes taken by Michele LeFevre during January 7 meeting with ERICSA Technology Committee]**

**ERICSA Website Project Feedback Questionnaire**

- Project: ERICSA website
- Courtland Project Manager: Sandi Beach, [beachs@courtlandconsulting.com](mailto:beachs@courtlandconsulting.com)
- Start date: 10/1/2014
- End date: subscription service
- Site launch date: 12/19/2014
- Customer post mtg follow up: 1/7/2015
- Post mtg attendees: Tim Morrison, Carla West, Christine Jennings, Loretta Everett, Greg Holmes, Michelle LeFevre

Rating Questions:

Website template design - 5

Comment –really like the design, happy with it, looks great

Website custom tools - 0

Comment – Leaving this item as 0-N/A until the reports are customized to what ERICSA needs. Tim - Without rating the Reports the CRM and registration process is a 5. Default and custom reports are inadequate for our needs – need one report. Ticket logged to address this issue. Courtland support team is very responsive to questions

Satisfaction of meeting overall expectations - 5

Comment – none

Site usability - 5

Comment – registrations are working fine.

Coverage of issues and concerns - 5

Comment – Portal billing issue for credit card vs. pay by check – received a lot of delinquent emails before that was ironed out with Christine and Deborah. Tickets are being addressed in a timely manner.

Response time of issues and concerns - 5

Comment – none

Communication during the project - 5

Comment – really appreciate meetings and detailed minutes, touched based pretty frequently

Other Questions:

Was the job completed as agreed? Y

Do you require additional assistance? Y

Other Comments/suggestions for improvement:

- Little bit of misunderstanding for speaker registration form at the beginning of the project with it not being included in the original scope of work, but Courtland went ahead and performed the work anyways. Courtland really showed our dedication to customer service.
- Working with a committee/contractor is a challenge and Courtland Team was able to work with the ERICSA Technology Committee really well and did a great job. Initial negotiations went great as well.
- Courtland really helped us as a committee. We were able to accomplish a lot.
- Committee is interested in providing future feedback 3 to 6 months from now and for the future.

Warranty Period: 12/19/2014 to 2/19/2015 (60 days to fix any technical errors on site)

Can we add you to our portfolio? Y, They would like to review the write up before it is posted.

Will you provide us a testimonial? Y, they would like to proof and provide.

Client testimonial – Committee will confirm and send testimonials

Will the client allow us to use you as a reference and for project bids? Y, Committee will confirm who to contact.

Has the support process been explained to client? Y

#### **Contacting our support desk**

Moving forward, any requests you have needs to go through our support help desk to make sure everything is being tracked and responded to in a timely manner. Our support team contact information is [support@strudellstudios.com](mailto:support@strudellstudios.com) and (517) 908-3950. Hours are 8am-5pm EST.

As a reminder, if you need refresher training or quick help or guidance on managing your new website, this is all included in your subscription service.

#### **Client portal:**

Christine is the main point of contact

Secondary contacts are Tim Morrison and Deborah Edwards

Does anyone else need to be added who will be contacting our support help desk? Y, Add Margot Bean. Margot has been added to Courtland's client portal.

Note: After April, ERICSA will have changes to the Board and Committee.

### Announcement

Courtland will be consolidating our branding for our web services. The Strudell Studios brand will be merged under the Courtland main brand. What this means to you is that our client portal domain name URL and email address will be changing from [strudellstudios.com](http://strudellstudios.com) to [courtlandconsulting.com](http://courtlandconsulting.com). We will send out communications to you in preparation of this change.