

ERICSA Website Project Feedback Questionnaire

- Project: ERICSA website
- Courtland Project Manager: Sandi Beach, 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 LeFeve

Rating Questions:

Website template design – 5

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

Website custom tools – 5

Comment – Courtland's support team is very responsive to questions and is quick to correct any issues that arise. While there was an initial lack of communication and understanding between ERICSA and Courtland regarding the reports that were needed by our Registration Vendor, Courtland was able to quickly create the needed reports. If we could make a recommendation to Courtland, it would be to ensure that customers, specifically non-profit organizations with little to no technical knowledge, have clearly communicated their desired outcome for reporting capabilities so that the correct platforms are selected.

Satisfaction of meeting overall expectations – 4

Comment –

Site usability – 5

Comment – none

Coverage of issues and concerns – 4

Comment –

Response time of issues and concerns – 5

Comment – none

Communication during the project – 4

Comment – We really appreciated the meetings and detailed minutes, and the fact that you touched based frequently.

Other Questions:

Was the job completed as agreed? Yes and No – as mentioned earlier, there were some difficulties with the reports that were being generated from our registration process that caused us to spend more than we initially budgeted, but that issue was quickly resolved and we are pleased with the outcome.

Do you require additional assistance? Yes and No – We did require additional assistance to get the product we thought we were getting. It was quickly resolved, although we had to pay more than originally expected.

Other Comments/suggestions for improvement:

- We appreciate Courtland's prompt attention and resolution to any issues that occurred.
- We recognize that working with a committee, especially an all-volunteer committee, is a challenge. Assumptions should not be made that all members of a volunteer committee have the technical expertise to understand the product or to clearly communicate their needs. It is our suggestion that Courtland use their experience with other groups/clients to take the time to explain the different platforms, outcomes, and expectations when working with all volunteer groups that may lack the necessary knowledge. Spending a little more time up front to clearly delineate options and all of the finished products could have saved time and extra expense.
- Courtland worked well with our committee; their suggestions regarding the design of the website were great. We are very pleased with the look and design of the website.

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? Yes, they would like to review the write up before it is posted.

Will you provide us a testimonial? Yes, 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? Yes, Committee will confirm who to contact. The ERICSA President for written and verbal references.

Has the support process been explained to client? Yes

Contacting our support desk

Moving forward, any requests you have need 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 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 to courtlandconsulting.com. We will send out communications to you in preparation of this change.