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Q1: Client Information:

Organization Name: City of Cedar Park, Texas
Your Name: Jennie Huerta

Q2: How happy are you with your newly launched Vision Internet website?

(no label) Very happy

Please add any comments about your website we should know.

Overall we are happy with our site and would still recommend Vision, but this launch was a painful process for us this go-around. We realize that some of that falls on us, but there are a few things we felt could have been done better, which we mention in comments below.

Q3: How easy did Vision Internet make each phase of your project?

Consulting, Wireframing & Design	Average
Content Migration	Somewhat difficult
Training	Average
QA & User Acceptance Testing	Average
Final Launch	Very easy

Q4: Did we deliver your website:

(no label) Extremely behind schedule

Q5: What did Vision Internet do well?

Once the process got going Vision did a very good job of explaining processes and next steps. Everything was very simple. Vision was also very flexible to accommodate our needs. We really, really appreciate you all going the extra mile for us when we needed that additional design theme for our Council page at the last minute. Also, we found both Maria and Christina to be quite helpful during the entire process.

Project Feedback Survey (Launch)

Q6: What could Vision Internet have done to serve you better?

Our initial point of contact was with our sales person, who was Greg Lombard. He offered us all of the "bells and whistles" for our upgrade, which was pretty misleading. In several demos he showed us different design themes for different departments and did not do a very good job of explaining that those were for an additional cost and not something that we could create ourselves on our new site. When it came time for the site design, it was a rude awakening to discover that it would be a significant additional investment. I believe that if we had realized that from the start that we might have not chosen such a plain design and container style for our site's overall theme - that we might have created something a little more elaborate - and not gone with design themes for various departments. When the design theme issue came up, he repeatedly reminded us that we were only paying X # of dollars for this - kind of "you get what you pay for." We reminded him that we have been paying maintenance/support fees for many years - and that we rarely have maintenance/support needs. Greg's attitude during the initial phase of the project just sort of set the tone and it wasn't until we talked with Carrie Broeckleman and Ashley Freuchting when we saw them at the 3CMA Conference that things started to change for the better.

I would also say that, in retrospect, we should have included a Council Member or two in this process - as we, as staff, do not have a ton of latitude for decision-making when it comes to a project so important as our website. It's also so subjective, so having a Council Member or two on our team would have lessened the burden on us. That's on us, but the culture of a governmental entity when it comes to staff making decisions is definitely an important thing to consider.

Last, I would say that there is a ton of value in face-to-face meetings for major milestones. For our first project with you all, we met with Brian Mauleon in-person for the wireframe discussion, then he came back to train us when the site launched. We were certainly expecting that same kind of personal interaction for this launch and think that the whole project would have gone smoother from start to finish and might not have taken so long had the in-person aspect not been removed from the process.

Q7: How likely is it that you would recommend your project manager to a friend or colleague for another website project?

(no label) 8

Q8: How likely is it that you would recommend Vision Internet to a friend or colleague?

(no label) 8

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Q9: What can we do to make you feel more comfortable recommending Vision Internet?

We really want to make sure we are maximizing all of the capabilities of our CMS in keeping content updated. Right now, we do not have pages scheduled for quarterly or annual review, for example. We think that with additional training on how to do these types of things that we will be in much better shape when it comes to migrating content next time.
