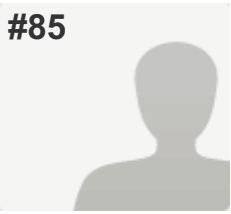


#85



**COMPLETE**

**Collector:** Web Link 7 (Web Link)  
**Started:** Tuesday, December 13, 2016 10:11:13 AM  
**Last Modified:** Tuesday, December 13, 2016 11:19:12 AM  
**Time Spent:** 01:07:59  
**IP Address:** 12.104.16.34

PAGE 1

**Q1: Client Information:**

Organization Name: City of Clayton  
Your Name: Dan Krewson

**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.

We're still finding items here and there that we wish we could change or customize, but changes require development time/costs in addition to our base fees.

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

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

**Q4: Did we deliver your website:**

(no label) Somewhat behind schedule

**Q5: What did Vision Internet do well?**

The early process of figuring out what we want in the design and wireframe was great. The support videos/tools in the site are very helpful.

## Project Feedback Survey (Launch)

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

1. Full QA: We found broken items all the way through the process, some of which should have been noticed by the QA team. This issue may have been caused by our transition of project manager.
2. Content migration: the migrator only used the basic content template despite moving items from pages with widgets on the side. I ended up rebuilding most of our pages without any training or help from vision. I was told to watch help videos to figure out how each module works. Would have been easier to have a training at the beginning and migrate everything myself.
3. Training: We opted for the onsite training. The trainer did not fully discuss with me how we planned to use the site which meant I had to continually redirect parts of the training to ensure that we covered what we needed and did not give incorrect information. For instance, using AD means we cannot change passwords in the CMS.
4. Ensure staff understands each of the modules being sold. No one seems to have a full understanding of how the Meeting Manager works.
5. Better meeting management. Both of my PMs spent valuable meeting time (made valuable because they seem to have back to back meetings everyday) trying to find where a setting issue is. If their time is so limited, I'd much rather send a list and go over the results in the meeting instead of working through each item while I sit and watch. Many times we had a to-be-continued on a list that lasted for multiple meeting dates.
6. Allow more customization. If any designers are reading this, you know how painful inline HTML styling is, not to mention the fact that it is not fully supported by modern/future web systems. Why not allow clients to create or modify styles? I'd love to have a right floating text box or a beautiful table that doesn't require a header row. Maybe a module like the custom content module that allows editing/creating of some of the styles. I know you'd be happy to charge us to edit the styles for me, but giving access to competent users would save us both time and money while increasing the look of your product.
7. That being said, why aren't more design elements prepackaged? For instance, several beautiful home page widgets appear on multiple sites, such as the calendar. Why can't I use that wonderfully designed widget anywhere else on the site? I'd really like an events page that isn't just a calendar or simple list, and why hard code a list when clearly you've already made what I want as a widget?

---

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

(no label) 7

---

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

(no label) 7

---

PAGE 2

---

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

1. Make me feel like each site is custom beyond just the home page.
  2. You can't do much to fix how badly our PM transition went. We had to beg our old CMS provider to keep our old website live for 2 extra weeks while we finished the site over a month after the original go-live date. I felt very much like your team spent a ton of time and effort designing our page and then suddenly it was completely on me to train myself, build or fix the content, find the bugs, and make the site work.
-