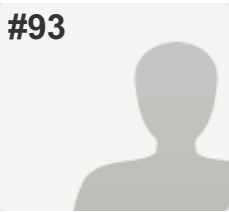**#93**

COMPLETE

Collector: Web Link 7 (Web Link)
Started: Tuesday, January 03, 2017 11:29:24 AM
Last Modified: Tuesday, January 03, 2017 1:08:24 PM
Time Spent: 01:38:59
IP Address: 208.11.188.26

PAGE 1

Q1: Client Information:

Organization Name:	Dare County
Your Name:	Sara Small

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

(no label)	Moderately happy

Please add any comments about your website we should
know.
We started our website redesign with David Rodrieguez as the project manager. Along the way due to an overall lack of communication with David regarding the project, somehow we ended up with Alex Berns as our project manager. Alex was a 180 from our previous Project Manager and promptly returned calls, emails and participated in numerous WebEx meetings helping our staff immensely during this process.

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

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

Q4: Did we deliver your website:

(no label)	Somewhat behind schedule

Q5: What did Vision Internet do well?

The Support Team we gained access to following launch is exceptional and provides great customer service.

The dashboard is very user-friendly and intuitive.

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

The content migration did not go as planned. Throughout the entire planning process, the page template component was never explained in detail. Therefore we ended up with 500 migrated pages on a basic page template, just the text copied and pasted into a content area. Since you lose the content on a page when you swap the page template, and it was never asked which page template we would like to use for the migrated content; we ended up having to migrate all the content we paid Vision to migrate and recreate every single page on our preferred page template. This could have been avoided had Vision requested what page template we wanted the migrated pages to utilize.

We received the Dare County User Access spreadsheet via email with literally no instructions or any additional information in regards to how this spreadsheet is utilized. It wasn't until we got our hands on the actual website and were able to login did we discover the impacts that spreadsheet had on how the website was setup initially. There needs to be more detailed communication regarding this spreadsheet and a visual explanation of how the information is implemented on the back end of the dashboard would help explain how the system operates and how to properly complete the spreadsheet.

The support team should be made available to folks in development. We solved more issues in the first week we launched than we did in one month when our project manager was the only person we could troubleshoot with. It meant waiting days sometimes weeks to get a time scheduled with him to go over the current list of issues we were experiencing since the last time we were able to nail him down for a WebEx or phone call.

Since we began using Vision, we've had constant issues with the Support Tab on the dashboard.

The training session built into our contract is completely insufficient for the learning curve of this software system. It barely scratched the surface. The cost of sufficient training should be built into the initial cost of the product.

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

(no label)   5

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

(no label)   3

PAGE 2

Q9: What can we do to make you feel more comfortable recommending Vision Internet?   *Respondent skipped this question*