

Client satisfaction questionnaire.

Date: 07/02/18

Client: Skye Padman

Development team: Simon Truong, Lily Molloy, Corey Hellwege, Mat Watts.

Project: Skye Fit – a full-stack, fitness and nutrition, application for personal trainers and their clients built with the MERN stack.

We appreciate your taking a moment to give us feedback on the job we just completed for you. This helps us to monitor the quality of our work and helps us to improve our service. If you were not satisfied with any of our work – please tell us so we can correct it.

Where applicable, please provide a rating using the following index:

Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Communication

- How would you rate the effectiveness of our written and verbal communication throughout the project?

Were you satisfied your questions were answered and we provided you with adequate information during the project?

rating: comments:

- Does the app we delivered demonstrate we were able to address your needs and provide solutions to the problems discussed during our initial consultation and throughout the project?

rating: comments:

Design

- How do you rate the app design and layout of features?

rating: comments:

- Could the layout and access to features be improved?

rating: comments:

Usability

- Is our app helping you improve your workflow and practices?

rating: comments:

- *Is our application helping your clients achieve their goals?*

rating: comments:

- *Were you satisfied with the ease of use of our application and the instructions/manual provided?*

rating: comments:

- *Which features do you find are the most useful? Which features do you use the least?*

rating: comments:

- *Are there any functions you would like us to add?*

rating: comments:

Evaluation

- *Overall, how would you rate our app?*

rating: comments:

- *Would you recommend this app to your peers?*

rating: comments:

- *How would you rate the overall experience with our service?*

rating: comments:

