Sprint Review and Retrospective: SNHU Travel Project

**Applying Roles:**

Throughout the SNHU Travel project, adopting the Scrum-Agile approach brought clarity and structure to our team. Each person had a defined role, and together, those roles created a balanced, collaborative process.

As Scrum Master, I supported the team by facilitating communication, clearing roadblocks, and keeping the team grounded in Agile principles. Christy, our Product Owner, provided steady guidance, prioritized the backlog with care, and represented the voice of the customer with empathy and consistency. Brian, our dedicated Tester, played an essential role in ensuring quality. His consistent testing helped us identify potential issues early—his feedback was always thoughtful, timely, and solutions-oriented.

Rather than working in isolation, our roles complemented each other. This allowed us to build trust and deliver value continuously throughout each sprint.

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**Completing User Stories:**

Our approach to user stories was both practical and adaptive. With the support of sprint planning and backlog grooming sessions, we were able to break down larger goals into achievable tasks. Each story had clear acceptance criteria, and by defining our “Definition of Done” early, we ensured every team member understood what success looked like.

For example, one user story initially asked for filtering vacation packages by region and price. Midway through the sprint, stakeholder feedback requested an additional filter based on trip duration. Because of the Agile structure, we were able to respond quickly—adjusting priorities and accommodating the change without disrupting overall progress.

Completing user stories under Scrum allowed us to deliver consistent, working features while staying responsive to feedback.

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**Handling Interruptions:**

During development, we experienced a shift in stakeholder priorities—moving from mobile design enhancements to accessibility improvements for visually impaired users. In a traditional development model, this could have delayed the entire project. However, the Agile mindset encouraged us to view the change not as an obstacle, but as an opportunity to improve the user experience.

We responded by adjusting the backlog and refocusing the next sprint on accessibility features. These included screen-reader compatibility and keyboard navigation—enhancements that made the product more inclusive. The ability to adapt calmly and intentionally is one of the greatest strengths of the Agile framework, and it was especially valuable during this shift.

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**Communication:**

Effective communication was one of the cornerstones of our team’s success. Daily stand-ups allowed us to stay connected and aware of each other’s progress. Each person shared what they completed, what they planned to do next, and any challenges they faced. This created space for real-time problem-solving and mutual support.

We also made good use of tools like Slack for quick updates, and Jira for tracking progress and documenting work. Our retrospective meetings gave us the chance to pause, reflect, and continuously improve. One meaningful insight from these sessions was the benefit of breaking larger stories into smaller, more manageable tasks—something we implemented in later sprints.

Through consistent, open communication, we created a respectful team environment where every voice was heard.

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**Organizational Tools:**

We leaned on a number of Agile-friendly tools to stay organized and aligned. Jira was our main platform for backlog management and tracking our sprint progress. Trello helped us maintain a high-level project view, and Miro gave us a visual space to brainstorm and structure ideas during planning sessions.

Each of these tools was most effective when used in the context of Scrum events: sprint planning helped us align goals, daily stand-ups kept us on track, and retrospectives helped us adapt. These rhythms gave the project a sense of structure and focus while leaving room for creativity and growth.

The tools didn’t replace teamwork—they enhanced it.

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**Evaluating Agile Process:**

Looking back, the Scrum-Agile approach was an excellent fit for the SNHU Travel project. It offered a structure that supported flexibility, encouraged early and ongoing collaboration, and kept our team centered on delivering value to the client.

**Advantages we experienced included:**

* Frequent delivery of working features
* Rapid response to feedback and shifting priorities
* High engagement from team members and stakeholders
* Steady momentum, even through unexpected changes

**We also noticed some challenges:**

* The number of meetings required discipline and preparation
* Without clear backlog refinement, scope creep can become a risk
* Agile demands ongoing involvement from all team members—not just technical ones

Compared to the waterfall model, Scrum-Agile provided a more adaptive and collaborative approach. If we had used waterfall, mid-project changes like the accessibility update would likely have caused delays and frustration. Agile gave us the tools and mindset to make those changes calmly and purposefully.

In conclusion, this pilot confirmed that Agile can support not just faster development—but also a healthier, more collaborative team culture. For a project like SNHU Travel, where stakeholder needs evolved quickly, Agile was absolutely the right choice.