# **Summarized Customer Notes from Customer Check-In 2**

Background

* Our group presented customers with sitemaps and low-fidelity interfaces.
* Each member in our group came up with individual sitemaps and low-fidelity interfaces.
* We discussed and compared our sitemaps and lo-fi interfaces and chose the design ideas/elements that looked like the best options to build a combined to-fi interface (fourth interface).
* We presented the fourth interface to the customers to get their feedback and comments
* Ideas we chose not to integrate into the combined fourth interface were presented as alternatives to see if the customer preferred those ideas better.

Customer Expectations

The customers expressed the following expectations from the site during the presentations:

* They prefer a 'login system' where professors and admin will sign in using a username/email and password to access the site. Each account should have separate roles (instructor, administrator or student).
* They want the Evaluation Matrix form to be filled by instructors directly on the site (no uploading of documents).
* They would prefer a feature for uploading a file that instructors can use to upload student work examples (assignments, exams, etc.).
* Submitted data should be historical; that is, one should be able to view data that goes beyond the past semester.
* Administrators would like a notification system where they can send notifications to instructors about upcoming deadlines, changes in process, etc.

Customer Feedback on our presentation

For our group's presentation, the customers provided the following feedback about their preference:

* They preferred the site map with two main buckets in the header menu so that the overall look on the homepage is simple.
* Customers favoured the presence of a notifications list and progress bar on the home page. It will act as a reminder and will motivate the instructor to submit their data.
* Customers did not support the usage of sliders to enter data relating to numbers in the form. They would prefer that users be able to enter actual numbers so that it is easy and fast.

Professors also expressed that they find it difficult to enter data relating to the number of students, especially in larger classes, as there are often discrepancies and missing information. Hence, they would like a feature where the system automatically extracts data from an uploaded excel file and informs them about any missing data or errors.

Going forward

As the project progresses, the customer feedback and comments received will be helpful as we proceed towards developing a high-fidelity prototype of the site.