Customer Satisfaction Report

Team: 3: Obsidian   Date: December 3, 2016_____
Customer: Ms. Marable_____   Report #:   5 ____

-    Has your team contacted you since the last Report? yes

-    If so, how (e.g., in person, e-mail)? In person and email

-    Are you satisfied with the amount of contact since the last Report? yes

-    Has the contact since the last Report been constructive? Please elaborate. Yes, they keep me informed via Skype and in person.

   - Do you feel that you know where your team is in the development process? Please elaborate. Yes. The team is preparing for their class presentation.

-    Are you, in general, pleased with your team's progress since the last Report? Please elaborate. Yes. It's looking good. I've seen the presentation and it's very well done. They've provided a very good Use Case Diagram and Site Flow Navigation chart. The user interface is clean and easy to navigate.

Comments (positive or negative): They did a great job of demonstrating teamwork and collaboration. They delegated duties and when one couldn't perform a particular task due to conflicts in scheduling for other classes, the group pulled together to help that person and get the job done. This is what it takes in the real world in order to have successful development projects. As an eLearning developer and one who has some experience with Business Analysis, this team has displayed a better level of cooperation than some of the teams I've seen and worked with. Well done.