

# SOFTWARE ENGINEERING CS301

## FEEDBACK FORM FROM CUSTOMERS

MIETEN-PLACEMENT CELL ANDROID  
APPLICATION

### **GROUP MEMBERS-**

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# FEEDBACK FORM 1

## CUSTOMER 1- MS. GEETICA RASTOGI

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FEEDBACK FORM

MS. GEETICA RASTOGI

- How easy was it to install our software?  
☐ Extremely easy ☐ Very easy ☐ Moderately easy ☐ Slightly easy ☐ Not at all easy
- How quick was the installation process for our software?  
☐ Extremely quick ☐ Very quick ☐ Moderately quick ☐ Slightly quick ☐ Not at all quick
- How user-friendly is our software's interface?  
☐ Extremely user-friendly ☒ Very user-friendly ☐ Moderately user-friendly ☐ Slightly user-friendly ☐ Not at all user-friendly
- How successful is our software in performing its intended task?  
☐ Extremely successful ☒ Very successful ☐ Moderately successful ☐ Slightly successful ☐ Not at all successful
- Overall, are you satisfied with the performance of our software and our team, neither satisfied nor dissatisfied with it, or dissatisfied with it?  
☐ Extremely satisfied ☒ Moderately satisfied ☐ Slightly satisfied ☐ Neither satisfied nor dissatisfied ☐ Slightly dissatisfied ☐ Moderately dissatisfied ☐ Extremely dissatisfied
- How likely are you to recommend our software and the team to others?  
☒ Extremely likely ☐ Very likely ☐ Moderately likely ☐ Slightly likely ☐ Not at all likely

- How approachable our team was

☒ Extremely approachable ☐ Very approachable ☐ moderately approachable ☐ very difficult to meet ☐ don't respond on time

How do you rate the technical competence of the team

☒ Extremely Talented ☐ Moderately Talented ☐ Not talented at all

Would you like to continue with our team in future

☒ Would love to work ☐ Will at least give a thought ☐ Will not consider at all

The project was done as a course project of CS 301. Would you like to participate in selecting the team from pool of students next time for another product?

☒ Would love to work all ☐ Will at least give a thought ☐ Will not consider at all

How much business time is saved by the tool/product developed by our team compared to your traditional way of doing the business(e.g. without this product/tool/software)

☐ 0-10 % ☐ 10-30% ☒ 30-60% ☐ 60-80% ☐ more than 80%

Do you think the product is helpful to increase the business turnover

☐ Quite sure ☒ It is likely to do so ☐ Don't know/can't say ☐ It was waste of time. No improvement at all.

How much percentage of your expectations /requirements are satisfied

☐ 100% ☐ 70-90 % ☒ 40-60% ☐ below 40%

If you were the course supervisor how would you evaluate the project?

☐ A+ ☐ A ☐ B ☒ B+ ☐ C+ ☐ C ☐ D+ ☐ D ☐ Below D

How would you rate the sincerity of the team

High

Any other suggestion/feedback/comment

☐ extremely sincere ☒ Good level of sincerity is there ☐ Moderate level of sincerity ☐ Not sincere at all

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0.2

## FEEDBACK FORM 2

### CUSTOMER 2- JAFFAR ANSARI

FEEDBACK FORM

— JAFFAR ANSARI  
(CIIC)

- How easy was it to install our software? *did not tested*  
☐ Extremely easy ☐ Very easy ☐ Moderately easy ☐ Slightly easy ☐ Not at all easy
- How quick was the installation process for our software? ~  
☐ Extremely quick ☐ Very quick ☐ Moderately quick ☐ Slightly quick ☐ Not at all quick
- How user-friendly is our software's interface?  
☒ Extremely user-friendly ☐ Very user-friendly ☐ Moderately user-friendly ☐ Slightly user-friendly ☐ Not at all user-friendly
- How successful is our software in performing its intended task?  
☒ Extremely successful ☐ Very successful ☐ Moderately successful ☐ Slightly successful ☐ Not at all successful
- Overall, are you satisfied with the performance of our software and our team, neither satisfied nor dissatisfied with it, or dissatisfied with it?  
☐ Extremely satisfied ☒ Moderately satisfied ☐ Slightly satisfied ☐ Neither satisfied nor dissatisfied ☐ Slightly dissatisfied ☐ Moderately dissatisfied ☐ Extremely dissatisfied
- How likely are you to recommend our software and the team to others?  
☒ Extremely likely ☐ Very likely ☐ Moderately likely ☐ Slightly likely ☐ Not at all likely

- How approachable our team was

☒ Extremely approachable ☐ Very approachable ☐ moderately approachable ☐ very difficult to meet ☐ don't respond on time

How do you rate the technical competence of the team

☒ Extremely Talented ☐ Moderately Talented ☐ Not talented at all

Would you like to continue with our team in future

☒ Would love to work ☐ Will at least give a thought ☐ Will not consider at all

The project was done as a course project of CS 301. Would you like to participate in selecting the team from pool of students next time for another product?

☒ Would love to work ☐ Will at least give a thought ☐ Will not consider at all

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How much percentage of your expectations /requirements are satisfied

☐ 100% ☒ 70-90 % ☐ 40-60% ☐ below 40%

If you were the course supervisor how would you evaluate the project?

☐ A+ ☒ A ☐ B ☐ B+ ☐ C+ ☐ C ☐ D+ ☐ D ☐ Below D

How would you rate the sincerity of the team 9/10

Any other suggestion/feedback/comment Excellent progress so far.

☒ extremely sincere ☐ Good level of sincerity is there ☐ Moderate level of sincerity ☐ Not sincere at all

*[Signature]*  
25/11/17