*POST MORTEM FOR PROJECTS OR WORK*

*Write down everything they say to get their perspective on our work. This is a great time to identify if you are hitting your value metric!*  
*Ask open-ended questions and let them talk. We’ll always get more information than we expected!*  
  
***Adjust these to your value metric!***  
  
1) Project Outcome  
*This is where we list the customer’s goals they laid out at the project onset. Did we*  
*meet each one?*  
  
2) Scope of Work  
*This is where we re-identify the scope of our work. Do they feel we completed the task?*  
*Were they satisfied that we completed this scope?*  
  
3) What could have been improved about the experience?  
*This is where we seek to understand where any issues arose, and how we can improve*  
*them. What were the issues, and how would they want that experience to be different?*

4) What did you learn from your instructor(s)? What was the best part of that experience?

*This is where we understand what the learner gained in terms of experinece or knowledge from the instituion. This typically involves an intention to teach something, and lets us know if we were successful.*

5) What did you learn from the other people involved (not the instructors)? What was the best part of that experience?  
*What knowledge did the learner gain from the non-institutional individuals involved on the project? If learners are finding value from other information, we can look at incorporating it into the course or project.*  
  
6) Would you refer us for this or other work to your peers?  
*The BIG question! Were thy happy enough with us to refer us? Do they know of any*  
*opportunities immediate or on the horizon? Could we utilize this (maintaining*  
*confidentiality) as a case study? If they were unhappy, what can we do to improve the*  
*experience and show them how valuable they are to us!*