

*17 October 2016
Team 85 Fluffies
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Dear Team 85 Fluffies,

On Wednesday the 12th of October we were presented with a demonstration of the package delivery website currently in development by your project development team. This letter to you is intended to provide you with constructive feedback in regards to the quality of the developed content and progress made since our last meeting. Our feedback will be based on what was presented to us, as well as the Sprint 3 tasks which were originally scheduled to be completed by this stage in development.

We'll first make general notes about the presentation itself. Overall, we were quite pleased with your interaction with us and the level of respect and articulation that was on display between members of your development team and ourselves. We were also satisfied in regards to the level of professionalism being expressed throughout. In comparison to our first meeting with your team, we found that this time you were all much more open to discussion when it came to differing opinions on aspects of the website being developed. You were open and appeared curious to hear our thoughts in relation to improvements or alterations to be made. When we voiced our thoughts, we felt that we were being listened to and we appreciate this.

Your presentation seemed semi-prepared, while there didn't appear to be a general structure to the presentation this wasn't cause for concern as the quality of each aspect we were being walked through didn't feel attenuated. There was one or two times where we had to wait, such as when you had to figure out the order ID that was placed for the purposes of the demonstration. While the reasons for the delay weren't specifically made clear to us, they appeared to be related to retrieving information from an email in which case a delay of that length is entirely understandable. For the final release though, we believe your presentation would benefit from improved structuring and planning ahead of time. But again, due to the casual intent of Wednesday's meeting, this was ultimately not a big issue.

Three members of your team took the majority of the presentation, overall showing a good level of confidence in regards to presenting and responding to questions by our team. While not every member contributed this wasn't cause for concern either as out of the members presenting and answering our questions we felt these members had sufficient knowledge to cover all the bases without the need to have every member speaking. Out of the members that didn't speak, they still showed attentiveness to the conversation and presentation which again

showed your team's overall moderate level of professionalism being shown within this interaction.

Now moving towards more of the technical progression of the website since your last demonstration. The first changes that your team demonstrated were some improvements and additions to the order form. We were quite pleased with the work done here as it is the primary function of the website. It adhered to the criteria whilst maintaining a visually appealing look and showed to be easy to follow when it comes to potential users visiting the website. Upon placement, a validation message showing that the order had been successfully scheduled was displayed without error, as well as a supplied order ID. Moments later, another team member showed us that the administration account had been notified of this order via an email containing relevant order information, showing overall excellent functionality of the website's inner architecture.

We were then shown the order tracking functionality which was accessed by entering the order ID and email. It then displayed the details of that order in a neat and acceptable fashion. Since placing and tracking orders were high priority tasks when it came to the general usability and functionality of the website, our team was quite pleased that they appeared to work effectively and without any issues. You also showed us that the manager login account has all essential manager permissions when logged in that other users don't have which is another aspect that is of high priority and that has been fulfilled. One request we had was to check that all links were functional. While you managed to demonstrate that most redirected to their intended locations, there were a number of social media links on one page that seemed to serve no purpose other than contributing to the aesthetics of the page. As we discussed during the meeting, we felt that such links were redundant considering social media accounts were never planned or intended during development. So while we appreciate the intent, we feel they should be removed or perhaps amended to indicate that they are **"coming soon"**. Finally, as discussed, we felt that the 'rocketship' template design for the site felt slightly out of place. If time permits we would like to see a more original take on your site's design, or at the very least the removal of the stock rocket ship.

In regards to our expectations at this stage in development, we've been shown that most of the planned user stories have been successfully completed. Our team was pleased to learn that at the very least all of the high priority user stories had been completed. We were satisfied at the explanation that the delay in some of the other user stories were due to the fact that more time had been put into bug fixing and other issues that have arisen during development. We ask at this point on to ensure that the package cost calculator that you specified in our meeting will be accessible to the public via the homepage. As well as adding a bit more worded information about the package delivery service itself to the 'Home' or 'About Us' page that includes relevant information about costs and terms of service information. And of course any additional user stories that were planned for release 2.

Overall we are happy with the progression in development of the website and the manner and quality at which you presented it to us. We also reiterate our thoughts to continue to allocate tasks to team members in an efficient and logical manner as time continues to become scarcer at this stage in development. From what we've seen your team has definitely improved on this aspect.

With kind regards,

Team Hawke (86)