



# WEB DEVELOPMENT TEAM'S CLIENT EXPECTATIONS

## We CAN Help Clients

- **Information Systems**
  - Research
  - Data Visualization and database/ERP consulting
  - Software Tutorials
  - IT investment cost-benefit analysis
- **Site Development**
  - Initial website design planning
  - Set up E-commerce
  - Provide tutorials on different website platforms
- **Web Consulting**
  - SEO reports and implementation instruction
  - Link building (outbound vs internal)
  - UX/UI analysis

## We CANNOT Help Clients

- Maintain continued database organization
- Implement cybersecurity software implementation
- Carry responsibility for website maintenance
  - Upon completion of a website, the ownership & responsibility of the website is the client's (we will communicate instruction).
  - Any changes made to a website during our project timeline with a client must be communicated to our team.

# Time Frame of Projects

## Initial Contact

- Clients will hear from our team upon the request of services/beginning of an assignment.
  - Basic client information (name, contact info, type of business, service interest, etc) will be requested.
  - Depending on the size of the project & the client's requests, we will either meet over email or set up an initial meeting/phone call.
- Clients are expected to send relative project-related material and confirm requested service(s) **PRIOR TO** starting of projects via email.
  - Upon reviewing the requested services, a client is directed to work with a given manager/division from our team.
- Our team will share a project timeline within 2-3 days after the initial meeting with a client.

## Project Work

- Short projects (basic site page/resources) will take around 3 weeks.
- Longer projects (E-commerce, SEO work) will take around 5 weeks.
- Communication on a weekly basis from the client's assigned team manager or division director.
- Clients must attend all meetings agreed upon by both parties.
  - If a client is unable to make a meeting, they must let our team know as soon as possible.
- Once completion of a project is confirmed with a client, our team will send a wrap-up email.
  - Clients will be asked to complete a feedback survey (which we greatly appreciate clients to fill out for our own future records).

**Questions or Interested in Working with Us?**

**Contact: [fbdc@fordham.edu](mailto:fbdc@fordham.edu)**