

1. **"Customer Portal"** - will this replace the "Partner Portal" on the current site?  
No

2. **"Customer Portal"** - will this have individual logins for each customer, or a single password login?

If we are to have a "Customer Portal", it could be used for potential or existing Classroom Training customers to communicate with staff regarding appointments, exchange of forms, etc. It could be set up similarly to the current "Partner Portal." Customers would have individual logins to assure privacy.

3. **"Customer Portal"** - what type of content? Text, images, and files (PDF, doc, excel)? A single page or more?

Text, images, and files (PDF, doc, excel). Probably a single page for login and a single page for content after login

4. **"Customer Information Packets"** - will this be a page with downloadable documents? Or something else?

Yes -- Forms staff send to customers in preparation for application appointments

5. **"Progress bar with reward..."** - which processes does this refer to? And what would be the "reward"?

Progress Bar" would simply be showing the completion of the necessary steps to processes customers may have to complete

6. **"Videos"** - Provide method of posting PRPC-produced products" - does this refer to a method to add videos?  
Yes

7. **"Center orientation information"** - will this be a page with copy, images, and files, or something else?

Copy, Images, and files