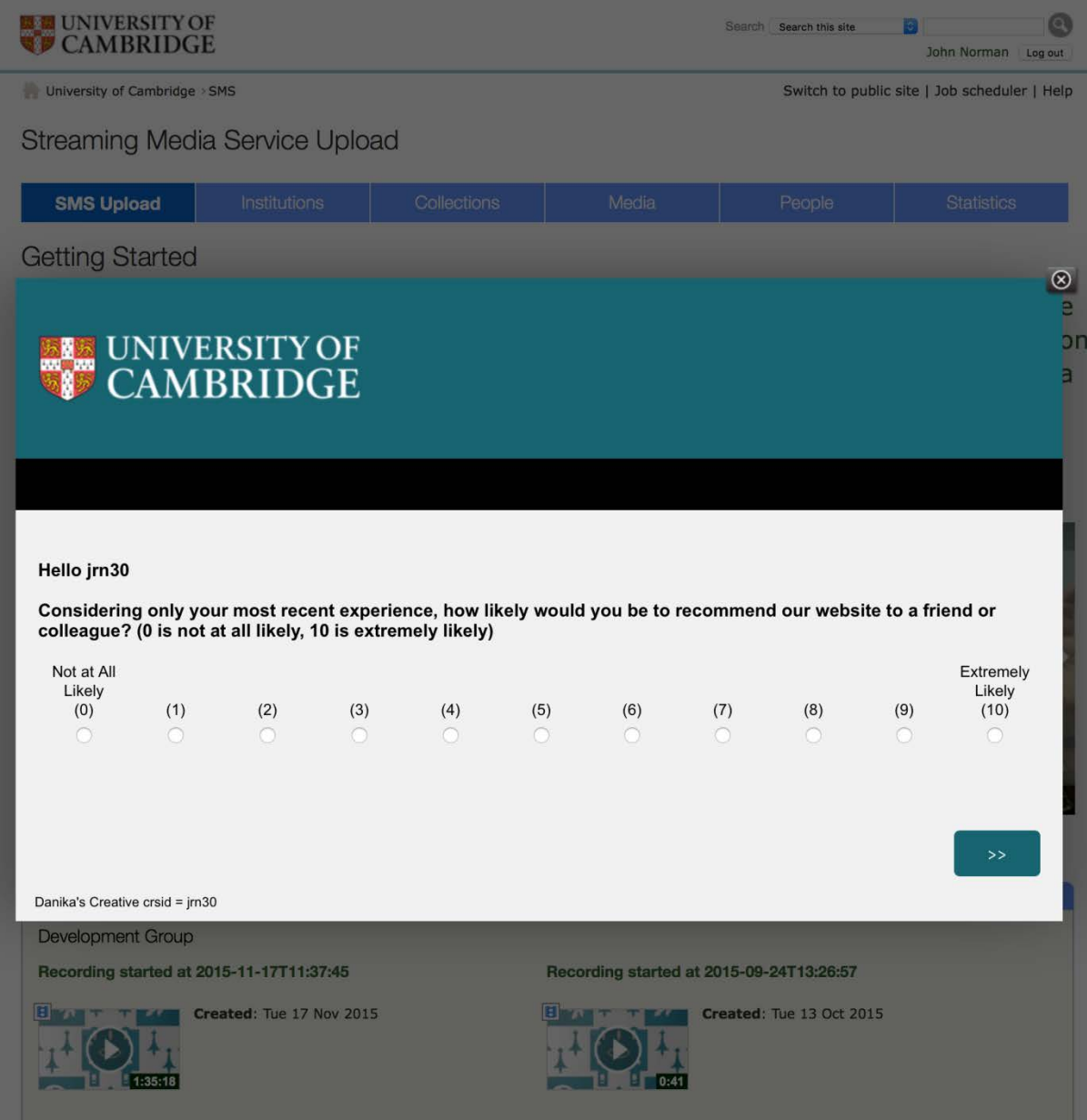# User satisfaction metrics

A proof of concept has been implemented for collecting Net Promoter Score[1] using the Qualtrics Site Intercept product.

The screenshot below illustrates the test question in use:

The proof of concept test is now being extended to establish that it can be administered on enterprise systems via the load balancer. If this test is successful, we anticipate being able to start collecting data before the summer. This is a single question that will be asked as a user finishes using a system. Thus it is different to the longitudinal customer satisfaction survey that is also planned. Net Promoter Scores can be compared to external systems to benchmark user satisfaction and the evolution of the metric can be monitored on a continuous basis.

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[1] http://www.qualtrics.com/research-suite/net-promoter-score/

Now that we have a certain confidence that we can monitor this metric, the User Needs Committee is invited to comment on the desirability of doing so.

John Norman
2 February 2015