

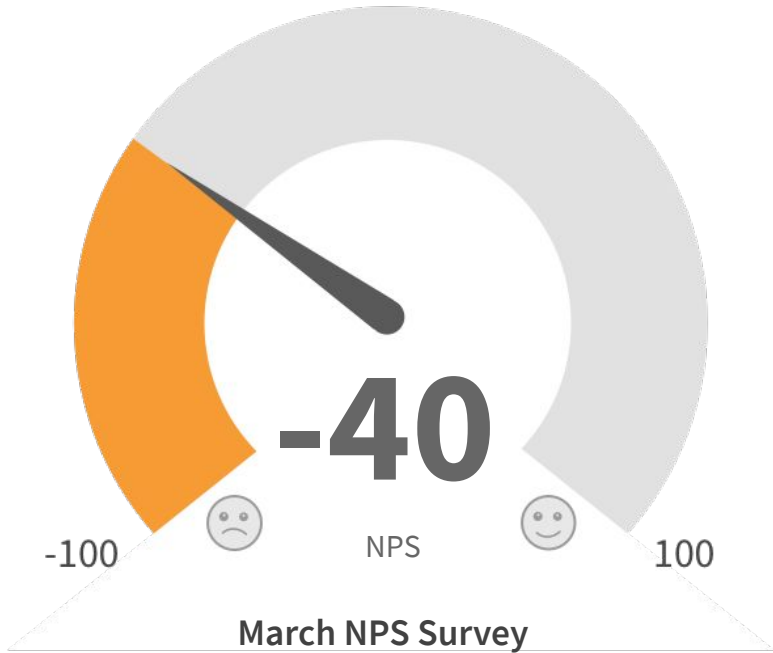
VSP Monthly Customer Feedback Rollup

March 2020

Net Promoter Score

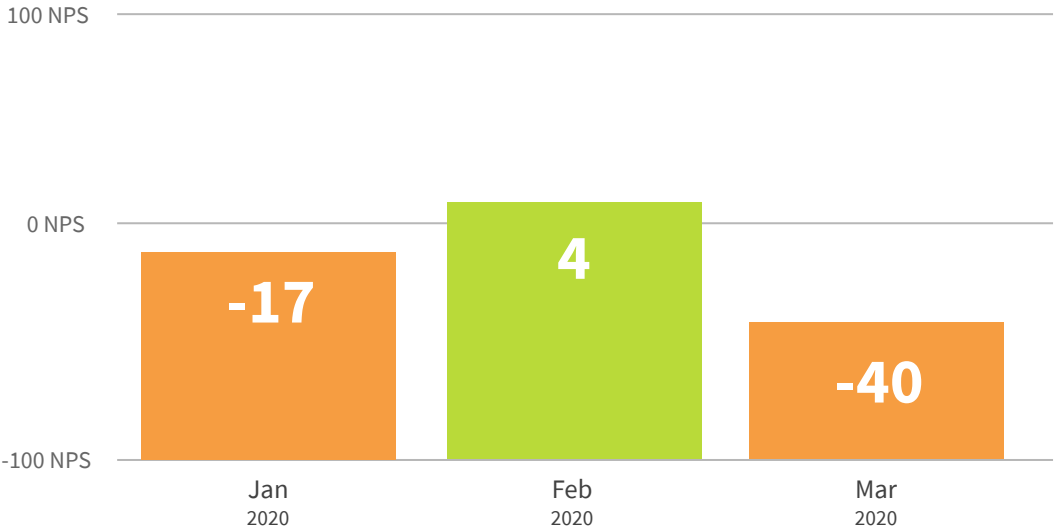
20 responses
(out of ~100 VFS team members)

OVERALL SCORE

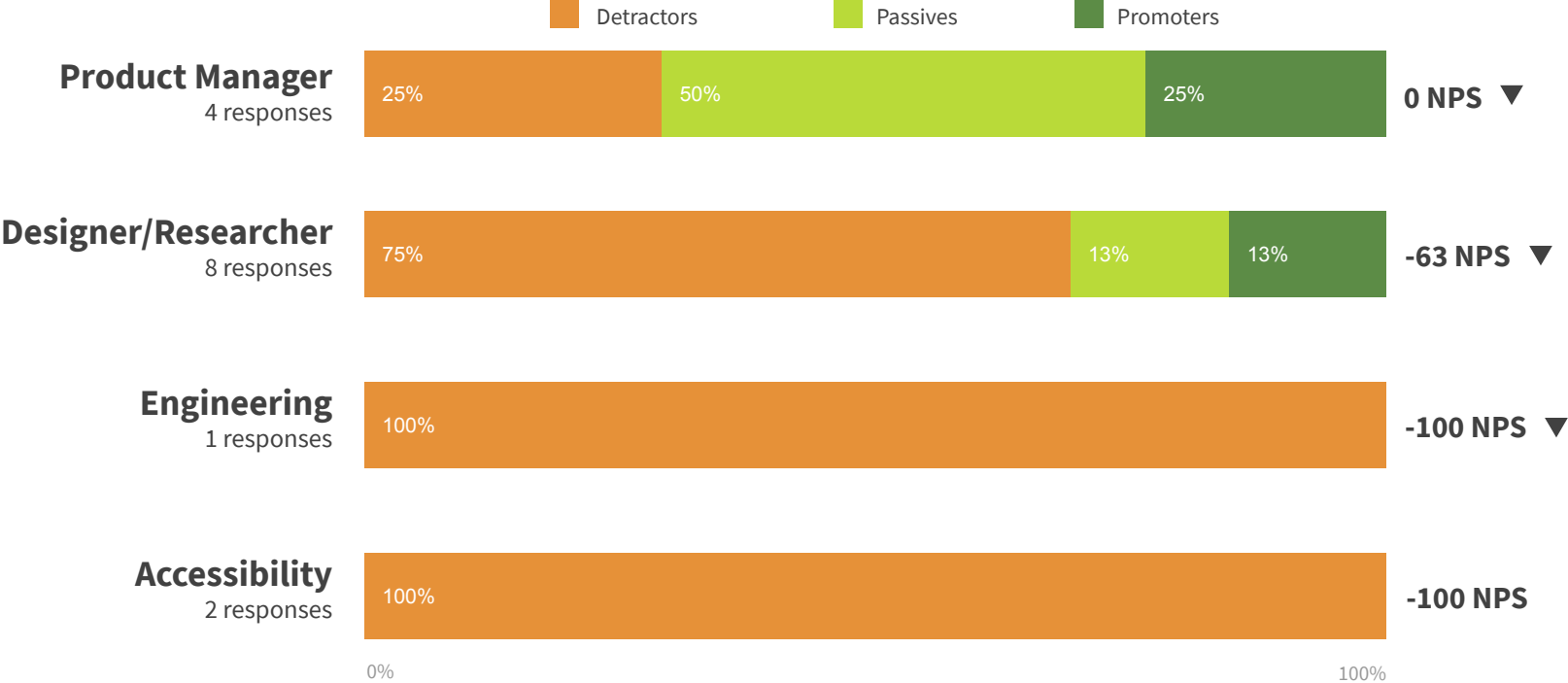


Detractors ▲	Passives ▼	Promoters ▼
55%	30%	15%

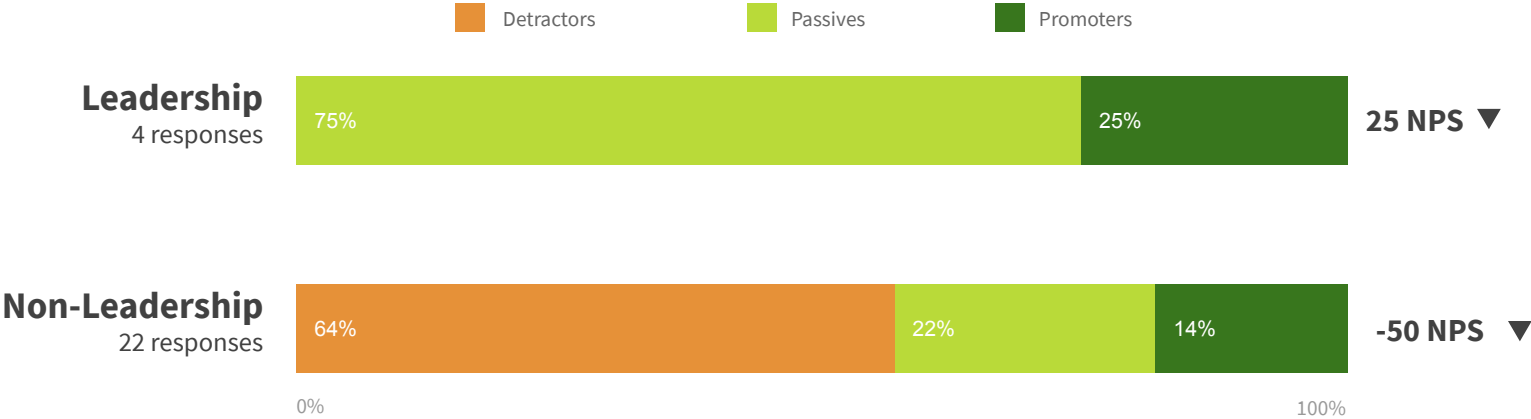
OVERALL SCORE



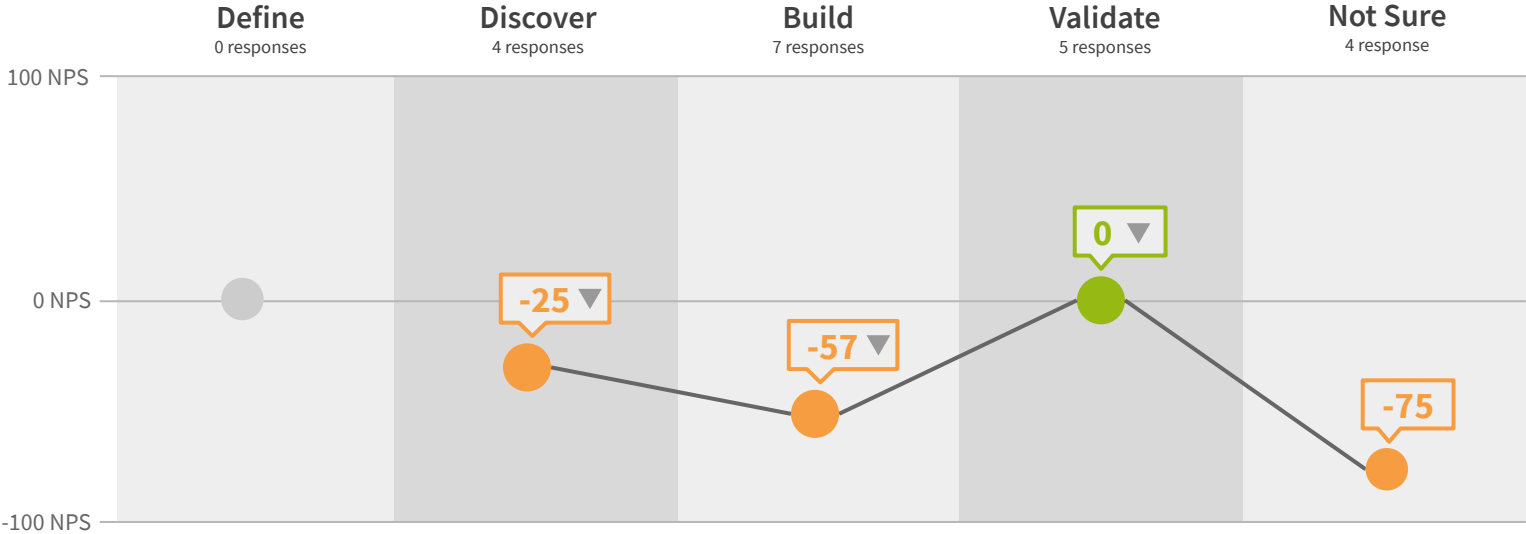
SCORE PER ROLE



SCORE PER ROLE



SCORE PER STAGE OF DEVELOPMENT



**Progress made since
last month**

NPS score

FEBRUARY

Theme 3

A complex tech stack leads to downstream support issues

Solutions in progress

FE Tools building a code isolation framework for apps.

Ops overhauling platform infrastructure to decrease complexity for VFS teams.

[Link to ZenHub ticket](#)

NPS score

FEBRUARY

Theme 4

Platform documentation is lacking

Solution in progress

Content & IA team researching documentation tooling solutions.

[Link to ZenHub ticket](#)

What we've heard this month

NPS score

Theme 1

Some see the value of the platform

NPS score - Theme 1

“They ideally will take care of the things that should be commoditized across VFS teams.”

- *Product Manager*

“Collective, iterative input is making the process and tools better. ”

- *Designer/Researcher*

“The platform is a great single front door for Veterans to access all the services they need.”

- *Leadership*

“I know the work that they are capable of.”

- *Leadership*

Theme 2

VFS teams would benefit from improvements to documentation for Forms and Accessibility

NPS score - Theme 2

“We'd like to see some improvements to the Forms documentation, and would also like to talk about how VSA and VSP should engage to improve it. Several of our VSA developers have suggested a meeting (rather than just slack) so that they can hear VSP talk more concretely about the improvements that will be coming to the VSP documentation, including Forms. They would like that session to have a Q&A as well. I believe if certain things were documented it would cut down on the questions we are asking, speed up the on-ramping of new developers.”

- *Leadership*

“Documentation is unclear and unmanageable. It's hard to find accurate information. Sometimes staff is overburdened and cranky.”

- *Accessibility Specialist*

Theme 3

VFS teams would benefit from clear communication of platform standards

NPS score - Theme 3

“Lack of clarity on how to engage, obtain guidance and feedback, insights on changes, and how to contribute.”
- *Accessibility Specialist*

“Things seem kind of disorganized and not consistent in the way we implement changes...there is not a lot of direction or guidance about standards/design patterns that should be followed. Too many teams working on the same code base without any consistency.”
- *BE Engineer*

“We need a way to have consistency in our Veteran solutions. The platform needs a human-centered design approach, and is too brittle as it is now. When I get feedback from some reviewers in comments and some in tickets it creates confusion on my team. I understand this is new for everybody and a work in progress. It creates a lot of animosity with our client, DEPO.”
- *No role provided*

“VPS has the 30K view of VA.gov. We can't begin to see the big picture from the team level.”
- *Product Manager*

NPS score

Next steps:

- Explore ways to generate additional quantitative feedback.
- Take a pulse again in Q2.
- Follow up with VFS individuals who identified themselves.
- Integrate pain points into Service Blueprint.