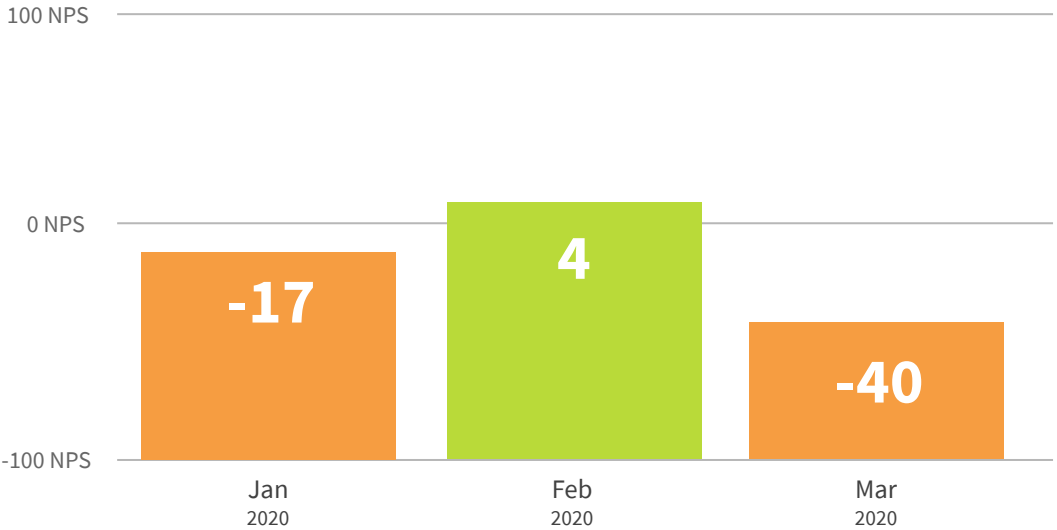


# **Q1 2020 VSP NPS Survey Summary**

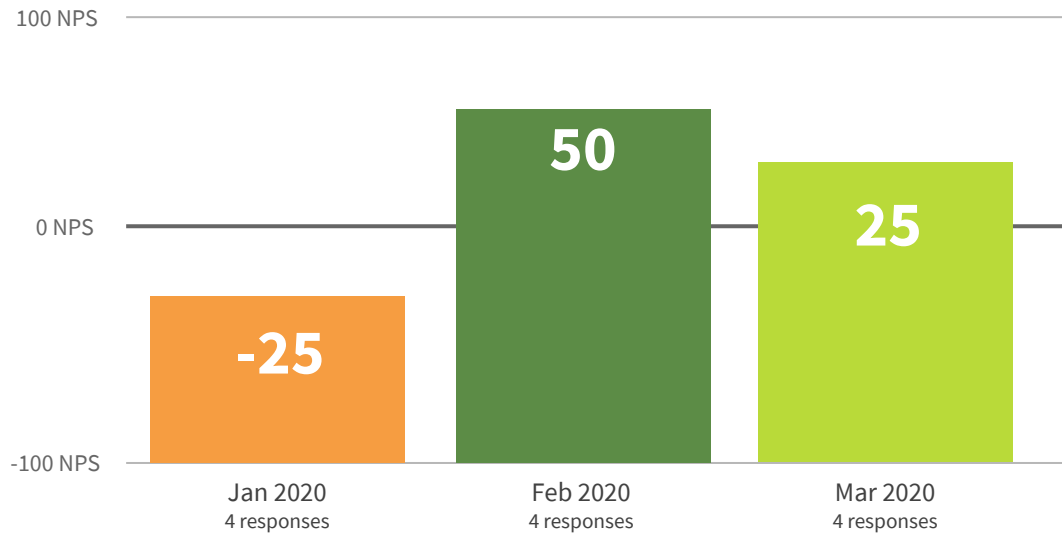
# Net Promoter Score

66 responses (3 surveys)

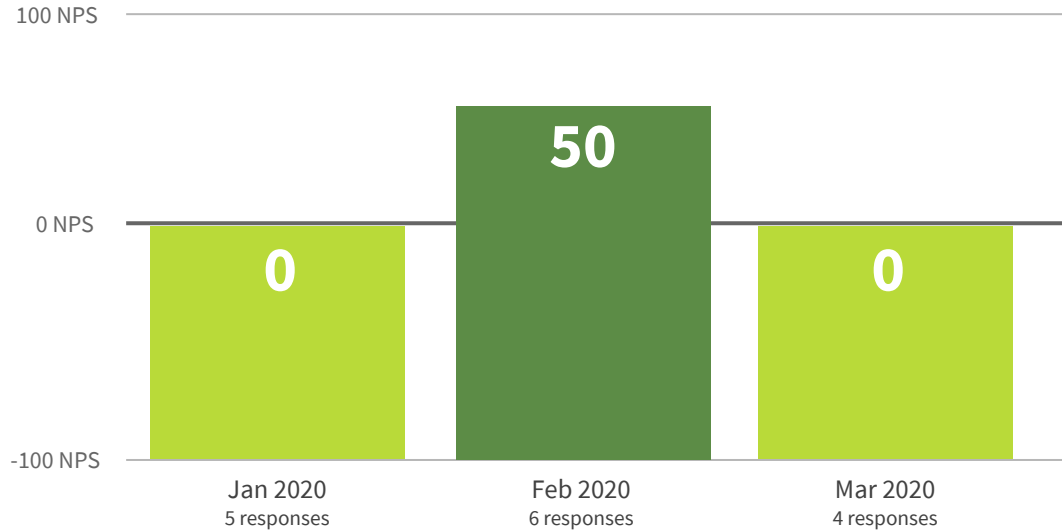
# OVERALL SCORE



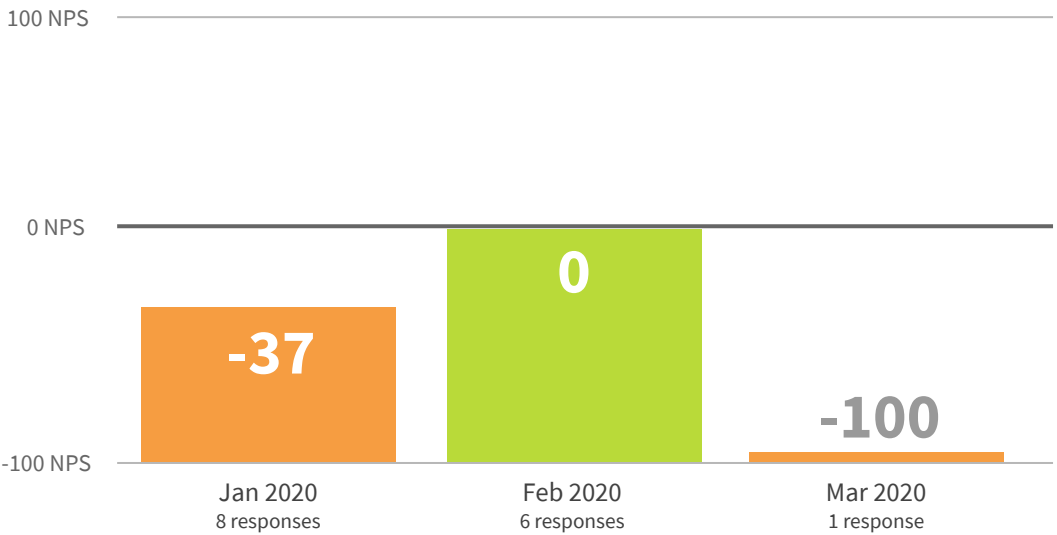
# LEADERSHIP



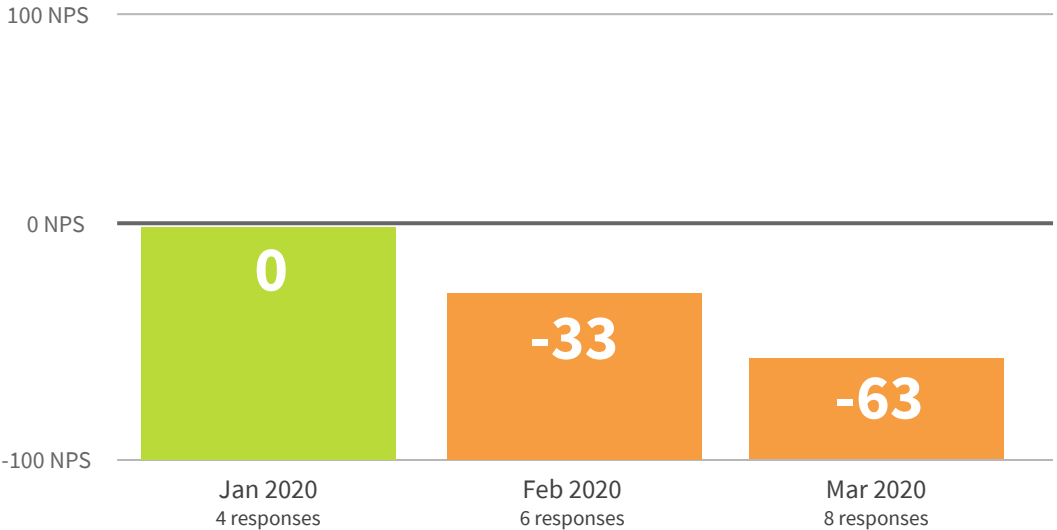
# PRODUCT MANAGEMENT



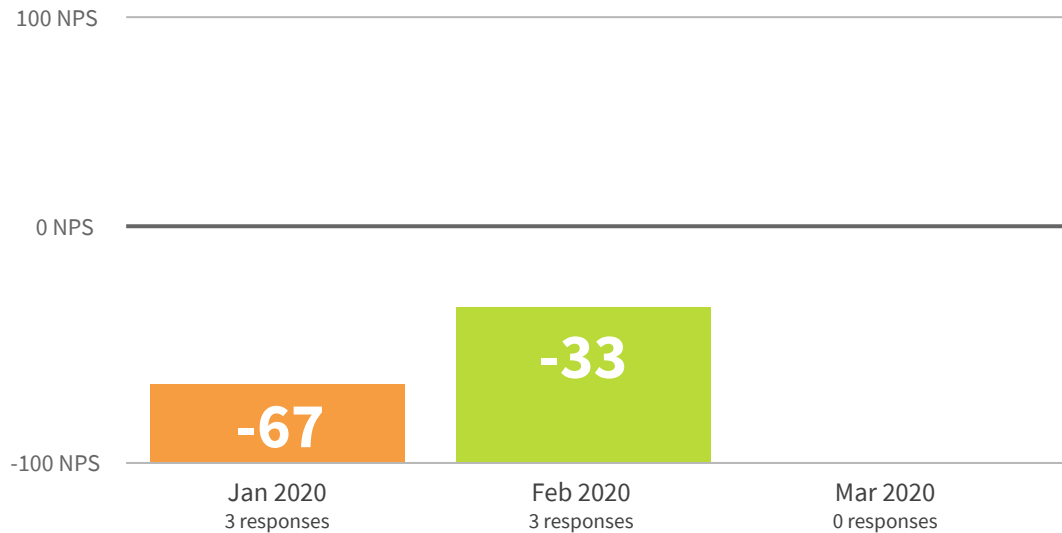
# ENGINEERING



# DESIGN / RESEARCH



# CONTENT / WRITING





# FEEDBACK THEMES

Pain Point Area	JAN	FEB	MARCH
Documentation	Engineering documentation can be improved.	Platform documentation is lacking.	Improve documentation for Forms and Accessibility
Processes and Systems	The review process is frustrating.	A complex tech stack leads to downstream support issues.	VFS teams would benefit from clearer communication of platform standards