

# NPS Evaluation Report

**Project Name:** Moodle Usability

**Description:** Moodle is a platform widely used in different Centres of the University of Guadalajara, Mexico to support academic resources, hybrid or fully online courses.

**Net Promoter Score** The NPS (Net Promoter Score) is a metric used to measure customer loyalty and satisfaction with a company, product or service. It was developed by Fred Reichheld and has become a standard tool in the field of customer experience management.

# User	Role	Culagos	Cunorte	Cutonalá
4	Visual disability	4	7	3
6	Visual disability	4	7	3
12	Visual disability	6	1	5
2	Visual disability	3	2	1
5	Hearing disability	6	8	5
10	Hearing disability	6	7	7
13	Hearing disability	5	5	1
15	Hearing disability	5	8	8
1	Touch disability	7	6	5
3	Touch disability	6	8	8
7	Touch disability	7	8	7
8	Touch disability	6	7	7
9	Touch disability	5	5	1
11	Touch disability	1	2	7
14	Touch disability	6	8	6