

# Net Promoter Score feedback survey

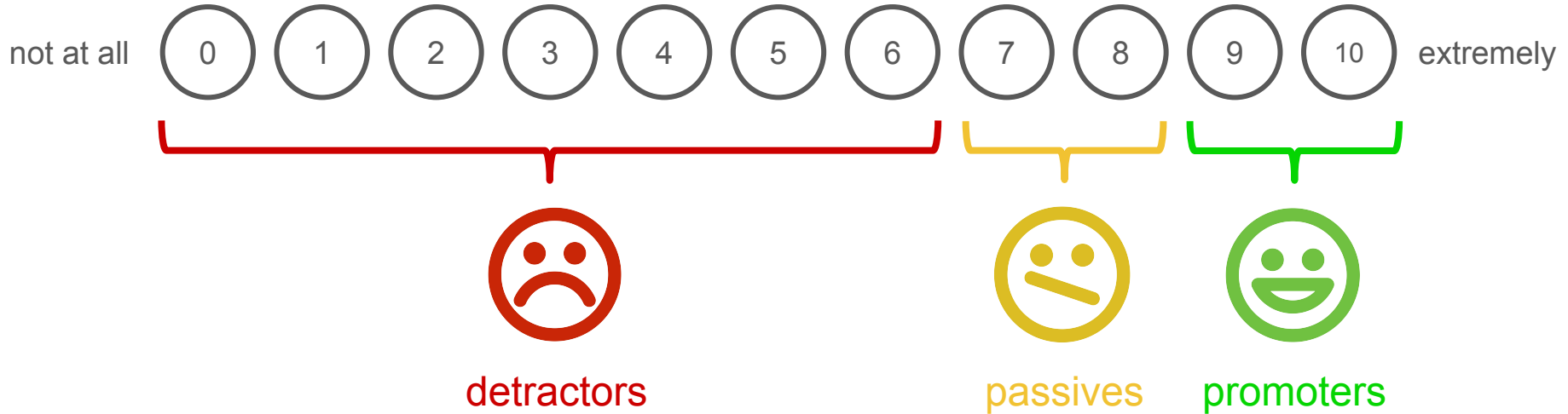


A tool for opening and closing feedback loops

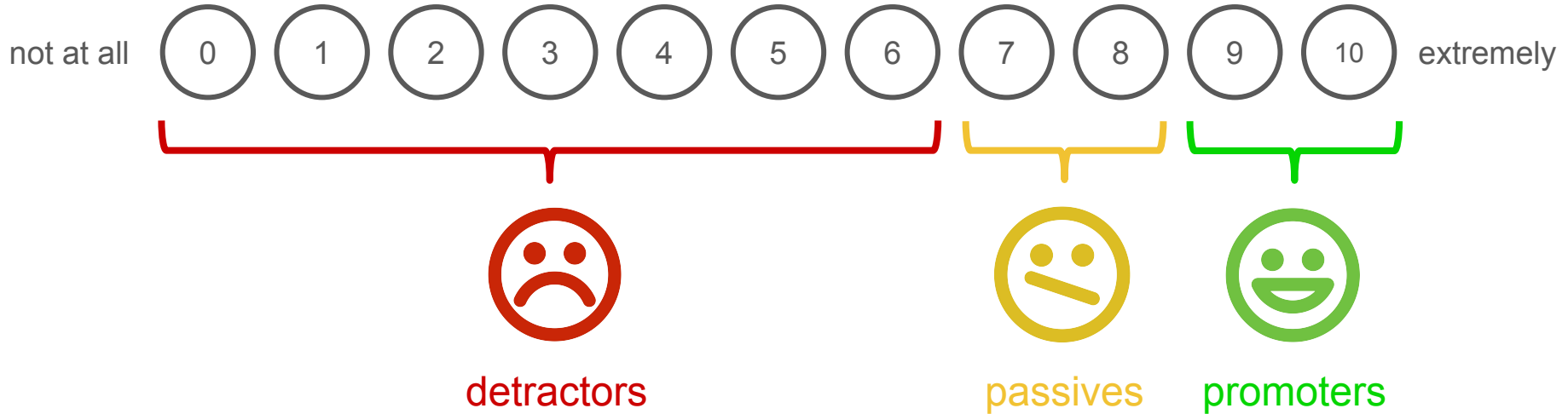
How likely would you be to recommend  
\_\_\_\_\_ to a friend?



# How likely would you be to recommend \_\_\_\_\_ to a friend?



# How likely would you be to recommend \_\_\_\_\_ to a friend?



$$\% \text{ 😊 } - \% \text{ 😞 } =$$

Net promoter score

Numbers are great...

but tell me **WHY**

# EMS Recruitment Insights Campaign

Thank you for working with us. Help us up our game by giving us feedback on your experience with the Innovation Office.

\* Required

Based on your experience with the Innovation Office during the Recruitment Insights campaign, how likely would you be to recommend working with the Innovation Office to others? \*

0 1 2 3 4 5 6 7 8 9 10

not at all likely            extremely likely



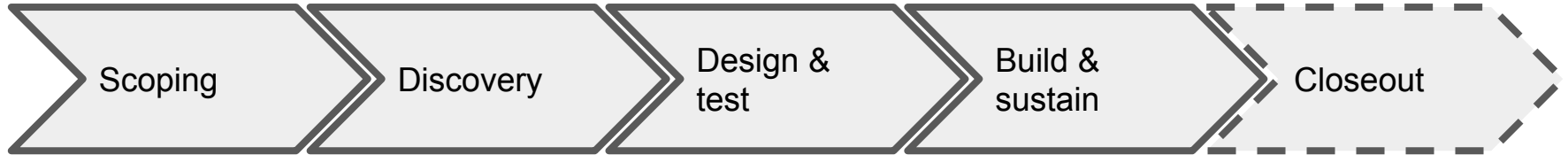
What feedback do you want to give us? (For example, what worked, what could have been better, what else did you observe?)

Your answer

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<b>Engagement</b>	<b>Responses</b>	<b>Promoters (scores 9-10)</b>	<b>Passives (scores 7-8)</b>	<b>Detractors (scores 0-6)</b>	<b>Net promoter score (% promoters - % detractors)</b>
OOI generic	32	14	10	8	19%
ARR shareout	7	6	1	0	86%
Reverse pitch	1	1	0	0	100%
HHS Lead Academy	12	7	3	2	42%
Permitting planning workshop 1/10/17	6	5	1	0	83%
Basadur LEAPS 2/1/17	8	2	6	0	25%
<b>TOTAL</b>	<b>66</b>	<b>35</b>	<b>21</b>	<b>10</b>	<b>38%</b>

# Opportunities to gather feedback throughout projects





# Close the feedback loop

- Share themes from the feedback
- Tell respondents what you're going to do
- Explain how past feedback impacted current actions

## **\*\*MAKE A COPY BEFORE EDITING\*\***

### **[title - customize for your audience]**

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Thank you for working with us. Help us up our game by giving us feedback on your experience with the Innovation Office.

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Based on [EVENT/DELIVERABLE], how likely would you be to recommend working with the Innovation Office to others? \*

0 1 2 3 4 5 6 7 8 9 10

not at all likely            extremely likely

What feedback do you want to give us? (For example, what worked, what could have been better, what else did you observe?)

Long answer text

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