Brian L Moore
Design Document: Success Measurements
INFM480: Research Methods & Project Planning
Dr. Zhiling Long
April 10, 2025

Success Measurements for the Nurse & MA Assessment Project

1. User Engagement & Participation

- *Completion Rate:*
  - Percentage of RNs, LPNs, and MAs who fully complete the assessment after starting.
    Target: $\geq 80\%$
- *Level Progression Rate:*
  - Percentage of users who progress from Level 1 to Level 2 and Level 3.
    Target: $\geq 60\%$
- *Average Time Spent per Level:*
  - Track how long users engage with each quiz level to identify user flow friction.

2. Assessment Performance Metrics

- *Pass Rate Per Level:*
  - Measure how many users meet the 60% threshold at each level.
    Target: Balanced distribution (avoid too easy or too hard)
- *Skill Category Weaknesses Identified:*
  - Use analytics to show the most commonly missed soft skills (e.g., communication, critical thinking).
- *Feedback Utilization Rate:*
  - How many users revisit or retake the quiz after receiving feedback.
    Target: $\geq 30\%$

3. System & Technical Performance

- *System Uptime:*
  - Percentage of time the platform is live and accessible.
    Target: $\geq 99\%$
- *API Response Time:*
  - Backend responsiveness to frontend quiz actions.
    Target: $\leq 500ms$
- *Bug/Error Rate:*
  - Number of technical issues per 100 sessions.
    Target: $\leq 2\%$

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4. User Satisfaction & Usability

- *Net Promoter Score (NPS):*
    - Gather post-assessment feedback asking users if they'd recommend the tool.
- *User Feedback Ratings:*
    - Average user satisfaction score with the quiz experience (1–5).
      Target: ≥ 4.0
- *Accessibility & Mobile Compatibility:*
    - Confirmation from testers that UI functions smoothly across devices.

5. Stakeholder Adoption & Outcomes

- *HR/Clinical Admin Usage Rate:*
    - How often hiring teams access the admin dashboard or export results.
      Target: ≥ 80% of active HR users
- *Hiring Decision Influence:*
    - Percentage of hiring managers who say the assessment influenced their decision.
      Target: ≥ 70%
- *Integration into Onboarding or Hiring Policy:*
    - Adoption of the assessment as a formal screening tool.