The WritersUA User Assistance Tools Survey

This Tools Survey is designed to provide our community with a guide to the relative popularity and satisfaction of a number of tools. If you specialize in the area of software user assistance, please take a few moments to contribute. You can answer as much or as little of the survey as you choose. This is the only page.

As always, the results will be publicly posted on this very same web site for your free reference. The results are currently available for the 2013 Tools Survey. Thank you for participating in the User Assistance Tools Survey!

This survey requires you to enter your name and a valid email address. This is necessary in order to validate the data and avoid unfair voting practices. By default, this information will be deleted as soon as we process the survey responses. If you would like us to use this information to contact you about future surveys and news, select the Opt In checkbox.

[*] First Name  [*] Last Name  [*] eMail Address

Opt In for future contact. Default is NO.
Yes

The default response for all items is a non-answer. You are free to skip as many items as you like. For each item of interest, you can choose to give it a rating or indicate that you don't use it. Continue to scroll through the items until you reach the comments box and Submit this survey button.

For each of the following authoring tools and utilities that you currently use, rank its overall importance in your development efforts.

5 Very Important  4  3  2  1 Unimportant  Not used

Vasant CMS
Vasant
FAR HTML
The HelpWare Group
Visio
Notepad++ Author
Don Ho

WebWorks
ePublisher
Quadralay

Morae
TechSmith

Fireworks
Adobe

Flare
MadCap Software

Presenter
Articulate

Alconost Help
Alconost

Illustrator
Adobe

Flex
Adobe

Live Content
Architect
SDL

Presenter
Adobe

HelpStudio
Innovasys

ClickHelp
ClickHelp

CorelDesigner
Corel

Captivate
Adobe

Dreamweaver
Adobe

InDesign
Adobe

UltraEdit
IDM

Dr. Explain
Indigo Byte

Expression
Microsoft

SnagIt
Other (please specify). We have purposefully left Office tools like Word and Excel off this list.

We appreciate receiving any comments that you have about this survey—please use the text box below.