Customer Survey
CampusVue's Help System

"This is an opportunity for you to give us feedback about the online help system, manuals, and training. We want to know how we can help you better use the Campus Management's help system (i.e. CampusVue, CampusPortal) and training. This should only take about 15 minutes of your time".

(NOTE to self: Need to know what products each customer uses and investigate their background – talk to the project managers first. What role to the people I'll be talking to play?)

1) Is the help system informative, intuitive, easy to navigate and use, and relevant to your needs? Examples.
2) How often is online help vs. manuals used? If manuals, what department(s)?
3) How do new users obtain assistance when in training - using the online help/manuals? What type of training do they currently receive – from a coworker? (Note to self, find out first)
4) Would a fundamentals, installation, programmers guide (or other) be helpful? (Note to self, find out first)
5) Would you benefit from online e-learning, tutorials, demos, or WebX's if they were incorporated into the help system? How?
6) Online help is/has been:
   ≅ Easy to use
   ≅ Sometimes helpful
   ≅ Not much help
   ≅ Difficult to use
7) What feature of the online help system does your campus(s) most likely use (F1, contents, search, index, favorites, links)? What do they rarely use?
8) Are the steps easy to understand and correspond to the content? Examples.
9) What are your comments on the graphics.
10) Do most of your users know the help system is out there?
11) Do you use any other sources of information for assistance with our product (i.e. web, release notes, white papers) and how often do these get referenced?
12) What would be helpful that is not in the current help system?
13) If you had $100 to invest in improving the content and quality of the help system, how would you distribute this amount amongst the following: (in $ amounts)
    ≅ Getting started and training information (such as forums, e-learning, tutorials, demos, or WebX's)
    ≅ Manuals
    ≅ Improving the navigation of the online help system (search, content, favorites, index, links)
    ≅ Improving the content of the online help system (steps and images)
    ≅ Other _____

14) Overall, how satisfied are you with CampusVue/Portal's training, help system, and manuals?