

Help Authoring: Who, What, and How

October 01, 2008

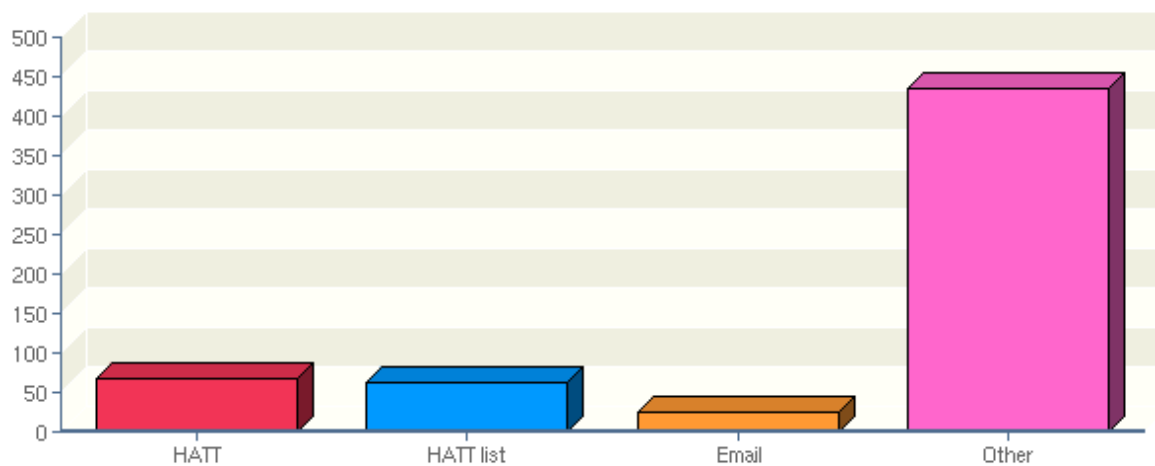
Response Sources

Source	Count	Percentage
No Referer (Possibly Email)	409	66.50%
www.760clan.com	2	0.33%
hat-matrix.com	24	3.90%
forums.madcapsoftware.com	39	6.34%
tech.groups.yahoo.com	12	1.95%
www.bloglines.com	3	0.49%
flare-forum.helpdesign.eu	3	0.49%
hatmatrix.com	2	0.33%
us.mc593.mail.yahoo.com	1	0.16%
www.idratherbewriting.com	23	3.74%
us.mc569.mail.yahoo.com	1	0.16%
us.mc904.mail.yahoo.com	1	0.16%
www.google.com	7	1.14%
beta.mailcenter2.comcast.net	1	0.16%
mail.google.com	5	0.81%
www.new.facebook.com	1	0.16%
cybertext.wordpress.com	2	0.33%
us.mc317.mail.yahoo.com	1	0.16%
bl133w.blu133.mail.live.com	1	0.16%
twitter.com	1	0.16%
bl138w.blu138.mail.live.com	1	0.16%
nz.f960.mail.yahoo.com	1	0.16%
groups.yahoo.com	7	1.14%
ru.mc513.mail.yahoo.com	1	0.16%
helpstuff.com	4	0.65%
us.f550.mail.yahoo.com	1	0.16%
us.mg2.mail.yahoo.com	5	0.81%
ca.mc306.mail.yahoo.com	2	0.33%
us.f300.mail.yahoo.com	1	0.16%
mailcenter3.comcast.net	1	0.16%
bl142w.blu142.mail.live.com	1	0.16%
webmail.aol.com	2	0.33%
by117w.bay117.mail.live.com	1	0.16%
by109w.bay109.mail.live.com	1	0.16%
by108w.bay108.mail.live.com	1	0.16%
webmail.wowway.com	1	0.16%
us.mc509.mail.yahoo.com	1	0.16%
webmail.columbus.rr.com	1	0.16%
mailcenter.comcast.net	1	0.16%
by134w.bay134.mail.live.com	1	0.16%
www.newsgator.com	1	0.16%
us.f843.mail.yahoo.com	1	0.16%
webmail.west.cox.net	1	0.16%
my.yahoo.com	2	0.33%
webmail.pas.earthlink.net	1	0.16%
us.mc346.mail.yahoo.com	1	0.16%
ca.mc882.mail.yahoo.com	1	0.16%

Source	Count	Percentage
b10.mail.yahoo.com	1	0.16%
madcapsoftware.wordpress.com	9	1.46%

by111w.bay111.mail.live.com	1	0.16%
in.mg50.mail.yahoo.com	1	0.16%
760clan.com	1	0.16%
www.flare-forum.helpdesign.eu	1	0.16%
bl145w.blu145.mail.live.com	1	0.16%
by115w.bay115.mail.live.com	1	0.16%
bl149w.blu149.mail.live.com	1	0.16%
www.freelists.org	1	0.16%
us.mc588.mail.yahoo.com	1	0.16%
in.mc945.mail.yahoo.com	1	0.16%
www.adobe.com	13	2.11%

1. Where did you hear about this survey?



Item	Count	Percent %
HATT	68	11.53%
HATT list	62	10.51%
Email	25	4.24%
MadCap	14	2.37%
MadCap Software	9	1.53%
HATT Yahoo group	8	1.36%
I'd Rather Be Writing blog	7	1.19%
MadCap Forum	7	1.19%
Jenna Crumley	6	1.02%
madcap newsletter	6	1.02%
HATT digest	5	0.85%
HATT mailing list	5	0.85%
MadCap Forums	5	0.85%
Flare Forum	4	0.68%
Friend	4	0.68%

Item	Count	Percent %
HATT forum	4	0.68%
I'd Rather Be Writing	4	0.68%
idratherbewriting.com	4	0.68%
internet	4	0.68%
Madcap Flare forum	4	0.68%
Madcap sales rep	4	0.68%
Sharon Burton's blog	4	0.68%
Tom Johnson's blog	4	0.68%
1. HATT list	3	0.51%
AIT user group	3	0.51%
author-it user group	3	0.51%
Blog	3	0.51%
HATT listserv	3	0.51%
http://www.idratherbewriting.com/	3	0.51%
STC	3	0.51%
tom johnson	3	0.51%
website	3	0.51%
A friend	2	0.34%
Adobe forum	2	0.34%
adobe robohelp forum	2	0.34%
austechwriter mailing list	2	0.34%
AusTechWriters List	2	0.34%
authorit yahoo group	2	0.34%
authorit-users group	2	0.34%
colleague	2	0.34%
e-mail	2	0.34%
forums.madcapsoftware.com	2	0.34%
Google	2	0.34%
HAT	2	0.34%
Hat Matrix	2	0.34%
HATT email list	2	0.34%
HATT Group	2	0.34%
HATT@yahoogroups	2	0.34%
HATT@yahoogroups.com	2	0.34%

MadCap email	2	0.34%
MadCap representative	2	0.34%
MadCap Software email	2	0.34%
Online	2	0.34%
RoboHelp forum	2	0.34%
STC CIC SIG list	2	0.34%
STC CIC SIG Mailing List	2	0.34%
STC Lone Writer's SIG	2	0.34%
STC Lone Writers SIG	2	0.34%
User Group	2	0.34%
vendor	2	0.34%
writer river	2	0.34%
wwp users group	2	0.34%
wwp-users	2	0.34%
Yahoo HATT Group	2	0.34%
austechwriter	1	0.17%
"I'd Rather be Writing" blog	1	0.17%
a friend on the HATT	1	0.17%
A friend.	1	0.17%

MadCap email	2	0.34%
a tech writing blog	1	0.17%
A technical writing blog	1	0.17%
ADOBE Robohelp community	1	0.17%
Adobe RoboHelp forums	1	0.17%
Adobe RoboHelp Support Forum	1	0.17%
Adobe website	1	0.17%
AIT and HATT Yahoo! Groups	1	0.17%
AIT Users List	1	0.17%
An RSS update from Tom Johnson's site.	1	0.17%
Associate	1	0.17%
atw list	1	0.17%
AustechWriter	1	0.17%
austechwriter group	1	0.17%
austechwriter list	1	0.17%
Austechwriters mailing list	1	0.17%
australian tech writers list	1	0.17%
Austrechwriters	1	0.17%
author it and HATT lists	1	0.17%
Author IT news group	1	0.17%
Author-it group	1	0.17%
Author-it List	1	0.17%
Author-it mailing list	1	0.17%
Author-it user forum	1	0.17%
Author-it user forum & Rhonda Bracey's blog	1	0.17%
Author-it user's forum	1	0.17%
Author-it users forum	1	0.17%
Author-it Users Group	1	0.17%
Author-It users group (yahoo)	1	0.17%
Author-it Yahoo Group	1	0.17%
AuthorIT Yahoo Group	1	0.17%
Authorit -users	1	0.17%

AuthorIt Discussion Group	1	0.17%
AuthorIT forum	1	0.17%
AuthorIT group	1	0.17%
AuthorIT Group Forum	1	0.17%
AuthorIT List	1	0.17%
Authorit User Group (Yahoo)	1	0.17%
AuthorIt User group on Yahoo	1	0.17%
authorIT Users Group	1	0.17%
AuthorIT users group on Yahoo	1	0.17%
AuthorIT Yahoo Users Group	1	0.17%
AUTHORIT-L	1	0.17%
Authorit-users Yahoo group	1	0.17%
authorit-users@yahoogroups.com	1	0.17%
blog - I'd Rather Be Writing	1	0.17%
CHAR JAMES	1	0.17%
Char James-Tanny	1	0.17%
Char Twitter	1	0.17%
colleagues	1	0.17%
Conference	1	0.17%
contacted by Jenna Crumley	1	0.17%
Direct email	1	0.17%
Direct Email from Moderator	1	0.17%

AuthorIt Discussion Group	1	0.17%
E-mail from Char	1	0.17%
Email from a colleague	1	0.17%
Email from Jennifer forwarded by my boss	1	0.17%
email from MadCap	1	0.17%
Email from MadCap Software	1	0.17%
email message	1	0.17%
email solicitation	1	0.17%
everywhere	1	0.17%
Facebook	1	0.17%
Flare	1	0.17%
Flare discussion boards	1	0.17%
flare email	1	0.17%
Flare Forums	1	0.17%
Flare technical news letter	1	0.17%
Forum	1	0.17%
Forums	1	0.17%
Frame Users Mailing List	1	0.17%
From a colleague	1	0.17%
from a HAT vendor	1	0.17%
From Madcap	1	0.17%
From MadCap e-mail	1	0.17%
From MadCap sales rep	1	0.17%
From MadCap software	1	0.17%
From personal research on the HATT and from MadCap.	1	0.17%
From the HAT website	1	0.17%
From the HATT forum.	1	0.17%
German Flare Forum	1	0.17%
Hat - Matrix Member	1	0.17%

HAT Forum	1	0.17%
hat-matrix.com	1	0.17%
HATT list	1	0.17%
HATT (Yahoo group)	1	0.17%
HATT - yahoo group	1	0.17%
HATT Daily Digest	1	0.17%
HATT e-mail list	1	0.17%
Hatt email	1	0.17%
HATT EMail Digest Message	1	0.17%
HATT Email group	1	0.17%
HATT group (yahoo)	1	0.17%
HATT group forum	1	0.17%
HATT group yahoo	1	0.17%
hatt kist	1	0.17%
HATT list on Yahoo	1	0.17%
Hatt List posting	1	0.17%
HATT ListServe	1	0.17%
HATT user group	1	0.17%
HATT Yahoo list	1	0.17%
HATT Yahoo! Group (email digest)	1	0.17%
Help authoring tool vendor	1	0.17%
HHAT list	1	0.17%
http://cybertext.wordpress.com	1	0.17%
http://flare-forum.helpdesign.eu/index.php	1	0.17%
http://forums.madcapsoftware.com/viewtopic.php?f=13&t=7003	1	0.17%

HAT Forum	1	0.17%
http://madcapsoftware.wordpress.com/author/madcapsoftware/	1	0.17%
http://www.idratherbewriting.com/2008/09/10/prove-my-help-authoring-tools-survey-wrong/	1	0.17%
I received it via email	1	0.17%
I'd rather be writing-blog	1	0.17%
id rather be writing	1	0.17%
idratherbewriting	1	0.17%
Idratherbewriting.com (blog)	1	0.17%
internet forum	1	0.17%
IRBW	1	0.17%
It was e-mailed to me by Jenna Crumley of MadCap Software.	1	0.17%
Jenna Crumley at MadCap	1	0.17%
Jenna Crumley e-mail	1	0.17%
Jenna Crumley, Madcap Software	1	0.17%
Jenna of MadCap Sales	1	0.17%
Jennifer Morse	1	0.17%
Jennifer Morse, Sr. Territory Manager MadCap Software	1	0.17%
Just about everywhere Flare user forum, HATT, Lone writer STC SIG...	1	0.17%
listserve	1	0.17%
Lone Writer SIG	1	0.17%
Lone Writers Discussion List	1	0.17%
Lone Writers SIG	1	0.17%
Macdap technical newsletter	1	0.17%
madcap e-mail	1	0.17%
MadCap Flare email	1	0.17%
MadCap Flare Help Community	1	0.17%

MadCap Flare Rep	1	0.17%
MadCap Flare Sales associate	1	0.17%
Madcap Flare Support	1	0.17%
MadCap Flareh	1	0.17%
MadCap Help Forums	1	0.17%
MadCap News Email	1	0.17%
Madcap requested I complete the survey.	1	0.17%
MadCap sent me the link	1	0.17%
madcap software forums	1	0.17%
Madcap Software Newsletter	1	0.17%
MadCap Software Rep	1	0.17%
MadCap Software Support Rep	1	0.17%
MadCap Software user forums	1	0.17%
Madcap software website	1	0.17%
MadCap Support eNewsletter	1	0.17%
Madcap Tech Support	1	0.17%
MadCap User Forum	1	0.17%
MadCap user forums	1	0.17%
Madcap website forums	1	0.17%
madcapsoftware blog	1	0.17%
My friend Char :)	1	0.17%
my sales rep	1	0.17%
My sales rep at Madcap	1	0.17%
newsgroup	1	0.17%
Notice from MadCap Software	1	0.17%
on line	1	0.17%
On Sharon's Madcap Blog	1	0.17%
On the HelpStuff blog	1	0.17%

MadCap Flare Rep	1	0.17%
online link	1	0.17%
random	1	0.17%
received through email from Jenna Crumley at Madcap	1	0.17%
Recieved it from Sales Mgr. Flare	1	0.17%
RoboHelp Support Forum	1	0.17%
RSS feed	1	0.17%
Sale Manager	1	0.17%
Senior Territory Manager	1	0.17%
Sent in email	1	0.17%
Sharon's MadCap Blog	1	0.17%
Somebody mentioned it in an email	1	0.17%
STC announcement	1	0.17%
STC CIC-SIG listserv	1	0.17%
STC CIC-SIG mailing list	1	0.17%
STC e-mail	1	0.17%
STC independent contractors SIG e-mail list	1	0.17%
STC listserv	1	0.17%
STC Lone Writer listserv	1	0.17%
STC Lone Writer SIG and Author-it User's Group	1	0.17%
STC Lone Writer SIG list	1	0.17%
STC Lone Writers email list	1	0.17%
STC lone writers list	1	0.17%

STC Lone Writers SIG listserv	1	0.17%
STC Lone Writers SIG mailing list	1	0.17%
STC Mailing List	1	0.17%
STC SIG	1	0.17%
Stccicsig-l	1	0.17%
Tech Writer Yahoo Group	1	0.17%
TECHWR-L listserv	1	0.17%
TechWriter blog	1	0.17%
the HATT mailing list	1	0.17%
Through the HATT listserve.	1	0.17%
Tom Johnson on Twitter	1	0.17%
Tom Johnsons's blog	1	0.17%
Twitter	1	0.17%
User Forum	1	0.17%
vendor rep	1	0.17%
Vince Slater of MadCap Software	1	0.17%
Was sent to me by email from MadCap	1	0.17%
web	1	0.17%
Web forums	1	0.17%
WebWorks list serve	1	0.17%
WebWorks mailing list	1	0.17%
webworks newsgroup wwp-users	1	0.17%
WebWorks Publisher e-mail list	1	0.17%
WebWorks Publisher Users eGroup	1	0.17%
word of mouth	1	0.17%
WriterRiver	1	0.17%
writerriver.com	1	0.17%
wwp email list	1	0.17%
WWP user group list	1	0.17%
wwp users	1	0.17%
WWP users forum	1	0.17%

STC Lone Writers SIG listserv	1	0.17%
WWP users list	1	0.17%
wwp yahoo user's group	1	0.17%
WWP-users email group	1	0.17%
wwp-users list	1	0.17%
wwp-users listserv	1	0.17%
wwp-users mailing list	1	0.17%
WWP-users@yahoogroups.com	1	0.17%
www.idratherbewriting.com	1	0.17%
yahoo	1	0.17%
Yahoo group	1	0.17%
Yahoo groups HATT	1	0.17%
yahoo hatt	1	0.17%
Yahoo HATT list	1	0.17%
Yahoo tech group, AIT	1	0.17%
Yahoo Usergroup	1	0.17%
your blog	1	0.17%

Total responses to this question: 590

2. How many years of experience do you have?



Item	Count	Percent %
11-25 years	250	42.02%
6-10 years	157	26.39%
3-5 years	80	13.45%
1-2 years	51	8.57%
More than 25 years	31	5.21%
Less than 1 year	26	4.37%

Total responses to this question: 595

3. What country do you work in?

Table 1 of 35	Item	Afghanistan	Albania	Algeria	Andorra
#1	Select a country				

Table 2 of 35	Angola	Antigua	Argentina	Armenia	Australia
#1					6.6%

Table 3 of 35	Austria	Azerbaijan	Bahamas	Bahrain	Bangladesh
#1					

Table 4 of 35	Barbados	Barbuda	Belarus	Belgium	Belize	Benin
#1			0.2%	0.3%		

Table 5 of 35	Bhutan	Bolivia	Bosnia	Botswana	Brazil
#1					

Table 6 of 35	Brunei Darussalam	Bulgaria	Burkina Faso	Burundi	Cambodia
#1					

Table 7 of 35	Cameroon	Canada	Cape Verde	Central African Republic	Chad	Chile
#1		6.3%				

Table 8 of 35	China	Colombia	Comoros	Congo	Costa Rica	Cote d'Ivoire
#1						

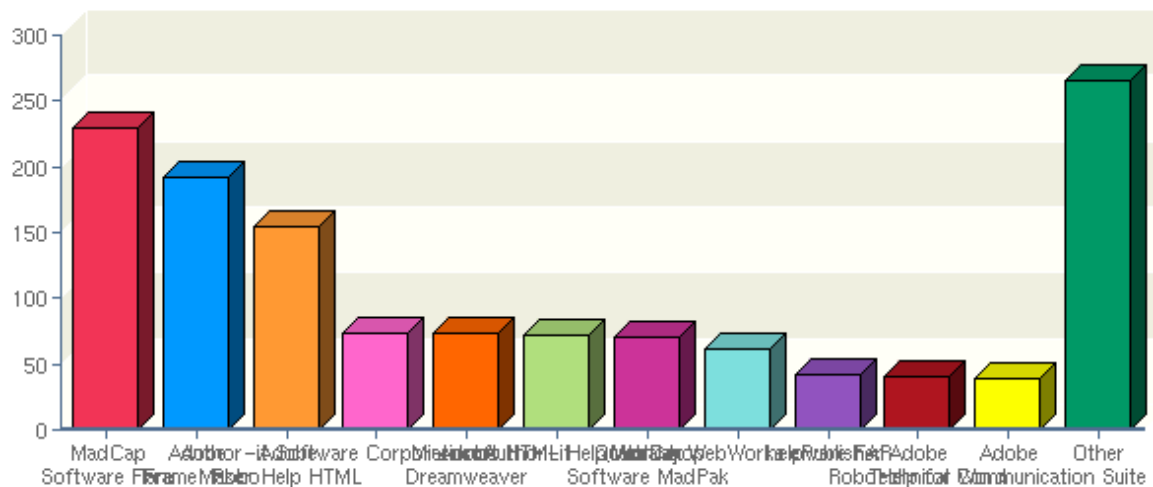
Table 9 of 35	Croatia	Cuba	Cyprus	Czech Republic	Denmark	Djibouti
#1				0.2%	0.7%	

Table 10 of 35	Dominica	Dominican Republic	Ecuador	Egypt	El Salvador	Equatorial Guinea
#1				0.2%		

Table 11 of 35	Eritrea	Estonia	Ethiopia	Fiji	Finland	France
#1					0.5%	0.7%

Total responses to this question: 587

4. Please select the authoring tool(s) that you use on a regular basis to develop content. (The next question asks what other tools you have tried that you don't use on a regular basis.)



Item	Count	Percent %
MadCap Software Flare	230	39.59%
Adobe FrameMaker	192	33.05%
Adobe RoboHelp HTML	154	26.51%
Author-it Software Corporation Author-it	74	12.74%
Adobe Dreamweaver	73	12.56%
Microsoft HTML Help Workshop	72	12.39%
MadCap Software MadPak	71	12.22%
Quadralay WebWorks ePublisher	61	10.50%
helpware FAR	42	7.23%
Adobe RoboHelp for Word	41	7.06%
Adobe Technical Communication Suite	39	6.71%
Microsoft Help Compiler Workshop	30	5.16%
Whatever my client wants me to use	29	4.99%
MadCap Software Blaze	20	3.44%
Omni Systems Mif2Go	16	2.75%
ComponentOne Doc-To-Help	15	2.58%
EC Software Help & Manual	15	2.58%
Microsoft Word	14	2.41%
Innovasys Document! X	8	1.38%
Innovasys HelpStudio	6	1.03%
MS Word	6	1.03%
notepad	4	0.69%
Word	4	0.69%
XMetaL	4	0.69%
ForeHelp	3	0.52%
Olson Software The HyperText Studio	3	0.52%
4.ST HelpServer	2	0.34%
Adobe Captivate	2	0.34%
Arbortext Editor	2	0.34%
oxygen XML editor	2	0.34%
XMetal, MS Word	2	0.34%
Adobe Acrobat, MicroType TimeSavers	1	0.17%

Item	Count	Percent %
Adobe InDesign	1	0.17%
Adobe InDesign, Microsoft Word	1	0.17%
Adobe RoboHelp WebHelp	1	0.17%
Apple Help Indexer	1	0.17%
Axure	1	0.17%
BBedit and HelpLogic	1	0.17%
Blast Radius - XMetaL	1	0.17%
Camtasia Studio 5	1	0.17%
Camtasia; Captivate; Articulate	1	0.17%
captivate	1	0.17%
Confluence	1	0.17%
Confluence, MediaWiki	1	0.17%
Daisy CMS/Wiki	1	0.17%
DITA	1	0.17%
DITA (Oxygen editor)	1	0.17%
DITA, Serna as editor, Docato as CMS/Publisher	1	0.17%
DITA-FMx plug-in by Leximation	1	0.17%

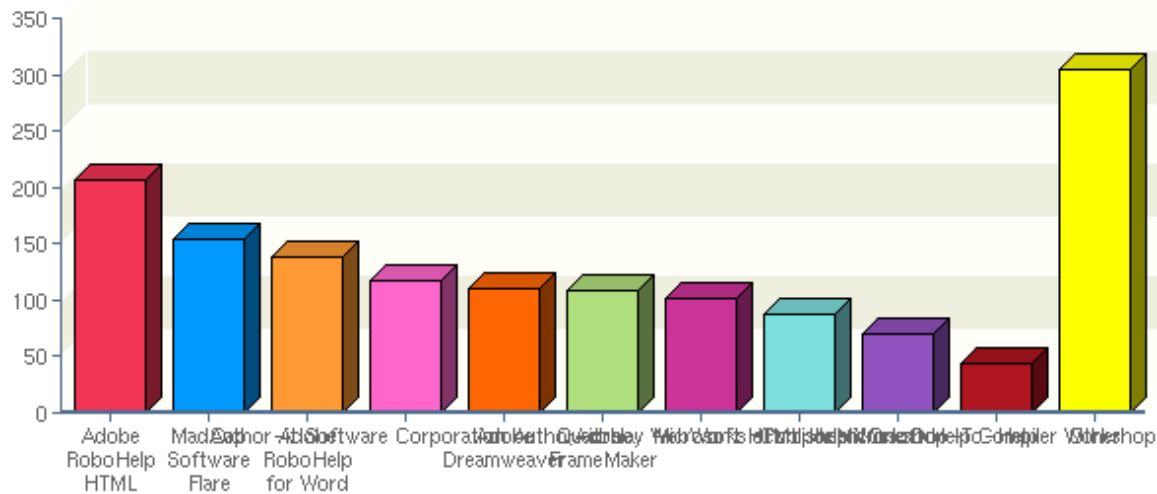
Doc-O-Matic	1	0.17%
DocBook-based system	1	0.17%
DocOMatic	1	0.17%
don't currently use one	1	0.17%
Dreamweaver	1	0.17%
Drupal	1	0.17%
drupal, word, notepad	1	0.17%
Evalutating tools	1	0.17%
FastHelp	1	0.17%
ForeHELP Pro HTML	1	0.17%
GVIM	1	0.17%
Help and Manual	1	0.17%
HelpSmith	1	0.17%
Helpwriter	1	0.17%
HomeSite, Visual Studio	1	0.17%
HTML-Kit	1	0.17%
Indesign, Snag-IT, TopStylePro, Camtasia, DemoBuilder	1	0.17%
Javadoc, Doxygen, Sandcastle	1	0.17%
JavaHelp	1	0.17%
Microsoft Front Page	1	0.17%
Microsoft Office (Word, Excel, Visio)	1	0.17%
Microsoft Visual Studio Team Edition 2005 and 2008	1	0.17%
Microsoft Word w/Infomapping Plug-in	1	0.17%
Microsoft Word, Adobe Acrobat	1	0.17%
Microsoft Word, Adobe InDesign and Acrobat	1	0.17%
Microsoft Word, XMetal	1	0.17%
MS Visual Web developer	1	0.17%
MS Word (posted as PDF)	1	0.17%
MS Word 2007	1	0.17%
MS Word.	1	0.17%
Native HTML	1	0.17%
none	1	0.17%
Other 3rd party custom CMS	1	0.17%
Own authoring system for proprietary help	1	0.17%
Oxygen	1	0.17%
Oxygen, Syntext Serna	1	0.17%

Doc-O-Matic	1	0.17%
Panviva SupportPoint	1	0.17%
PTC Arbortext Editor (DITA)	1	0.17%
Quadralay - WebWorks Publisher (old version)	1	0.17%
Quadralay WebWorks Publisher Pro	1	0.17%
Sandcastle	1	0.17%
Sandcastle Help File Builder	1	0.17%
Sandcastle, Sandcastle Help File Builder, XML Spy	1	0.17%
self-made template system + FAR	1	0.17%
SnagIt 8	1	0.17%
TechSmith's SnagIt	1	0.17%
text or xml editor	1	0.17%
Unix tools, python scripts, m2html	1	0.17%
WebWorks 7.0	1	0.17%
WexTech Doc-To-Help	1	0.17%

WinCHM	1	0.17%
Word 2003	1	0.17%
Word, Frame	1	0.17%
Word, WYSI-Help	1	0.17%
wordpress online tool	1	0.17%
XDK	1	0.17%
XDK 2004	1	0.17%
XML editor with DocZone	1	0.17%
XMLmind XXE XML Editor	1	0.17%
XyEnterpriseContenta	1	0.17%

Total responses to this question: 581

5. Please select the authoring tool(s) that you have tried within the last three years, but that you don't use on a regular basis. You might have installed the trial version or maybe you changed from one tool to another.



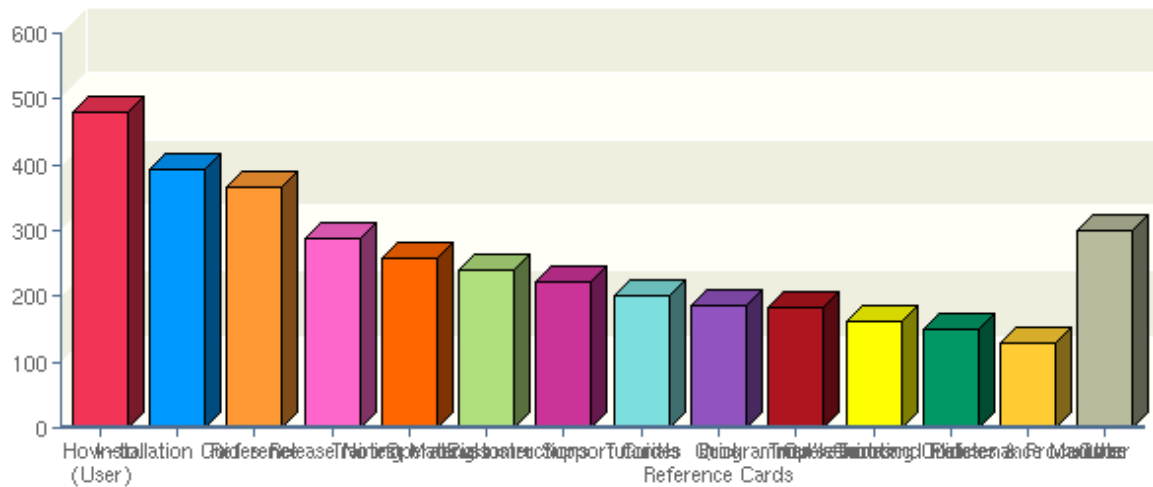
Item	Count	Percent %
Adobe RoboHelp HTML	206	35.58%
MadCap Software Flare	154	26.60%
Adobe RoboHelp for Word	138	23.83%
Author-it Software Corporation Author-it	118	20.38%
Adobe Dreamweaver	111	19.17%
Adobe FrameMaker	108	18.65%
Quadralay WebWorks ePublisher	102	17.62%
Microsoft HTML Help Workshop	87	15.03%
ComponentOne Doc-To-Help	70	12.09%
Microsoft Help Compiler Workshop	43	7.43%
Adobe Technical Communication Suite	36	6.22%
MadCap Software Blaze	34	5.87%
EC Software Help & Manual	33	5.70%
None	28	4.84%
helpware FAR	25	4.32%
Omni Systems Mif2Go	24	4.15%
Innovasys HelpStudio	18	3.11%
MadCap Software MadPak	15	2.59%
Olson Software The HyperText Studio	9	1.55%
4.ST HelpServer	7	1.21%
Innovasys Document! X	6	1.04%
Microsoft Word	3	0.52%
word	3	0.52%
ExtremeEase HelpConsole 2008	2	0.35%
ForeHelp	2	0.35%
n/a	2	0.35%
none of the above	2	0.35%
none	1	0.17%
Adobe - RoboHelp for FrameMaker	1	0.17%
Adobe Captivate	1	0.17%
Adobe InDesign	1	0.17%
Arbortext	1	0.17%

Item	Count	Percent %
Author It	1	0.17%
Camtasia	1	0.17%
Captivate	1	0.17%
DITA Open Toolkit, XML Mind	1	0.17%
don't use any authoring tools	1	0.17%
Epic Editor	1	0.17%
Fast-Help	1	0.17%
FastHelp	1	0.17%
ForeHelp, WebWorks Publisher Pro 2003	1	0.17%
have not used anything but Flare	1	0.17%
haven't tried any others	1	0.17%
Helen (javahelp)	1	0.17%
Helen 2.0	1	0.17%
Help Manuals	1	0.17%
InDesign	1	0.17%
InDesign, PageMaker	1	0.17%
JavaHelp	1	0.17%

JustSystems XMetaL	1	0.17%
Microsoft FrontPage	1	0.17%
mif2go	1	0.17%
NA	1	0.17%
no one	1	0.17%
No Others	1	0.17%
none in the last three years	1	0.17%
None of these	1	0.17%
none other; I regularly use the ones I tried out	1	0.17%
none; haven't tried any of these tools	1	0.17%
nothing	1	0.17%
OpenOffice	1	0.17%
Pagebreeze	1	0.17%
Panviva SupportPoint	1	0.17%
PerformX	1	0.17%
PTC Arbortext Editor	1	0.17%
Quadralay - WebWorks Publisher Professional 2003 for Framemaker	1	0.17%
Quark	1	0.17%
RoboHelp 5	1	0.17%
Robohelp 9	1	0.17%
Robohelp for WebHelp	1	0.17%
Simple Help Editor	1	0.17%
SnagIt 9	1	0.17%
survey made me select something	1	0.17%
Syntext Serna, XMetal EE	1	0.17%
Toolbook	1	0.17%
WebWorks	1	0.17%
WinHelp Professional	1	0.17%
X-Metal	1	0.17%
XDK	1	0.17%
XMetal	1	0.17%
XMetal, DocZone	1	0.17%
Yes, many others :)	1	0.17%

Total responses to this question: 579

6. What types of content do you create?

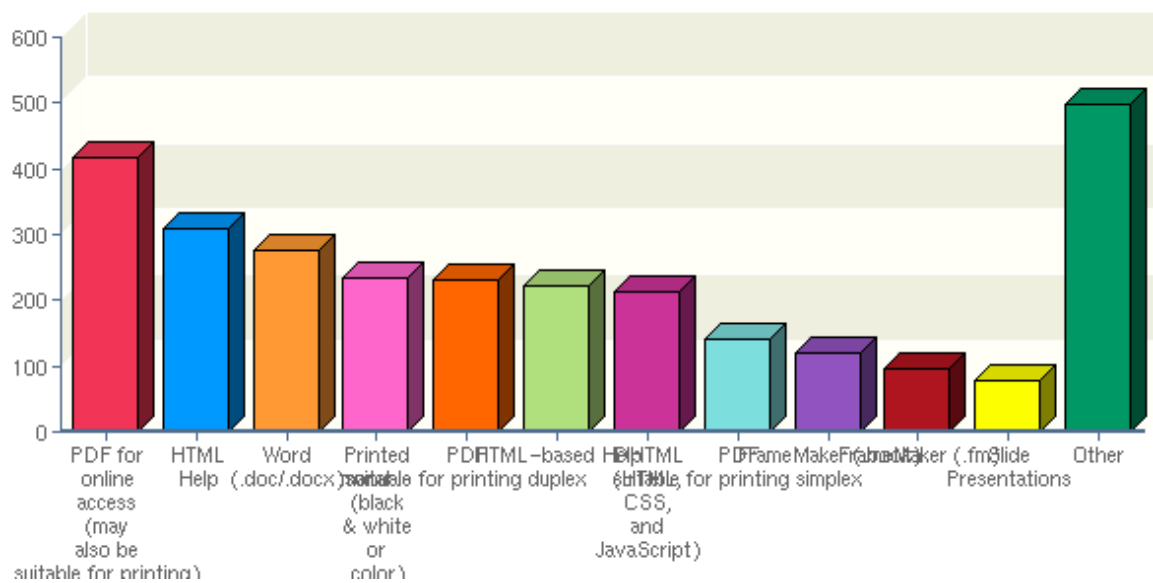


Item	Count	Percent %
How-to (User)	480	83.33%
Installation Guides	394	68.40%
Reference	365	63.37%
Release Notes	288	50.00%
Training Materials	257	44.62%
Operating Instructions	240	41.67%
Customer Support Guides	223	38.72%
Tutorials	200	34.72%
Quick Reference Cards	187	32.47%
Programmer's Guides	184	31.94%
Troubleshooting Guides	161	27.95%
Operations and Maintenance Manuals	149	25.87%
Policies & Procedures	129	22.40%
Specifications	82	14.24%
Field Guides	58	10.07%
System Administration Guides	48	8.33%
Assembly Instructions	40	6.94%
Parts/Illustrated Parts Guides	15	2.60%
Acts and Regulations	11	1.91%
Textbooks	11	1.91%
online help	9	1.56%
Configuration Guides	2	0.35%
academic articles, books (as editor)	1	0.17%
Admin Guides	1	0.17%
Administrator's Guides	1	0.17%
Application help	1	0.17%
Code Libraries	1	0.17%
context sensitive online help systems (webhelp)	1	0.17%
embedded (inline) help for the product's interface	1	0.17%
Help Files	1	0.17%
Help systems	1	0.17%
Internet pages (HTML)	1	0.17%
Onlin eHelp, Software Demonstrations	1	0.17%

Item	Count	Percent %
online help, CBTs	1	0.17%
Online Software application help	1	0.17%
online training	1	0.17%
Onscreen Help	1	0.17%
Product Briefs	1	0.17%
proposals	1	0.17%
software animations and tutorials	1	0.17%
Software application help	1	0.17%
Software online Help (incl. overviews, procedures, and reference)	1	0.17%
Solution Design Documents	1	0.17%
Training Videos. Web and CD	1	0.17%
Use Cases, Standards	1	0.17%
User forum content	1	0.17%
Yes, other :)	1	0.17%

Total responses to this question: 576

7. What types of output do you publish?



Item	Count	Percent %
PDF for online access (may also be suitable for printing)	417	72.90%
HTML Help	308	53.85%
Word (.doc/.docx)	275	48.08%
Printed manuals (black & white or color)	233	40.73%
PDF suitable for printing duplex	231	40.38%
HTML-based Help	223	38.99%
DHTML (HTML, CSS, and JavaScript)	212	37.06%
PDF suitable for printing simplex	142	24.83%
FrameMaker (.book)	121	21.15%
FrameMaker (.fm)	95	16.61%
Slide Presentations	77	13.46%
HTML 4.x	60	10.49%
WinHelp	60	10.49%
XHTML 1.x	56	9.79%
DotNet Help	55	9.62%

Item	Count	Percent %
Other XML	43	7.52%
DITA	30	5.24%
JavaHelp 1.x/2.x	30	5.24%
Rich Text Format (.rtf)	29	5.07%
FrameMaker (.mif)	25	4.37%
webhelp	18	3.15%
eBook	11	1.92%
Help 2	10	1.75%
DocBook	9	1.57%
Eclipse Help	7	1.22%
Oracle Help	4	0.70%
Palm Reader	4	0.70%
Web Help	3	0.52%
.chm	1	0.17%
Adobe Illustrator	1	0.17%
all the content is generated on the server-side - no need to export	1	0.17%
Apple Help	1	0.17%
Camtasia videos	1	0.17%
Compiled HTML help (.chm)	1	0.17%
DAISY	1	0.17%
Eclipse doc plugins	1	0.17%
Eclipse help formats	1	0.17%
Eclipse xhtml	1	0.17%
Eclipsehelp	1	0.17%
flash	1	0.17%
Flash demos	1	0.17%
flash tutorials	1	0.17%
flash tutorials with Captivate	1	0.17%
image-only library from OmniHelp	1	0.17%
Javadoc	1	0.17%
Mobile Help	1	0.17%
moving to online help 4 web app	1	0.17%
MS Excel, MS PowerPoint	1	0.17%
note: I do AIT >Word>PDF. only HTML & PDF are seen by users	1	0.17%

OmniHelp	1	0.17%
Online Help	1	0.17%
online help generated by server	1	0.17%
Open Office files	1	0.17%
PDF on CD	1	0.17%
readme.txt	1	0.17%
Robohelp WebHelp	1	0.17%
RoboHelp's WebHelp	1	0.17%
S5 presentations	1	0.17%
Software demonstrations, Online help	1	0.17%
Versions of CHM adopted for reading with CHM eBook Reader for Pocket PC (small screen)	1	0.17%
Video	1	0.17%
web based help	1	0.17%
Web Works Help Set	1	0.17%
WebHelp (if that's other than HTML-based Help), both RoboHelp and Flare flavors	1	0.17%
WebHelp, HTML formatted help for Eclipse platform	1	0.17%
WebHelp, SWF	1	0.17%
Wiki	1	0.17%
wiki pages, captivate video tutorials	1	0.17%

OmniHelp	1	0.17%
wiki-based help using markup	1	0.17%
Word	1	0.17%
Yes, other :)	1	0.17%

Total responses to this question: 572