Date: November 2004
Title: AUGI Forums Survey
Total Respondents: 209

1. Do you use, or have you used, the AUGI Forums?	#	%
Yes	157	**75%**
No	52	**25%**
	209	

2. If you answered "yes" to question 1, do you find AUGI Forums to be a solid source for technical support?		
Yes	145	**92%**
No	12	**8%**
	157	

3. What areas of the AUGI Forums would you change or enhance to make them a more useful support resource for you?	#	%
User interface: make Forums easier to use	58	**37%**
More "experts" answering questions	66	**42%**
Fewer "categories"	21	**13%**
More "categories"	20	**13%**
More overall participation or discussions by other members	52	**33%**
Other	20	**13%**
	157	

4. When do you turn to AUGI Forums for support?	#	%
I turn to AUGI Forums before I try other support resources	43	**27%**
I use AUGI Forums as a last resort, when other resources have failed	34	**22%**
I browse regularly to keep on top of what is being discussed	81	**52%**
	157	

5. Do you enter your "wishes" in the AUGI Wish List option on the Forums?	#	%
Yes	55	**35%**
No	103	**66%**
	157	

6. Overall, how would you rate the AUGI Forums as a support resource?	#	%
Excellent (wouldn't change many things, if any)	43	**27%**
Good (there are a few things that could be done differently)	95	**61%**
Fair (needs some improvements to be a worthwhile source of information)	18	**11%**
Poor (not worth visiting)	2	**1%**
	157	