

Customer Satisfaction Survey 2011



This survey focuses on the ST40, ST200 and STxP70 development environments and related real-time operating systems.

Thank you for taking time to help us; your responses will be used to improve our future deliveries. Please add comments wherever you can.

About you			
Name (optional):		Email (optional):	
Customer/Division:		Region:	
Your role:			
What activity are you involved in?		Other:	
Which product family do you use?		<i>If you use more than one product family, please fill out one form for each family.</i>	
How experienced are you with the product family?			
Which <u>host</u> development platform are you using?		Version:	

	Not satisfied 		Neutral 		Very satisfied
What is your overall level of satisfaction with these products?	1	2	3	4	5

Marketing and Support

Please rate your satisfaction with the following:

Toolset marketing/communications						
	Not satisfied 		Neutral 		Very satisfied 	Comment
Quality of toolset pre-sales and supporting information	1	2	3	4	5	
Visibility of toolset announcements and releases	1	2	3	4	5	
Effective route to feedback requirements and issues	1	2	3	4	5	

Product training						
Are you aware of the technical training courses provided?	Yes		No			
Have you attended an ST training course for this product?	Yes		No		If "Yes", when:	
	Not satisfied ☹️		Neutral 😐		Very satisfied 😊	Comment
Technical training	1	2	3	4	5	
What other related training would you like to be available?						
Customer support						
	Not satisfied ☹️		Neutral 😐		Very satisfied 😊	Comment
Access to toolset support channels	1	2	3	4	5	
Toolset support response times	1	2	3	4	5	
Quality of technical support	1	2	3	4	5	
Frequency of product upgrades	1	2	3	4	5	
Toolsets in general						
	Not satisfied ☹️		Neutral 😐		Very satisfied 😊	Comment
Ease of getting started	1	2	3	4	5	
Ease of use of product	1	2	3	4	5	
General reliability	1	2	3	4	5	
On time delivery	1	2	3	4	5	
Method of delivery	1	2	3	4	5	
Toolset performance	1	2	3	4	5	
Completeness of feature set (please comment)	1	2	3	4	5	
How would you rate the toolset compared to the competition?	1	2	3	4	5	

Toolset documentation						
Have you used the toolset documentation provided?	Yes	No		Comments:		
	Not satisfied ☹️		Neutral 😐		Very satisfied 😊	Comment
Quality of user documentation	1	2	3	4	5	
What is missing in the documentation?						

Products

STWorkbench IDE (If you do not use STWorkbench, skip to next section)						
If you are not already using STWorkbench, do you plan to use it?	Yes	No	If "Yes", when are you planning to use it?			
If you have no plans to use it, is there a key reason for this?						
	Not satisfied ☹️		Neutral 😐		Very satisfied 😊	Comment
Ease of getting started	1	2	3	4	5	
Ease of use	1	2	3	4	5	
Quality of documentation	1	2	3	4	5	
Program profiling/trace	1	2	3	4	5	
Program debugging	1	2	3	4	5	
Program editing	1	2	3	4	5	
Program building	1	2	3	4	5	
ST Micro Connect host-target interface						
Which of these ST Micro Connects do you use?	STMC1		STMC2		STMCLite	None
	Not satisfied ☹️		Neutral 😐		Very satisfied 😊	Comment
How satisfied are you with the ST Micro Connect 2?	1	2	3	4	5	
How satisfied are you with the ST Micro Connect Lite?	1	2	3	4	5	

OSPlus stacks						
Which of these OSPlus extensions do you use?	USB		TCPIP		None	
	Not satisfied ☹️		Neutral 😐		Very satisfied 😊	Comment
How satisfied are you with the USB stack?	1	2	3	4	5	
How satisfied are you with the TCP/IP stack?	1	2	3	4	5	

Additional comments

Finally, do you have any other comments?

Please check this box if you are happy for us to contact you about your responses to this survey.

Thank you for completing this survey, please click on the following Submit button to send the form to suzanne.evans@st.com.