Hello,

Approximately once a year we do a survey of Trick Users to gauge the level of satisfaction with the Trick Simulation Toolkit and the Tricklab.

If you have a minute, we would very much like to get your opinions regarding Trick.

**I have used Trick 7 or Trick 10 in the past year :** Yes or No

If YES please continue, if NO then thank you for your time.

\*\* If you would like me to take you off of this distribution, please let me know.

Using the following rating scale, please rate items A through E below. If an item doesn’t apply (say for instance, you never make a request for support) then just leave it blank.

Rating Scale

5 – Superior

4 – Very Good

3 – Good

2 – Below Average

1 – Poor

1. **Software Quality :**
2. **Support Quality :**
3. **Timeliness In Software Delivery :**
4. **Timeliness In Support :**
5. **Overall Satisfaction :**

If you have any comments that you would like to add :

1. **Positive Feedback :**
2. **Areas For Improvement :**

Thank you,

Donna Panter

Trick Development/Support

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