

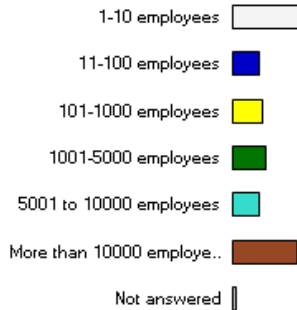
AICC Report: Authorware Issues & Impacts Survey

Number of results	222	Number of finished	68
Earliest date taken	Oct 29 2007	Last date taken	Nov 17 2007
Assessment name	AUTHORWARE END-OF-DEVELOPMENT IMPACT SURVEY		
Filters used in report			
All dates			

1

AICC Survey - Multiple Choice What is the approximate size of your organization?

Outcome	%	#
1-10 employees	27.94%	19
11-100 employees	10.29%	7
101-1000 employees	11.76%	8
1001-5000 employees	13.24%	9
5001 to 10000 employees	10.29%	7
More than 10000 employees	25.00%	17
Not answered	1.47%	1
Total	100%	68

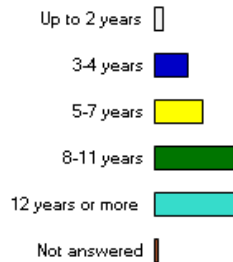


Times presented	68	Times answered	67
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2

AICC Survey - Multiple Choice How long has your organization been using Authorware-based content?

Outcome	%	#
Up to 2 years	2.94%	2
3-4 years	13.24%	9
5-7 years	19.12%	13
8-11 years	30.88%	21
12 years or more	32.35%	22
Not answered	1.47%	1
Total	100%	68



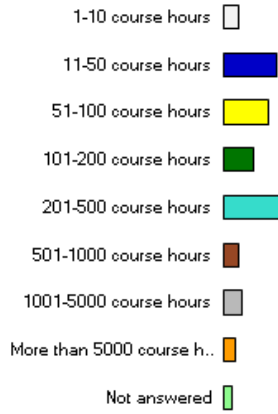
Times presented	68	Times answered	67
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3

AICC Survey - Multiple Choice

What is the approximate size of your total Authorware content catalog, measured in learner contact hours (e.g., a course that takes a learner an average of 1 hour to complete = 1 course-hour). This is independent of the number of learners that take the course). Include both content for which you control the source and "packaged-only" content.

Outcome	%	#
1-10 course hours	5.88%	4
11-50 course hours	20.59%	14
51-100 course hours	17.65%	12
101-200 course hours	11.76%	8
201-500 course hours	23.53%	16
501-1000 course hours	5.88%	4
1001-5000 course hours	7.35%	5
More than 5000 course hours	4.41%	3
Not answered	2.94%	2
Total	100%	68



Times presented 68

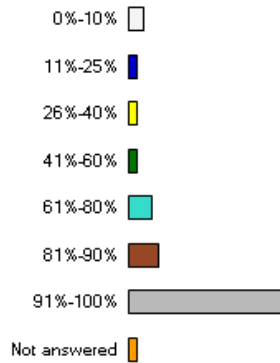
Times answered 66

4

AICC Survey - Multiple Choice

What percentage of the courseware hours in your Authorware catalog is your organization responsible for creating and/or maintaining the source code?

Outcome	%	#
0%-10%	5.88%	4
11%-25%	2.94%	2
26%-40%	2.94%	2
41%-60%	2.94%	2
61%-80%	8.82%	6
81%-90%	11.76%	8
91%-100%	61.76%	42
Not answered	2.94%	2
Total	100%	68



Times presented 68

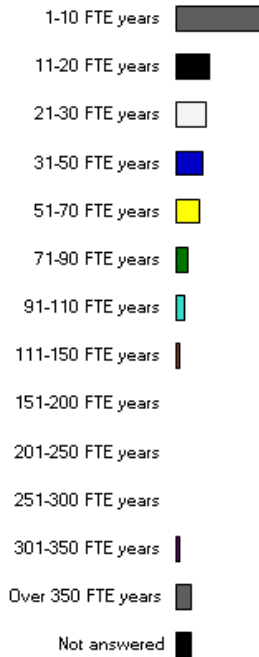
Times answered 66

5

AICC Survey - Multiple Choice

Can you estimate the investment (in full-time equivalent “FTE” person years) that you have made in your Authorware content?

Outcome	%	#
1-10 FTE years	33.82%	23
11-20 FTE years	13.24%	9
21-30 FTE years	11.76%	8
31-50 FTE years	10.29%	7
51-70 FTE years	8.82%	6
71-90 FTE years	4.41%	3
91-110 FTE years	2.94%	2
111-150 FTE years	1.47%	1
151-200 FTE years	0.00%	0
201-250 FTE years	0.00%	0
251-300 FTE years	0.00%	0
301-350 FTE years	1.47%	1
Over 350 FTE years	5.88%	4
Not answered	5.88%	4
Total	100%	68



Times presented 68

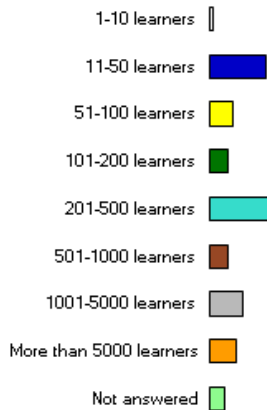
Times answered 64

6

AICC Survey - Multiple Choice

How many learners use your Authorware content in an average month?

Outcome	%	#
1-10 learners	1.47%	1
11-50 learners	22.06%	15
51-100 learners	8.82%	6
101-200 learners	7.35%	5
201-500 learners	23.53%	16
501-1000 learners	7.35%	5
1001-5000 learners	13.24%	9
More than 5000 learners	10.29%	7
Not answered	5.88%	4
Total	100%	68



Times presented 68

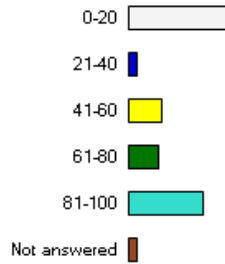
Times answered 64

7

AICC Survey - Multiple Choice

What percentage of your Authorware content is delivered primarily via the Internet (web-packaged)?

Outcome	%	#
0-20	39.71%	27
21-40	2.94%	2
41-60	13.24%	9
61-80	11.76%	8
81-100	29.41%	20
Not answered	2.94%	2
Total	100%	68



Times presented

68

Times answered

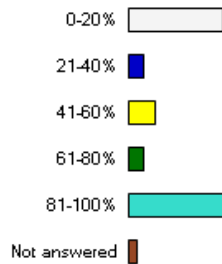
66

8

AICC Survey - Multiple Choice

What percentage of your Authorware content is delivered primarily locally (CD, LAN, or HDD)?

Outcome	%	#
0-20%	36.76%	25
21-40%	5.88%	4
41-60%	10.29%	7
61-80%	5.88%	4
81-100%	38.24%	26
Not answered	2.94%	2
Total	100%	68



Times presented

68

Times answered

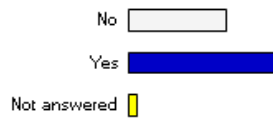
66

9

AICC Survey - Multiple Choice

Do you have critical content that absolutely requires non-standard or third party extensions such as ActiveX controls, DLLs, UCDs or Xtras?

Outcome	%	#
No	38.24%	26
Yes	58.82%	40
Not answered	2.94%	2
Total	100%	68



Times presented 68 Times answered 66

Comments

dll ucd x32

budapi

Budapi.x32 WinCtrls.x32 Impressario.x32 MS/Agent ActiveX control Printomatic MX.x32

Access to the Windows API, rendering of foreign characters, drawing through Direct-X, interactive 3D, native windows controls

rtfObject ActiveX FlashAst

Bud API

budapi.u32 DMPACK1.X32 DMXTREMEPACK.X32

Budapi for emailing Is the one for "ftp"ing also a 3rd party extension?

Searches network to locate media of certain versions. Uses flattened photoshop PSD files for quick display and alpha support Relays info to student management database on LAN server via ODBC Controls mini robotic arm for experiment via serial port. Prints certificates in RTF with RTF objects u32 Uses various api functions through budapi or winapi.

print formular

Isn't the web player itself an ActiveX control? We require all controls that are needed by Authorware: AVIM32.DLL, BUDAPI.UCD, JS32.DLL, VCT32161.DLL, A6WMP32.XMO, WINCTRLS.U32 (plus all standard Xtras).

SMTP.U32 FlashAsset BudAPI.X32 WinCtrls.U32 WinAPI.U32

budapi, RTF, Flash, Sound, movie and so on

swf (Flash), ppt (powerpoint) , pdf (acrobat), dat (GSM), dcr (Shockwave), xml (shockwave).

movie and sound

1. We train hundreds of telephone operators a month on a custom 220 key keyboard that requires a custom dll for the training application to catch the keypress of the non-standard keys. 2. Microsoft WebBrowser control. We train call-center employes on how to use web based knowlege management systems. We use this control to display the kms webpage in the same window as their interactive assessments. 3. INM PDF xtra - same as #2. We need to display .pdf billing statements then in the same window host an evaluation interation about that bill. 4. Windows controls. We do full level 4 system simulations that require native MS Windows controls. 5. Buddy API U32. We do various OS tasks that we use Buddy API for. Primarily this is for our Hybrid local/web content that requires custom cache/content control for streaming a course which is 1.5Gb from a server in the US to our call-centers in India to clients that have 30kbs max bandwidth.

Buddy Xtra SecureNet Xtra

BudAPI Winctrls RTFObj

Budapi TMEnc TMPrint

A3SREAD.X32 DGDES.X32/DGREL.x32

screen.u32 - sabre emulation match.u32 - multiple string matching budmenu.u32 - pull down fly out menus budapi.u32 - multiple system functions strtools.u32 - string array tools

budapi.u32 budmenu.u32 alBrowser.u32 plus custom in-house u32/xtras and dll's

swf jpeg psd

Custom licensing Xtra for LAN / HDD content

alBrowser.u32 budapi.u32 WinCtrls.u32 RTFobj.u32

Flash content

ActiveX, for accessing Desktop Sims

BudAPI.x32 BudMenu.u32 Custom ActiveX controls Custom Fonts Displaytext.u32

Xtras

FLASHASSET Xtra RTFObj UCD WinCtrls UCD Buddy API xtra

Aircraft systems desktop simulations created as ActiveX controls Integration military aircrew procedural training device through corba network

Gary Smith's Buddy API (budapi.u32)

budapi altools dibapi MojoBMP2JPG

DLL and ActiveX Controls

U32 OCX ACS

print cover

budapi

10

AICC Survey - Likert Scale

If your Authorware content became unusable in either IE7 or Vista the impact on your business would be very damaging.

Outcome	%	#
Strongly Agree (5)	54.41%	37
Agree (4)	27.94%	19
Neutral (3)	11.76%	8
Disagree (2)	1.47%	1
Strongly Disagree	1.47%	1
Not answered	2.94%	2
Total	100%	68



Times presented	68	Times answered	66	Min weight	1
Max weight	5	Mean weight	4.36	Median weight	5
Standard deviation	0.86				

11

AICC Survey - Likert Scale

My organization is now more inclined to use general purpose tools/languages that support industry standards instead of e-learning specific tools.

Outcome	%	#
Strongly Agree (5)	16.18%	11
Agree (4)	26.47%	18
Neutral (3)	25.00%	17
Disagree (2)	17.65%	12
Strongly Disagree	11.76%	8
Not answered	2.94%	2
Total	100%	68



Times presented	68	Times answered	66	Min weight	1
Max weight	5	Mean weight	3.18	Median weight	3
Standard deviation	1.25				

12

AICC Survey - Likert Scale

My organization is now less inclined to use Adobe solutions / products designed for elearning for developing future elearning content.

Outcome	%	#
Strongly Agree (5)	23.53%	16
Agree (4)	30.88%	21
Neutral (3)	25.00%	17
Disagree (2)	13.24%	9
Strongly Disagree	2.94%	2
Not answered	4.41%	3
Total	100%	68



Times presented	68	Times answered	65	Min weight	1
Max weight	5	Mean weight	3.62	Median weight	4
Standard deviation	1.09				

13

AICC Survey - Likert Scale

My organization is now less inclined to use Adobe solutions in general.

Outcome	%	#
Strongly Agree (5)	17.65%	12
Agree (4)	20.59%	14
Neutral (3)	33.82%	23
Disagree (2)	22.06%	15
Strongly Disagree	2.94%	2
Not answered	2.94%	2
Total	100%	68



Times presented	68	Times answered	66	Min weight	1
Max weight	5	Mean weight	3.29	Median weight	3
Standard deviation	1.1				

Answer

Migrate new development to other tools, recommend IE 6 + Win XP, minimize Xtras/DLLs, develop plan to migrate existing content over time.

make less use of .dll's and ucd's for now

I just don't support it. For the same reason Microsoft doesn't support windows 3.1 and Adobe doesn't support AW 5

1. To make it available on CD as well 2. To start a project in rewriting it in Flash or some programming language

Replacement by alternative programming (low level)

I do not know

We are moving toward marketing our instructional design services and using low-end tools, such as Articulate, to accommodate web-based training requests. We are also going to be testing existing deployed CD-based applications on Vista extensively in hopes we can develop workarounds in order to keep the programs viable for up to 5 years.

We will have to re-write everything in a Flash, or restrict delivery of training to a LAN where we can control the environment (IE 6).

We have been testing strongly since the Vista beta and have implemented several work arounds to mitigate the issues. However, at some point Adobe or Microsoft will close those holes and we'll be stuck.

We are restricting (as much as possible) the use of IE7 and Vista by our users (who own their own machines and are not under our IT umbrella). We are exploring CD delivery but the cost and security issues will most likely make this an unsuitable solution.

Redeveloping fresh modules in Flash or .NET

We are in the process of rewriting (work around) aw code so that it will run under IE7.

We will transition to other tools, probably Flash-based, such as Captivate and Xerte.

hard code html, java, javascript

According to the AWARE experts, we expect to have about an 18-month window in order to change to another e-learning environment, since our trainings are delivered locally (CD). At the current time we are carefully weighing our options, in order to find a long-term solution. Just like many others who have expressed their concerns, we worry about switching to a new environment that may not be supported in the long run.

There is no way to manage when something will fail. Most of my customers are now formulating conversion methods to migrate content to another delivery tool. At least half are asking for something other than Director because it too is a "mature" product.

We tell our customers to use IE6 and we change our contents as fast as possible.

Convert to a different technology for delivery.

Currently, trying to assess scope of problem and future direction. Need to find out how long we can use our current Authorware content, and whether we need to convert (most likely), and what we can salvage. Also need to scope out conversion costs and whether the larger organization can support that conversion.

Gradually migrate courseware to other development tools, or retire courses outright.

Undecided

switch tools and upgrade/update content using different approaches with more "universal" tools such as PDF's with wav files, 3D, and jpegs

Eliminate or re-work elements that don't work. If that isn't sufficient, I'll have to market my e-learning product as "Not Vista-compatible" and recreate it asap using another tool.

By using some other tools

we don't know yet !!!! for the LAN: rebuild exe files from existing sources files. For the NET: study to be made.

we will take time to look at other products, but all seem inferior at the moment

move content to a better platform

First we have gotten our internal IT to block IE7. IE6 is still that standard browser but that won't last forever. Same for Vista, we are standard on XP for now. I guess we really don't have a plan if our content stops working tomorrow.

Moving away from using authorware

We're looking for an alternative already.

We can't reconstruct years of development in months. We have to live with the risk.

Not sure at this time.

Most of our work is for external clients; we will need to take this on a case-by-case basis.

We're developing our new titles in other tools and we're planning the migration of our content.

I'm planning to continue to develop in other programming languages, like .Net. And remake the most important lessons we have.

Migrate content to other formats.

We are in talks with Adobe to ask them to support the current version of AW7 to be supported. Company standard is currently IE6 and XPSP2. We will try to keep to that standard as long as possible. Testing in IE7 has been done for home users of our courseware, with modifications to launching pages to be frame based for SCORM 1.2 tracking.

We develop courses that are not web-packaged (due to previous bugs) by installing them from the web using a web distributed Wise script. So, we don't really have problems with IE7 but we have had to overcome the UAC problems in Vista by changing the installation

script. It isn't brilliant but works for the time being. The main problem is that previously we could detect if the user was an admin, if not then install to a certain "safe" folder. With Vista, it has to be installed as an admin which causes problems when running the content as a user after the first run.

We are converting all courseware.

Migrating courses as soon as possible

Local based installation.

By migrating Authorware content. We won't be supporting Authorware content IE7 / Vista.

We are building a new course template based on the use of Flash and XML to which all existing Authorware content will have to be imported. See 18 below

Workarounds are easy for the two most familiar bugs. playing advanced-coded movies (divX, mpg 4 etc) within authorware has workarounds too ... So today the ie 7 issues are not insurmountable, but the real fear is what will ie7.1 or other updates will do to Authorware in the future.

migrate to a less platform specific environment and more towards a web-based platform

Export media out of Authorware courses that need to be maintained. Authorware courses will be migrated to Flash, Captivate, HTML or other eLearning Authoring tools such as Articulate, Lectora, or Learn eXact (as examples of alternate Authoring tools).

Rewrite content in Flash

Hope for some way to convert content to other formats. We have begun externalizing as much content as possible.

Unknown. Still working a solution.

No plans at this point.

We plan to migrate to a different software

Looking for other tools. Possibly toolbook or build with DHTML

No plan is currently in place.

Long-term: migrate content to Flash or HTML Short-term: discourage organization from upgrading from IE6

My main job is geology research and teaching. If my authorware pieces stop working the way I use them now I will just have to junk them. I do not have the time to recreate them in another tool.

Move it to Flash unless a better solution is presented

Understanding what the exact issues are, will program workarounds to avoid them.

We will start to slowly migrate to other tools that are better supported and have similar functionality.

We had a workaround within the first week of ie7 being released as we developed our own LMS, thus could manipulate it to work with ie7

Still not planned. Since we are using Win2K.

We have a controlled IT environment used by all people in the organization.

no plans yet. We are still running IE6 and just upgraded to windows 2003. it will be awhile til we jump up.

use all workarounds currently available

Times presented

68

Times answered

63

Do you have a plan to migrate your Authorware content to another authoring environment?**Answer**

It is being developed.

no

No

There is no good alternative. We will have to write code in some programming language (Actionscript or whatever) to get the same results. Or be happy with a lot less interactivity and use quizzes in WebCt.

We use Authorware to provide an alternative GUI, which can be quickly modified. Migration will take place but then to a "Visual C++ .NET" created GUI.

Not at this time

For our web-based Authorware programs, we plan on repurposing as much as possible in tools like Articulate.

Not until we finish creating our learning modules in Authorware.

We develop training for Fortune 100 companies - we're helping each company make the decision and if they choose to change to help them decide what platform to change to.

We do, but have yet to determine the tool as there are just no other solutions as effective and powerful as Authorware.

Yes, Flash or .Net , silverlight being monitored

Yes, see Q20

No, we will address each course when changes need to be made.

not yet

We are still working on a plan. We have been closely following what the experts on the AWARE listserv have been discussing, regarding possible alternatives. Since the majority of our product is CBT-based, we (hopefully) have a larger window of opportunity to validate our options.

Most customers are asking for this in the 18 to 24 month range. Some earlier.

No - it seems to be that we've to make all new.

Yes.

Not yet.

Only very early stages.

Considering a total rebuild in Smart Builder

switch tools and upgrade/update content using different approaches with more "universal" tools such as PDF's with wav files, 3D, and jpegs

Not yet.

not now

not yet

not until we see a product we can use as effectively

yes

No. Our organization has over 40 Flash developers. If the content could be developed in Flash then it would be. We have a very large library of Captivate, Breeze/Connect, Flash content. Our Authorware content requires functionality that does not exist in Flash over the web. Our only option if we remain an Adobe customer is to move to Director which we fear will be killed off just like Authorware.

yes

Absolutely yes

No

Still hoping Adobe changes their mind and supports Authorware.

Yes.

By now, and after evaluating a lot of tools, we think we will migrate to Flash. We do not consider Flash as an appropriate tool to develop our content but without Authorware we haven't another solution. We estimate that it will take 3 times more translating Authorware to Flash than the original time it takes to create the content in AWARE.

yes, i will use .net in one way or another, with help from others.

There is no complete solution to this problem, particularly for more complex content and simulations. Ultimately, at this time, some content will have to be reengineered using our current toolsets.

Some new content is being developed in other tools, but the Sabre training has no equivalent in any other tool. We need to continue to use Authorware at this point for those lessons.

We are developing a flash based e-learning template and will move the content as it is required or when we have time. Most probably we will create brand new courses in Flash and continue making minor updates to the courses in Authorware while it still somewhat works. Remember - Authorware isn't "dead" yet - it has just been made redundant.

Yes, we are developing in Flash/ Articulate.

yes

Researching the use of Flash.

Not yet.

Yup

We intend to migrate all content to a new Flash/XML based format. This will involve many hundreds of hours of development time over the next year.

Sort of... On a case-by case basis. Some content has a limited shelf life, for instance.

yes - not sure which one yet

Still being considered but it is a possibility. Our current plan is to migrate to Flash CS3.

Yes

Still investigating solutions. We are hoping Adobe will provide solutions to handle most of the content.

Not yet.

There is no other authoring environment that has the capabilities that Authorware has.

Yes. We are in the process of making that decision

Yes if we must. I can't continue to use a dead product.

Not pre created content as it is too costly. New content will be created in other tools, but this is going to cause issues as the other tools available don't cut it in terms of the areas we work in.

Yes, to Flash

No. I do not have the time or resource.

Yes, Flash.

Not yet.

We are looking at Multimediator and some stuff will be done in Flash.

Due to a custom build LMS, we could continue using Authorware as long as workaround are available for any browser updates.

Yes

At this time, no - however, if Adobe does not have a "true" migration path to a new tool, then it is unlikely that Adobe would be considered for new authoring tools.

Not yet. we haven't been training new instructional designers to use aware so we old timers are tasked with keeping the show running. I expect that when we retire, so will the authorware pieces.

no plans yet, will need to find something for long term

Times presented

68

Times answered

64

Has this action by Adobe affected your decision in selecting another application used to develop content and if so how?

Answer

Yes. It makes one cautious regarding closed source code formats.

yes

No, Bud Colligan allready explained to me in 1995 that there's an end to every (product) lifecycle

We would never have used Flash to create interactivity, only for animations. Now we seriously consider to use Flash without the timeline to rebuild some of the courses.

We are preparing alternatives and extra investments to replace Authorware content.

I am still exploring options.

Yes. We will be informing our clients that it is unwise to rely on a tool and that all courses are now subject to repurposing every couple of years.

We will think twice before using Adobe products.

Yes. I no longer trust Adobe (previously Macromedia) to treat its customers fairly and honestly. I do not recommend their products to any of my customers.

It has made us more aware of the dangers of being dependent on a vendor tool. Though the cost of developing something proprietary can be outrageous it is also safer. We are certainly considering some less conventional learning solutions.

As a vendor our contracts are now very specific with regards to supported OS/Browsers and customer awareness. New project architecture considers how code and content can be modular, external or portable.

We're concerned about the lack of support that Adobe has provided for AW . They continue to sell AW but are unwilling to patch bugs due to new OSs or new browser releases (IE7), as well as known bugs that have existed in the current & past versions. Our confidence level has dropped and we question whether Adobe's behavior will be repeated in the future towards other products, i.e Flash. The industry is ever changing and we are looking at solutions (open source) that don't make us as dependent on the support of a single company.

Yes. We were not actively looking for alternatives to Authorware until the announcement. Now we are looking at developing future content utilizing different tools.

Adobe decision to kill AW is a waste of a great e-learning tool

Before their announcement, we had been incorporating a lot more Flash into our AWARE. Because of this, something with Flash seems to be the most likely transition direction, though our disappointment with Adobe's lack of response to the AWARE community would cause us to seriously consider any viable e-learning product that is not part of their offering.

Yes. Authorware was quoted as being a "mature" product and that's why it wasn't being continued. Director has the capabilities but none of my customers are considering it because it's also "mature". It gets very little press. It seems that Adobe is only concerned with what is making the most money for them at the time.

Yes, we think about buying toolbox.

Yes, I'm less inclined to use Adobe technology to continue creating content.

Yes. We are now not sure what we will be using to develop future content.

Yes, because of the fluidity of the market, and Adobe's obvious-ineptude with eLearning in general.

action impact=yes other tools=maybe but have repositioned business strategy to other interests

Yes, I won't plan to develop another e-learning product with Authorware. Authorware is perfect for my needs because it's Win-Mac cross-platform, creates an exe, and makes it easy for me to create simulations. I have software engineering experience, and I like Authorware's combination of built-in features and support for scripting. No other tool offers as much. However, given Adobe's decision, I can't risk using Authorware in the future.

no

no

yes - we were about to purchase a volume license for Acrobat 8 Professional, but this is now under review

not yet

We have already put the brakes on all Flex and AIR feasibility and purchasing decisions. We have begun investigating Microsoft Silverlight to see if we could transition our legacy Authorware and current Flash work to it. It is sad that we had such a good relationship with Macromedia that has been ignored by Adobe.

not really

Absolutely yes. If Adobe didn't decide to stop support Macromedia Authorware as a product, we never had to think about an alternative.

We continue to use Authorware because there is no good alternative.

We will stay away from anything that is made by Adobe. And tell others to do the same.

Yes, we will need to go to other tools for our clients.

A lot of! We began working with Authorware in 1994 and we have developed all our content with it. We've been selling our education children games all this years in CD-ROM. Since 2000 we sell also web versions of our titles to the greatest educational organisations of our country in a subscription basis. Now we're forced to go to Flash, an inapropriate tool to do our type of content, but if we find any other tool more like Authorware or without plugin dependence we'll change because we don't trust Adobe as our technological partner. We invest a lot of money in our titles and it's critical for us to ensure a long time life.

Yes, we stop using authorware. We were already not really satisfied because of the need for a plugin and the problems that sometimes

gave our students. So now is the time to look out for something new. In the LUMC people are trying to develop an authoring tool in .net in which I can create my lessons in the future. The disadvantage is that I myself won't be programming as much as I would like and, more important, my courses have to fit a predefined format.

No. We have already moved away from Authorware as a primary platform about five years ago. Our legacy content and migration is our primary concern.

We take a close look at all Adobe products now. We are not happy with that company and how they just pulled the plug on one of the leading e-learning tools in the industry. We tend to look first at other products now before we look in the Adobe suite for solutions.

No other product offers the flexibility of Authorware. Rapid e-learning development tools don't offer that flexibility, so we have to go to something more industry standard that isn't really designed for e-learning development. Probably Flash or a Flash/HTML mix.

No

cost of migrating content, version control, training and finding developers

Yes. We're inclined to look for other vendors for handling flash content.

Yes.

Not really

By ensuring future content is described using XML we hope to reduce our future dependence on a specific authoring environment. However, interactive elements such as animations will be built using Flash.

Yes. Looking at many other tools - as a contractor, my clients often have made their own decision on tools before I meet them.

no

I was disappointed by the lack of communication. However, Adobe has made positive steps as laid out by Ellen Wagner at the Adobe Summit.

not really

Yes. We must now choose a new tool for {new product} Training materials. This will require additional time and money as our original plan was to upgrade existing Authorware {earlier product} CBT.

Yes - If Adobe abandons their Authorware users, any other avenue we adopt will NOT include an Adobe product.

We have been forced to explore different technologies that may be able to meet our requirements. Our developers may have to learn a new technology in order to deliver a product.

We will look at products by other companies since Adobe seems to lack stability.

Yes, it has increased the likelihood.

Yes; we would have been content to stay with Authorware, and will continue to use Authorware for prototyping and design, but not delivery.

Yes. I am one of a small group in my university that uses Adobe products for graphic development (Illustrator, Photoshop, Premiere). I have tried to get my university to support these officially (it only supports and has a license for Acrobat Pro 6). However, the Adobe action on Authorware means I will no longer push for any support of Adobe products. I have limited trust in the company.

No

We've begun to take a look at other solutions.

Yes - we are looking into other tools. So far though we have continued to develop in Authorware until we settle on another application.

Not really. It's just made me sad in regards to where eLearning is going. In the corporate environment, it appears as if "PowerPoint learning" is the new wave, and being someone passionate about training and development, I have a real problem with these "solutions" as they tend to neglect the roles of SME's and ID's.

Yes. By stopping the Authorware's further development. Such an excellent eLearning tool should not die this soon.

no

yes. We've chosen to stop using Authorware and picked a few tools like Flash and Captivate3, Brainshark, and others and "dumbed down" the stuff we design. Very disappointing since the newer "eLearning" does not deserve the name - more like blah, blah, ask, ask, blah, blah page turners or talking PowerPoints.

prompted more immediate need to try and find new solutions that are able to perform as well as Authorware.

Times presented

68

Times answered

62

AICC Survey - Multiple Response

If you are more inclined to migrate your content to more industry standard technologies, please indicate which you are considering [check all that apply]:

Outcome	%	#
.NET	11.28%	15
Ajax	9.02%	12
DHTML	13.53%	18
Flash	30.83%	41
Silverlight	15.79%	21
Other [please write in response]	15.79%	21
Not answered	3.76%	5
Total	100%	133



Times presented: 68 Times answered: 63

Comments

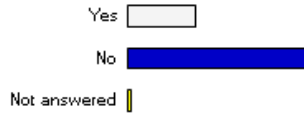
- LCM tools
- AIR
- Still searching for something like Authorware...
- Rapid-development programs like Articulate
- Xerte, an XML parser that produces SWF output. Captivate for software simulations.
- Zinc
- Toolbook
- Not yet sure
- AIR-seems the most appropriate
- powerpoint exported to html for delivery.
- The developer is not a high-level programmer, so we are looking at products which may work in a similar way to AW
- JavaScript, Open Source (PHP)
- Still investigating
- Flex
- XML
- Flex
- AIR and or Flex
- Toolbook
- Xerte, etc.
- FLEX/AIR
- undecided
- Flex maybe?
- SWF developed by other tools
- java
- Toolbook, captivate 3,

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AICC Survey - Yes/No

Would you be interested in any AICC initiatives to collaborate on strategies for migrating content to a target platform and/or establish frameworks/templates for our industry?

Outcome	%	#
Yes	76.47%	52
No	19.12%	13
Not answered	4.41%	3
Total	100%	68



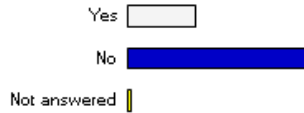
Times presented	68	Times answered	65
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19

AICC Survey - Yes/No

Is your organization directly involved in training for airlines, airframe manufacturers, or major suppliers of aviation equipment or services?

Outcome	%	#
Yes	26.47%	18
No	72.06%	49
Not answered	1.47%	1
Total	100%	68



Times presented	68	Times answered	67
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Comments

- motor vehicle industry
- Higher education
- Heating solutions
- Manufacturing Automotive Parts for all automakers.
- We create training on-demand. We have worked with the hospitality, banking, financial, and military sector.
- Telecommunications
- Financial Institutions.
- Military Aviation
- training for the plastic manufacturing industry
- Independent contractor developing eLearning solutions for multiple companies.
- Insurance
- Health Care
- Automobile Rental
- medical/healthcare
- English as a Foreign Language training for higher education and adult education worldwide, i.e. for non-English speakers trying to learn English.
- legal
- Medicine
- Telecommunications
- Education of Medicine
- Programs that teach mentally handicapped children.
- Educational Children Games
- medical
- Telecommunications
- Defense
- Freelance/Contract Design and Development multimedia solutions.
- Legal
- Financial
- general higher education and research.
- Education
- Financial Industry

20

AICC Survey - Essay

Do you have other feedback that may be helpful in assessing the impact or setting priorities for issues to be resolved relating to Authorware end-of-development? If so, please enter it below.

Answer

not at this time

we urgently need to upgrade authorware even if it means another company purchasing from adobe. Only one tool works for us: authorware!

I am not using Authorware any more (and haven't for about 3 years)

A lot of institutes use and/or rely on the courses we made, not only within our University, but also at other Universities in The Netherlands and also in Belgium. They are all free accessible by internet.

Migration will take approximately 1 FTE year. Since we are using it as GUI production tool for which it is not ment but proves to be have many attractive properties: Why not extent a future version/replacement a little bit such that it explicit GUI application properties (issues are partly tool appearance, partly tool linkingproperties(eg DLL) and partly tool marketing).

I still plan to develop in Authorware as long as possible. I have a very negative attitude toward Adobe, and their lack of response to the Authorware community. I feel that it borders on criminal to sell such an expensive product even while saying that you don't support it. Where else could you do such a thing?

Adobe should have been more responsible and communicated with the Authorware development community. That is the LEAST they should have done. They were very irresponsible in the way the way they dealt with this situation.

Adobe outright lied to their customer base. They promised over and over again that v8 would be release in 2007Q2. Instead, they waited until the last minute and announced its discontinuation. I lost 2 major contracts because of this - both had been built in Authorware and delivered right before the announcement. I will never use or recommend any Adobe product again.

The highest priority is getting issues resolved inside IE v7 and Vista. We are a large ship that takes a long time to turn towards a new direction. We're looking towards a 2-3 years migration process for our AW training.

An open-source solution would be preferable to proprietary tools, as it is less likely to be discontinued due to being unprofitable.

From what I've heard, the biggest concern is that there will be no updates for problems that will start to arise from the world's upgrading to VISTA. If Adobe doesn't want to continue developing AW, that is their priority; just for customer satisfaction issues they should at least update the webplayer files and whatever files that may be necessary in order to let .exe function with Vista so that we developers don't feel like we're being forced in a rush to choose a new authoring environment. If Adobe isn't willing, then perhaps a 3rd party could work on this. If this is not legally feasible, then a comprehensive study on the products available in today's market (what they can do or not do, which programs work well together to give a comparable package, what kind of support those companies would give AW migrators, etc.) would at least be a start.

Commit to necessary updates to keep the player stable in Vista and IE7 while migration is in progress. Provide more comprehensive tools to export content and file/icon details from source. Provide templates to use in migrating to other tools (flex MXML app templates, Flash AS classes, etc) Include Authorware as qualifying product for upgrade pricing for other "elearning" development tools. Whatever is listed as elearning tool should get upgrade pricing.

We are deeply disappointed in this decision by Adobe.

Adobe was clearly out of it's league when it acquired Macromedia, as demonstrated by it's complete lack of knowledge surrounding the eLearning industry. It is painfully obvious that Adobe is out of its element when it comes to the level of eLearning that Authorware is capable of delivering; Adobe seems more content with competing with the lesser tools and those that aren't even eLearning development tools (e.g. PowerPoint).

Thanks for doing this. The two needs now are to help existing developers with a new path plus getting the word out. For me the decision was not a total surprize but a setback in that I cannot continue to pursue those items of interest to me. It is like being an expert in gray iron casting and now having to be a new expert in alumiuium castings. By intent I am moving to other areas distant to the original charter; Adobe does not care but there were so many chances for them t grow this business. As it stands Adobe has alienated a lot of large players and this small player just needs to step aside and "remember the best; forget the rest."

Operating system platform support, both Windows and Macintosh, is the most important thing to me. My target market is college language labs around the world. I can do well in that market with standalone exe products built with the current Authorware feature set. However, if a new operating system version makes my product unusable, I'll be in great difficulty. Thank you.

If Authorware is going to be stop then there should be tool like Authorare.

Adobe think that they've an alternative product like Captivate, but this isn't in long distance Macromedia Authorware.

Adobe should update the plugin for Vista/IE7, allowing developers sufficient time to migrate content.

I would like someone from Adobe to call us with recommendations on how to do the same things we were doing with Authorware.

Dear Tom King and AICC colleagues, Thanks for your initiative! It still gives us a little hope to find a solution for this common problem that can be ruining for our company. We're waiting to see what's the answer of Adobe before beginning the conversion of our titles. I think {company} (you can see our catalog at {web site}) it's a good example of these "hidden" companies that have been using Aware for a lot of time in Europe. We've been reading Aware list since the creation in 1994! We've been evaluating a lot of tools since the EOD announcement and contrasting it with the Aware list comments, and sincerely think that there is no rival for Authorware in doing the educational content we do. Not only not rival neither similar. We have already developed one new title in ActionScript and we're very discouraged of the experience, not per lacking of power but for the lost of fast productivity, good

documentation process, easy localisation system (we publish in spanish, catalan and other languages all our title) that Aware have given to us. We're disposed to pay or invest till 50.000US\$ (I know it is a little amount for the task but our company is small) in a solution for the problem (conversion to fla/swf, java plugin...) in order to avoid an artesanal conversion. Thanks again for your initiative, feel free to contact us if you need more information and we're at your disposal to help in the process in the way you need. Best regards, {name} {title} {company}

We understand the end of development. We would support limited time spent by Adobe to support the current version on upcoming OS and IE versions. This would allow us to continue to develop in AW7, knowing that it is supported for future delivery platforms.

We have developed a system named {full product name} which allows content to be distributed to the client without the need to use the web player. Since the web player has the greatest potential to cause problems in distributing content, the {product} solution is at least a way of continuing to use existing Authorware content without the immediate need to rush and convert all your content.

We have a very small Authorware catalogue that is all 3rd party. We have not developed in Authorware for a number of years and are now using other tools.

Adobe should provide tools for, and guidance into, exporting existing Authorware content into other formats.

As an Adobe Community Expert I'm interested and motivated in being involved in the formal migration and troubleshooting issues. full-fidelity Xml export from Authorware will help us create real conversion tools, in addition to migration plans. We should work towards getting Adobe to help with that.

Communication and support is essential. Adobe has always had the best tools which differentiated them from the competition. Now, competitors are gaining ground. Google has great tools such as Picasa. Adobe is competing head to head in the same market space as Microsoft more every day. Customer Loyalty is more critical for software companies than ever. When there is a small differentiation between competing products, Customer Loyalty is often the deciding factor at the time of purchase. Adobe has a great opportunity to be the leader in this young but emerging field. To me, Adobe has begun down the right path to regain lost trust and confidence that was lost by the initial way the Authorware End of Development was handled. Great tools and strategies will be forth coming if Adobe delivers on their promises.

This is a critical issue for us. We build large scale elearning that must last for decades. Most general tools are not suitable, or easily incorporated into a specific CBT production model. To replace Authorware we will need additional personnel with much more varied skills and a tool to integrate all the individual components.

Reworking all of the existing product lines into a different technology is going to be very costly for all companies both in planning and development. For me it may be good as it mean more work, however, there is not Authorware is unmatched in capabilities.

I wish Adobe would reconsider this decision.

We created a series of modules for a customer a couple of years ago that they have sold on a number of times. The latest customer for this is the UK {agency}. The courseware has been successfully integrated into the UK {agency} Learning Portal ('LP' = LMS plus all infrastructure and PCs etc). This happened only a few weeks before the EOD announcement from Adobe. The UK {agency} have now found themselves in the position that the LP supplier is no longer going to support the Authorware web player, partly because of the EOD announcement and so the {agency} has some new courseware they just bought that they planned to deploy UK wide that will cease to function in total soon. Their contract does not allow them to force the LP supplier to use the Authorware web player. They have now asked us for a price to convert this to Flash to mitigate this issue. Clearly this is a total waste of UK tax payers money and they are very upset about the situation. We also create {audience group(s)} training CBT for the {country B} and {country C} {agency}. We recently completed the whole training system for the {product or equipment name}. All the courseware was created in Authorware. This is expected to last for at least the next 25 years, but clearly this is not going to be possible with the EOD of Authorware. This courseware is likely to have to be recreated in some other format, which is a very large undertaking. depending on the interpretation if the wording of our maintenance contract, this may be something that we have to fund ourselves, which is going to have serious impact on our business. Even if we don't end up self funding this, it is again a serious waste of public money to recreate this all again.

I use authorware to deliver online assessments using the {name} engine developed by {developer}. I have three colleagues in other departments in {city} who also use it. I have colleagues who want to but I have put them off because of the Adobe decision. {developer} spent a lot of time developing this engine and Adobe are just casting it aside. Neither of us are of an age that we would start from scratch again in another development environment. Adobe have lost a lot of credibility in the UK.

Make more standard components for Flash that can be used to build AICC compliant training similar to models in Authorware.

When the EOD was first announced my thought was to look for an "Anything but Adobe" solution. While I'm still searching for a new development tool, I will continue to use Adobe products that meet the needs. So Premier, Photoshop, Flash, DW and Audition are the main tools I'll use but I'm open to other development tools. I am, however, staying away from Director. If Adobe will do this to Authorware I'm sure Director is not far behind. I just don't trust Adobe any more.

As stated earlier, I am unimpressed with where eLearning is going in alot of the large corporations. Since just about anyone can use Powerpoint, alot of elearning is being pushed in this direction, and eliminating the use of SME's and ID's. As a result, learning suffers, learning platforms are being chosen by what current staff can use, and not by what is the best tool for the job.

Authorware is an excellant eLearning tool. Whoever uses this software immediately fell in love with this software. Authorware end-of-development definitely affected me personally as a Authorware user and my clients who are using the Authorware content.

The issue is not just finding something new that works as well as what we are currently doing. The issue also involvs figuring out what to do with all of the content that is currently created.

Times presented	68	Times answered	37
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