

SAM Survey Results

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Logistics

- MailChimp to send announcement email to 29,229 users
 - Sent to all people who have ever downloaded and not removed themselves from previous MailChimp mailings
 - 4,943 (25.6%) people opened email
 - 908 (4.7%) people clicked a link in the email
 - \$250 for 25,000 credits + credits remaining from previous mailing
- Used SurveyMonkey to administer survey: 995 responses (Survey closed 2/9/2011)
 - \$199 for Professional Select Yearly Plan: Does not allow custom landing page at end of survey.
 - “Custom redirect” feature in Gold plan, \$299/yr
 - We used SurveyGizmo last year

High Abuse Complaint Rate (MailChimp)

Account Status

Warning: High Abuse Complaint Rate

We noticed that your campaign **SAM Survey and Webinars** generated a high abuse complaint rate. As an Email Service Provider, we're required to enforce an abuse rate of 0.1%. When this is exceeded, ISPs and SpamCop organizations begin to question the integrity of your list, which can cause blacklisting or blocks for both your domains and MailChimp domains and IP addresses. It can also indicate there are readers on the list who do not want to receive your content and were not expecting to receive it.

Your Abuse Complaint Rate: 0.1% (should be less than 0.1%)

What do I do now?

Your account is still active but we want to make you aware that we will continue to watch this campaign and may send additional warnings. If the abuse activity continues and exceeds the 0.1% limit this can lead to account suspension and further investigation into the matter by our compliance team. You will find tips to help you limit the number of complaints made to your campaign by visiting the links below or by contacting the compliance team with further questions.

[learn more about this issue](#) | [tips for reducing abuse complaints](#)

I understand that if I do not address this, my account could face suspension

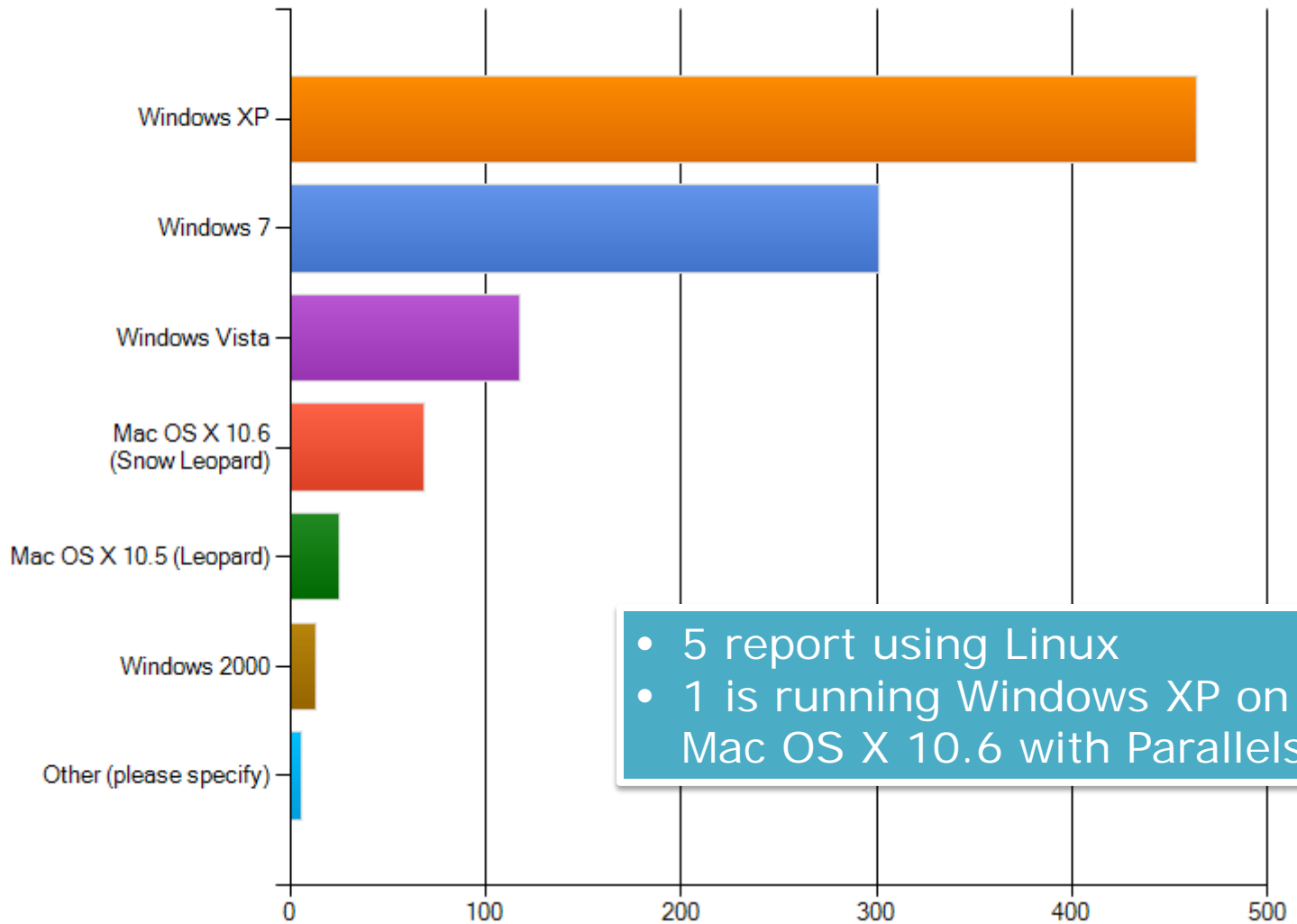
[contact the compliance team](#)

date	incident	notes
1/24/11 8:20AM	0.1% abuse rate on campaign "SAM Survey and Webinars"	Customer was contacted and warned. Account reinstated
10/6/10 6:20PM	0.1% abuse rate on campaign "SAM Beta Test"	Customer was contacted and warned. Account reinstated

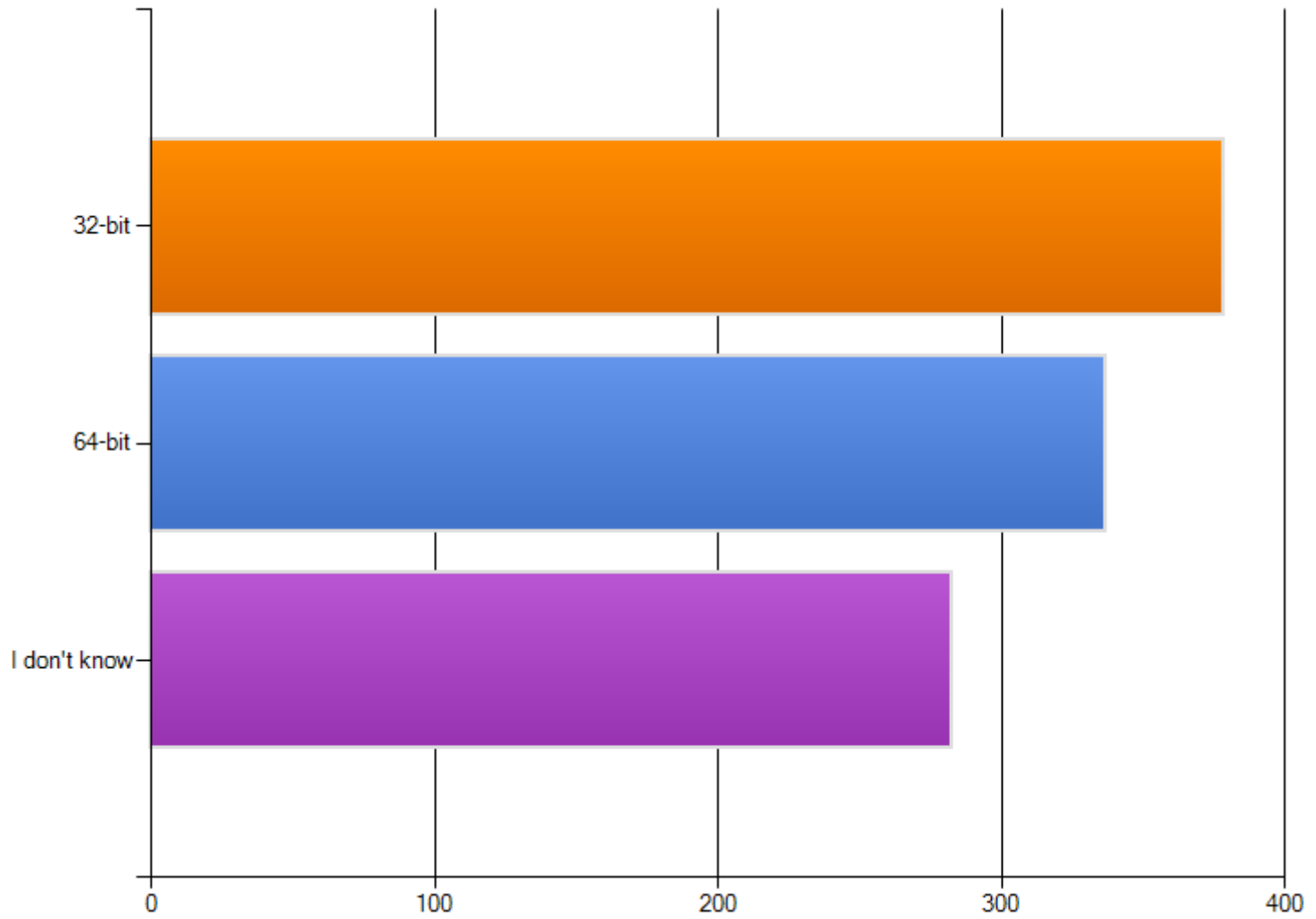
Abuse Rate

- 27 complaints
 - Clicked “this is junk” or “report spam” in their email program
 - Complaint goes to ISP, who contacts MailChimp
- 111 unsubscribe
 - Clicked link at bottom of email announcement
- MailChimp issues a warning when a campaign receives more than 1 complaint for every 1000 recipients
 - We received 27 for 29,229 or 0.92 complaints per 1000
 - We’ll try to avoid this next time by sending only to more recent downloaders
 - Being able to manage the database (with new system Jorn is building) may help minimize this

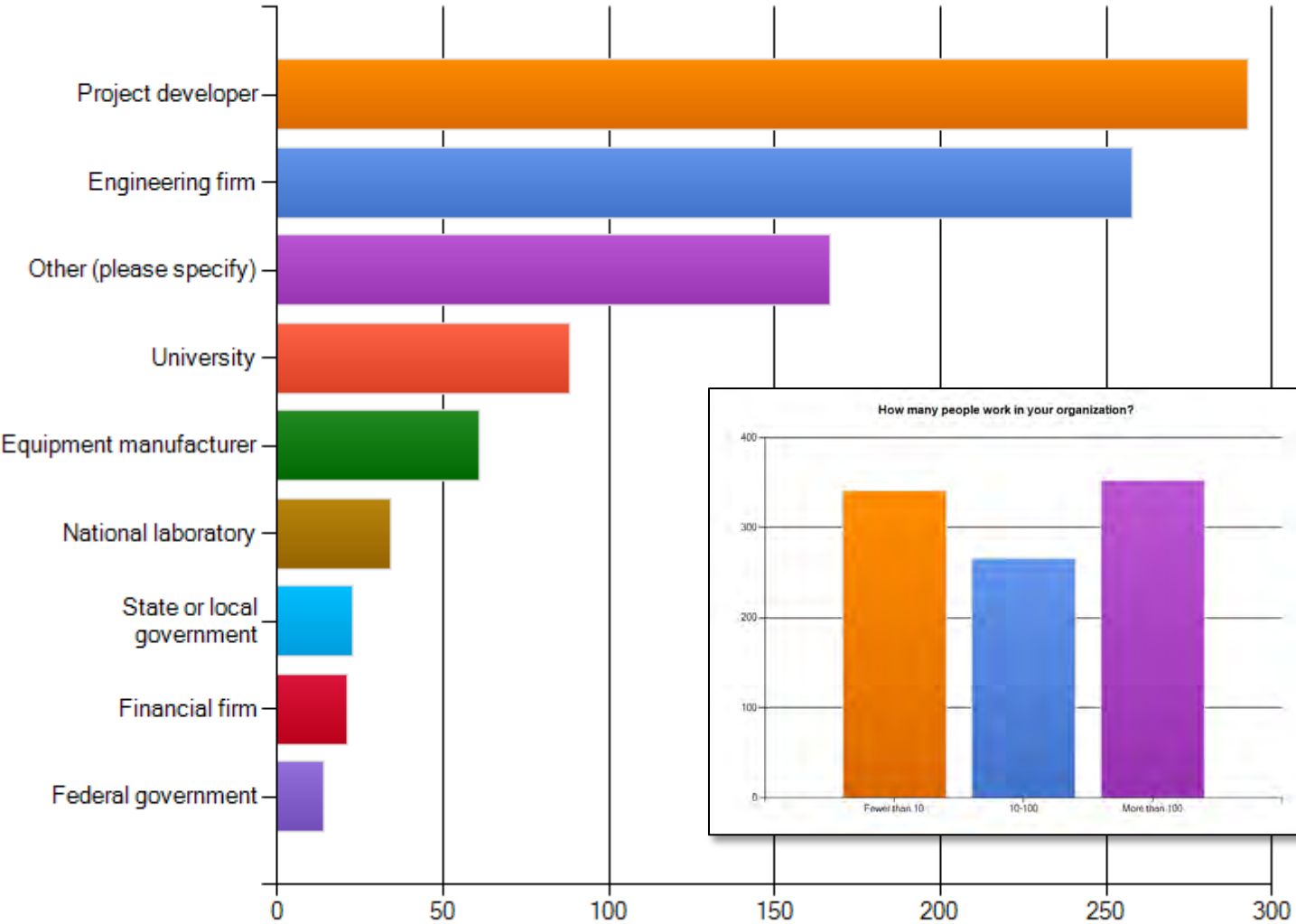
What operating system do you primarily use to run SAM? (Please choose one)



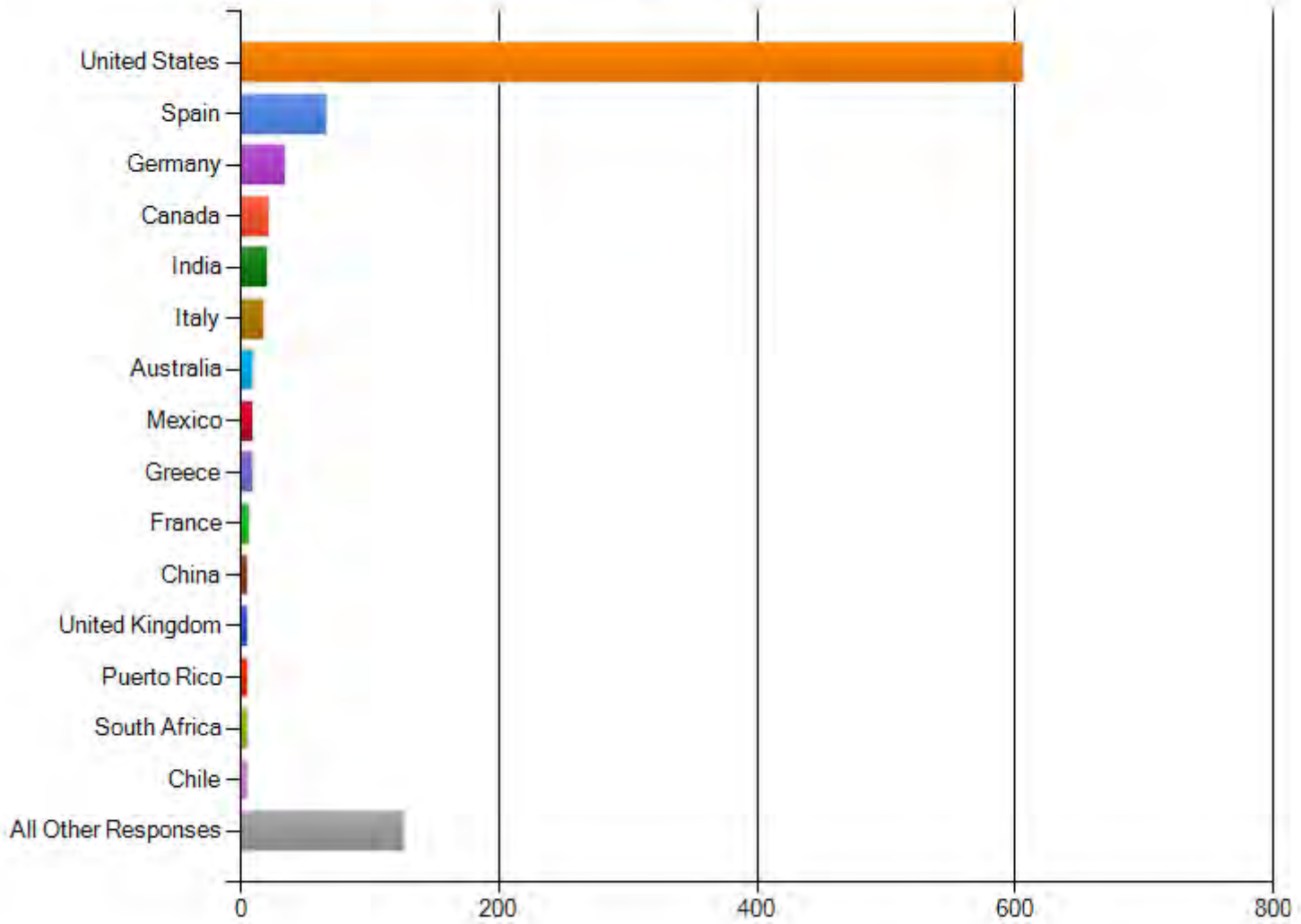
What processor technology does your computer use?



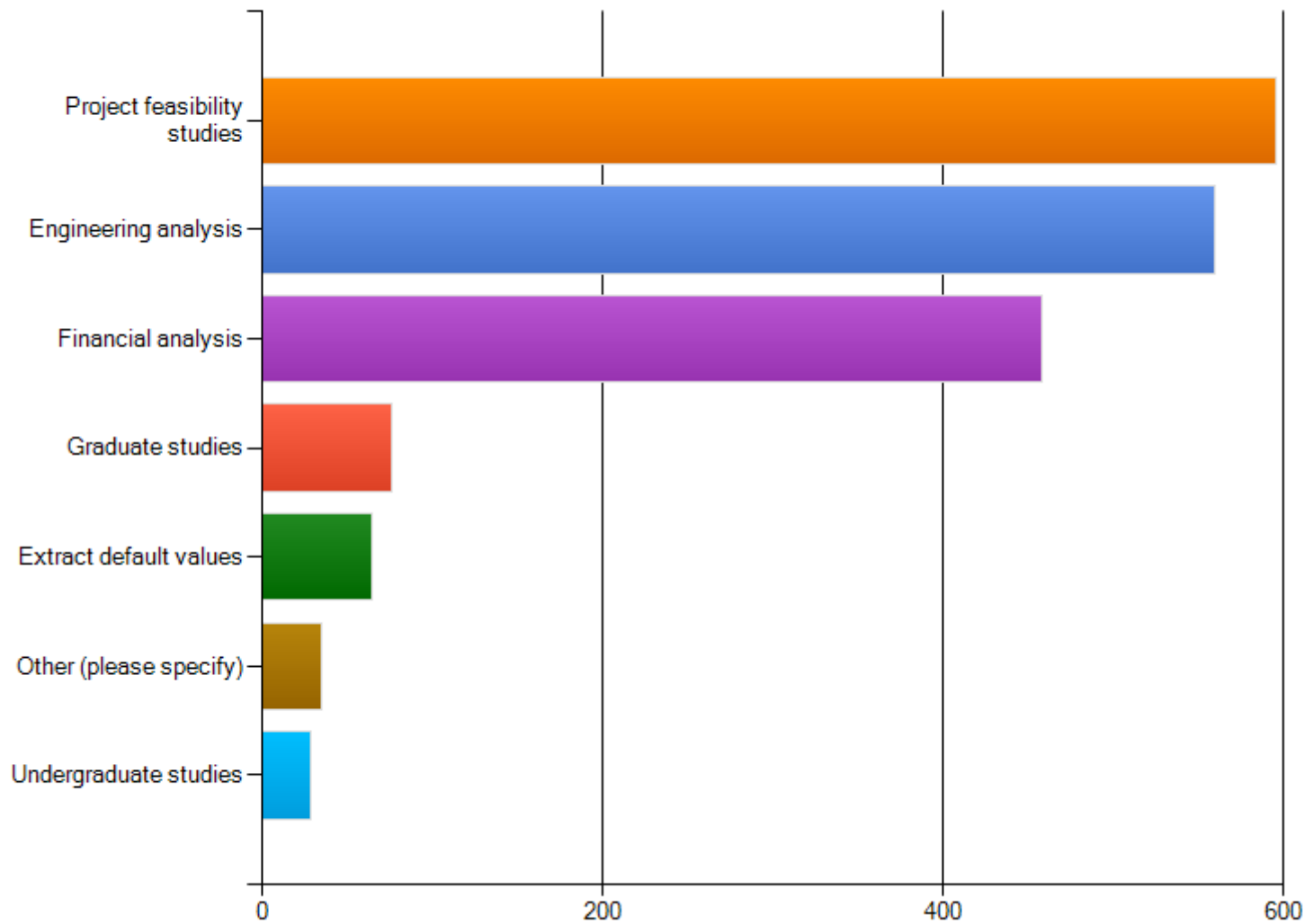
What type of organization do you work for? (Please choose one)



In what country do you work?



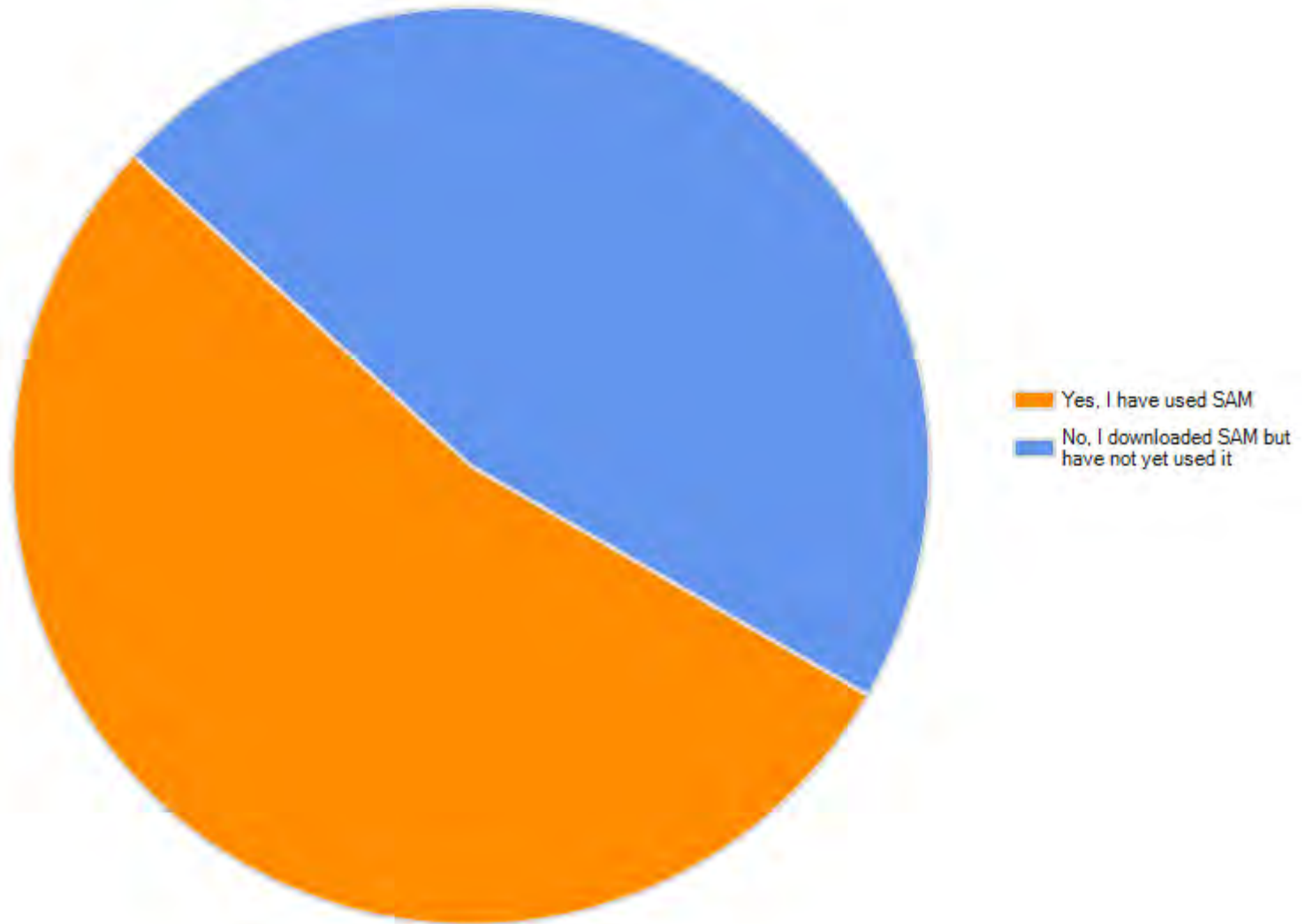
What is your primary reason for using SAM? (Please check all that apply)



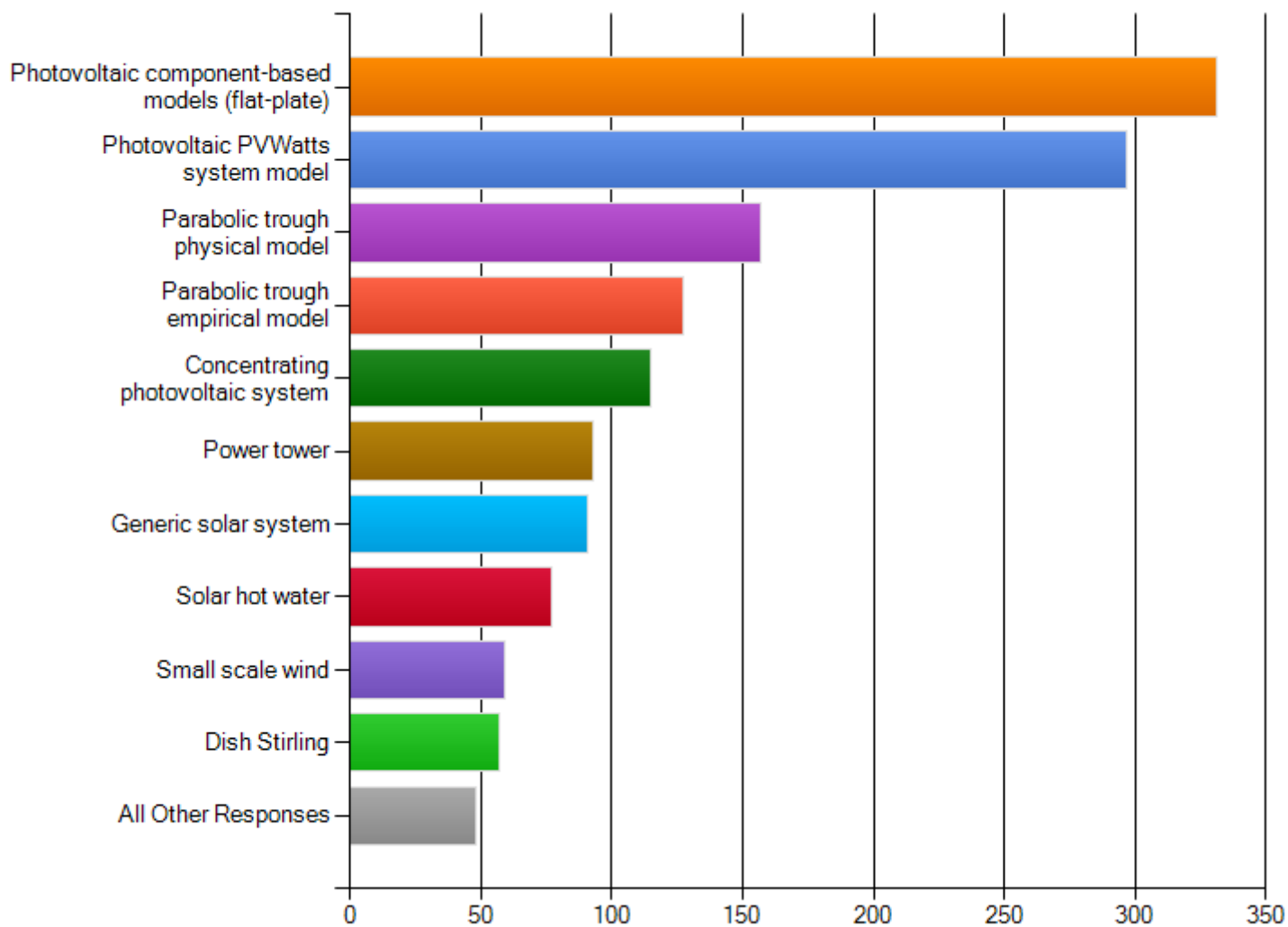
7. Please list any other computer models that you use for your renewable energy projects. For example PVsyst, RETScreen, HOMER, etc. If none, please write "none."

See list-of-other-modules.txt for list of 959 responses sorted alphabetically

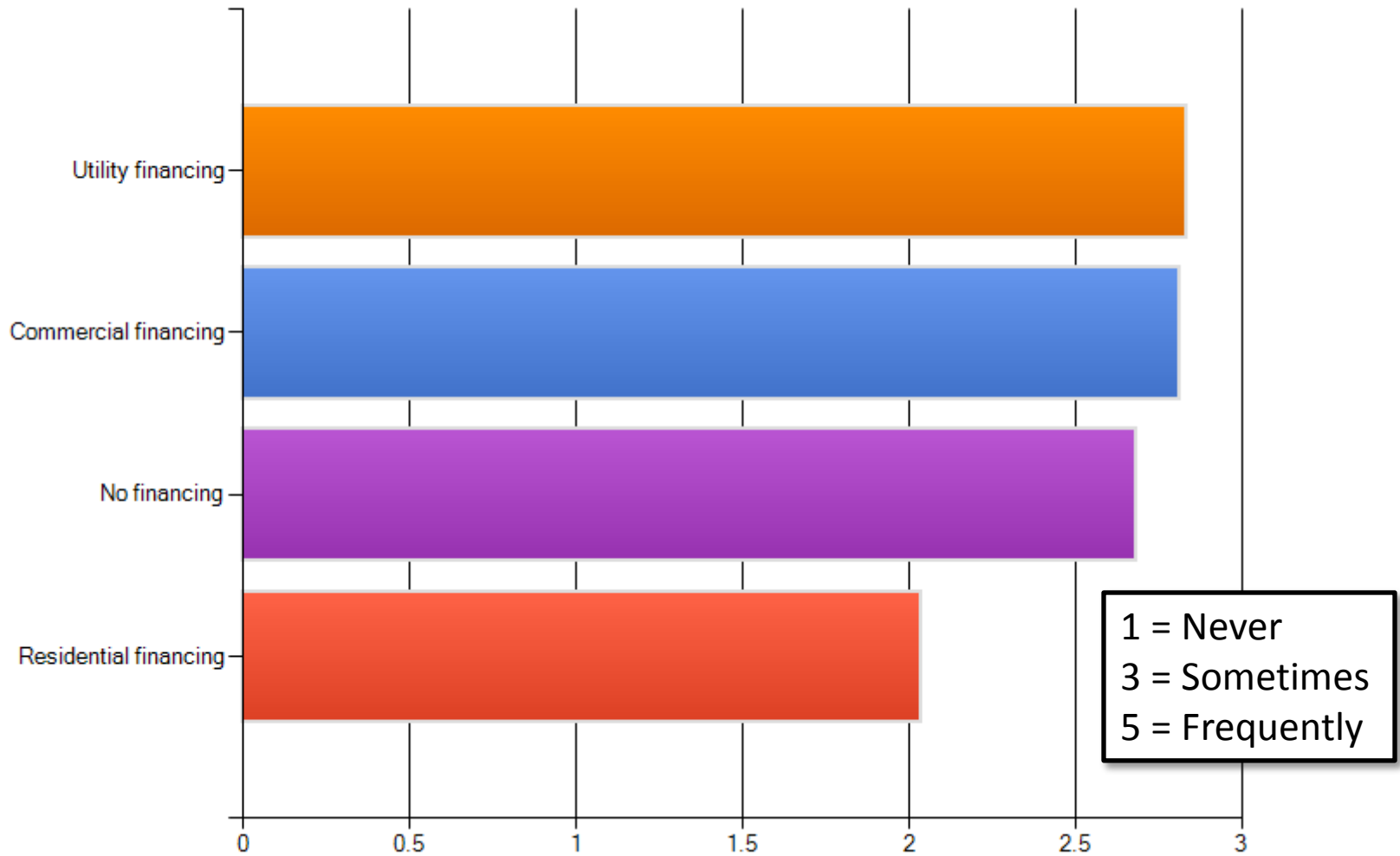
Have you used SAM before?



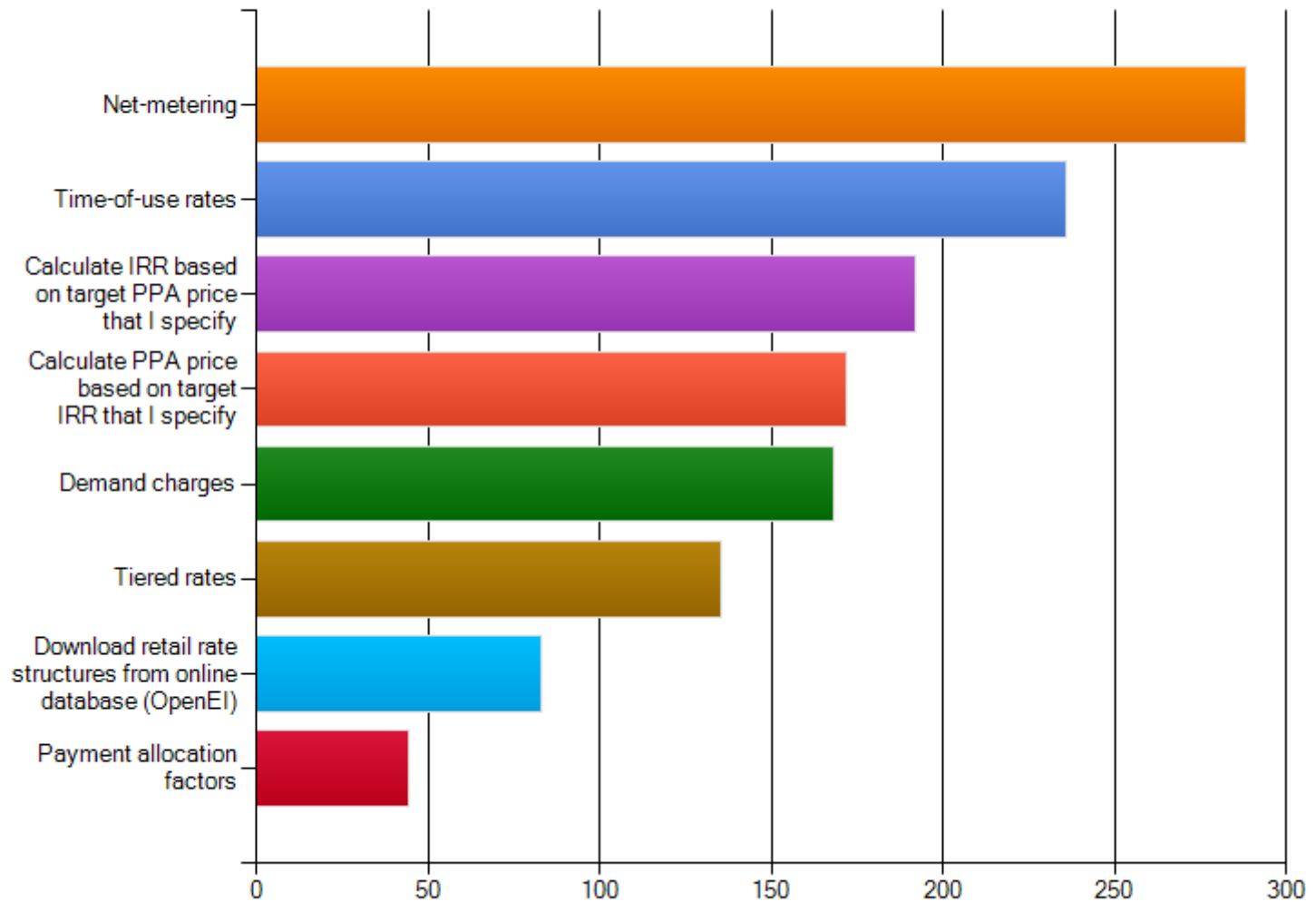
Which of the following performance models do you use? (Please check all that apply)



How frequently do you use the following financial options? (Please choose an answer for each row)



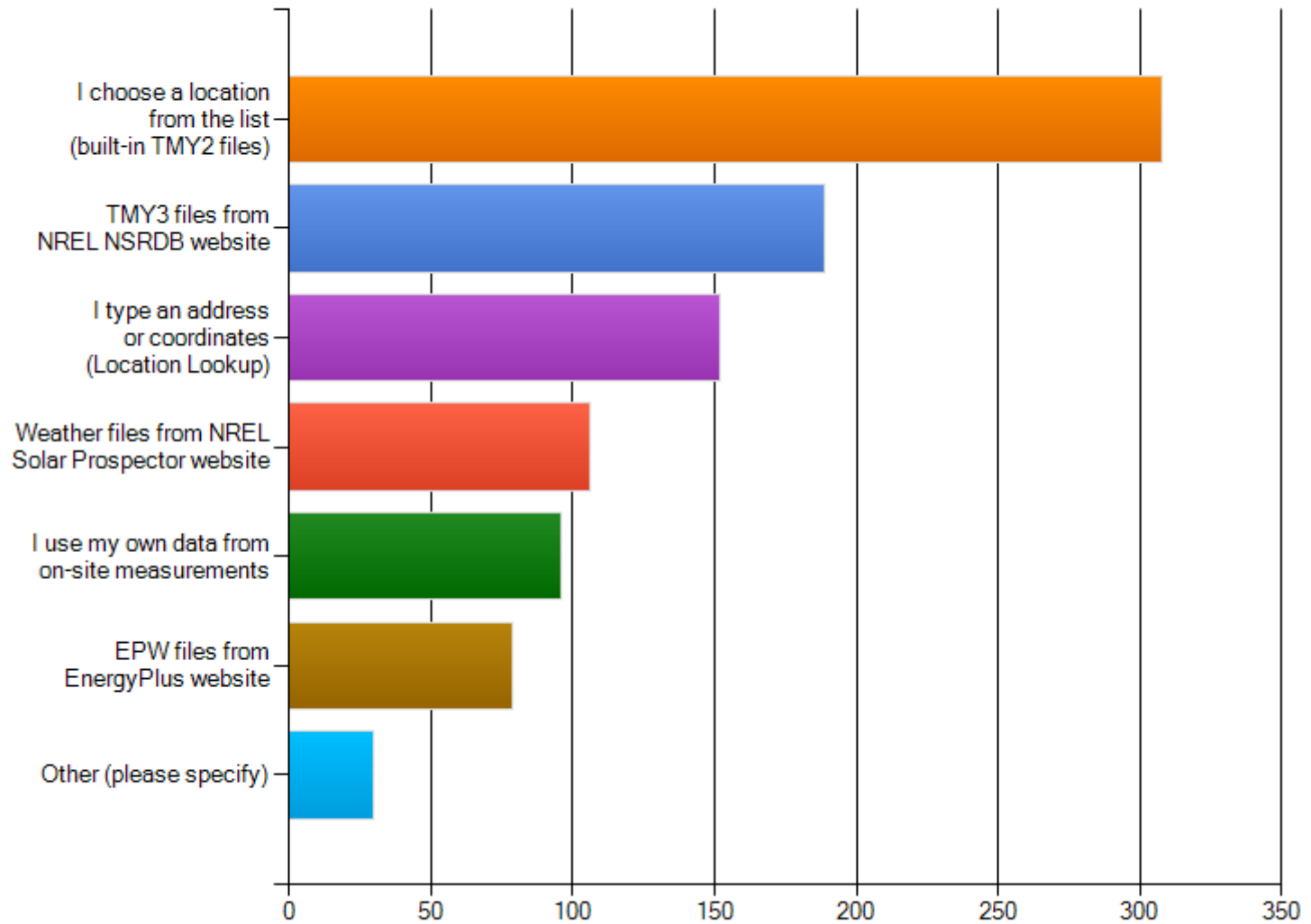
Which of the following options do you use to specify or determine the price of electricity? (Please check all that apply)



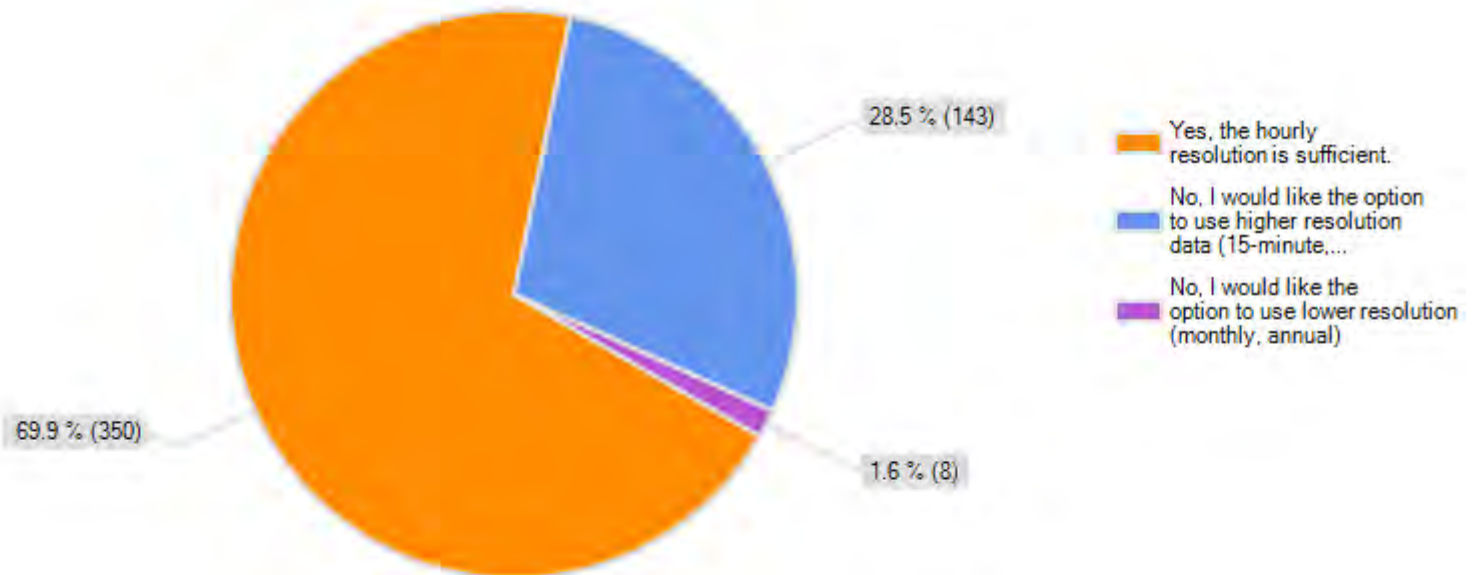
12. If you could request new features or improvements to SAM, what would they be? If none, please write "none."

See request-new-features.txt

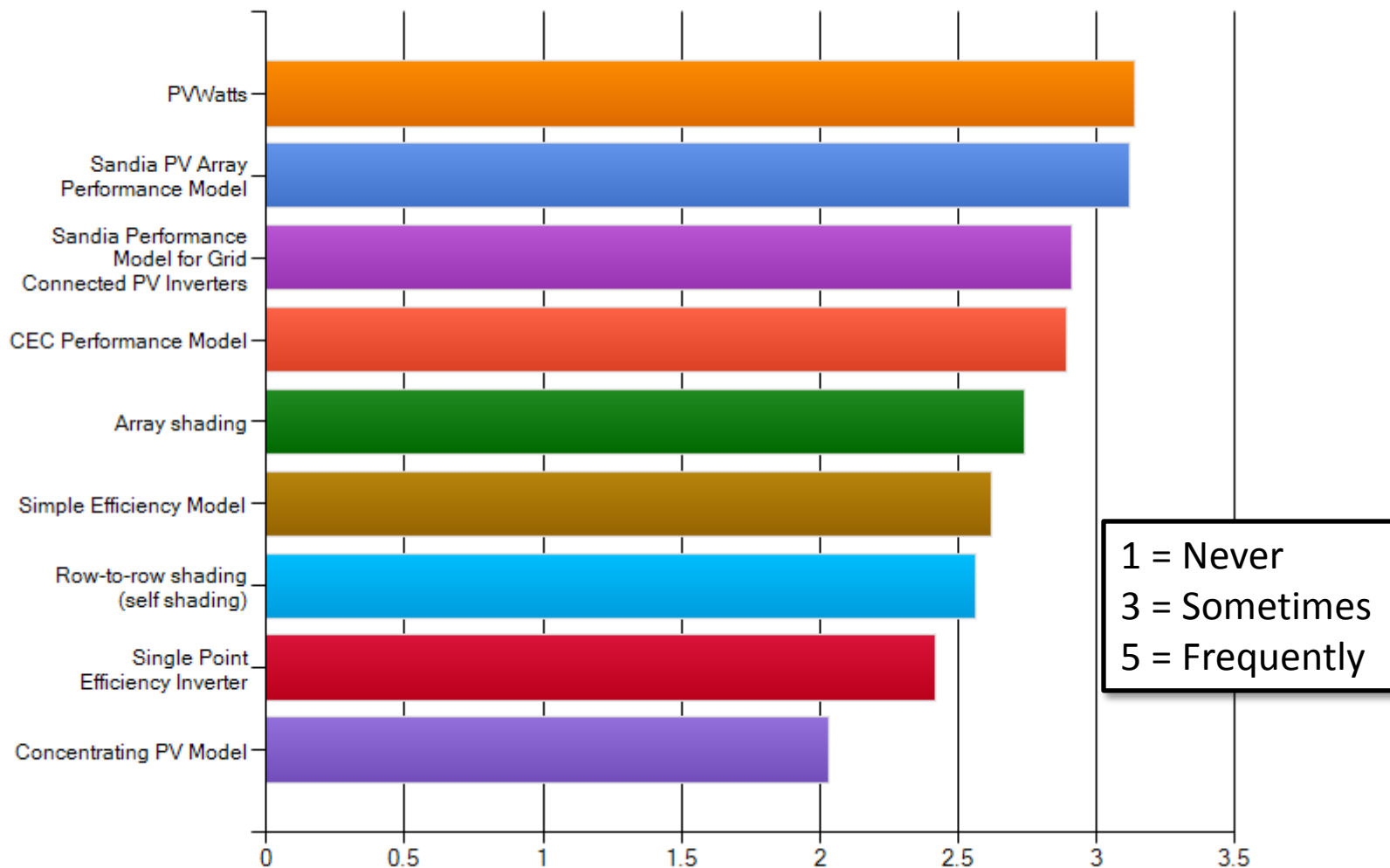
What weather data do you usually use? (Please check all that apply)



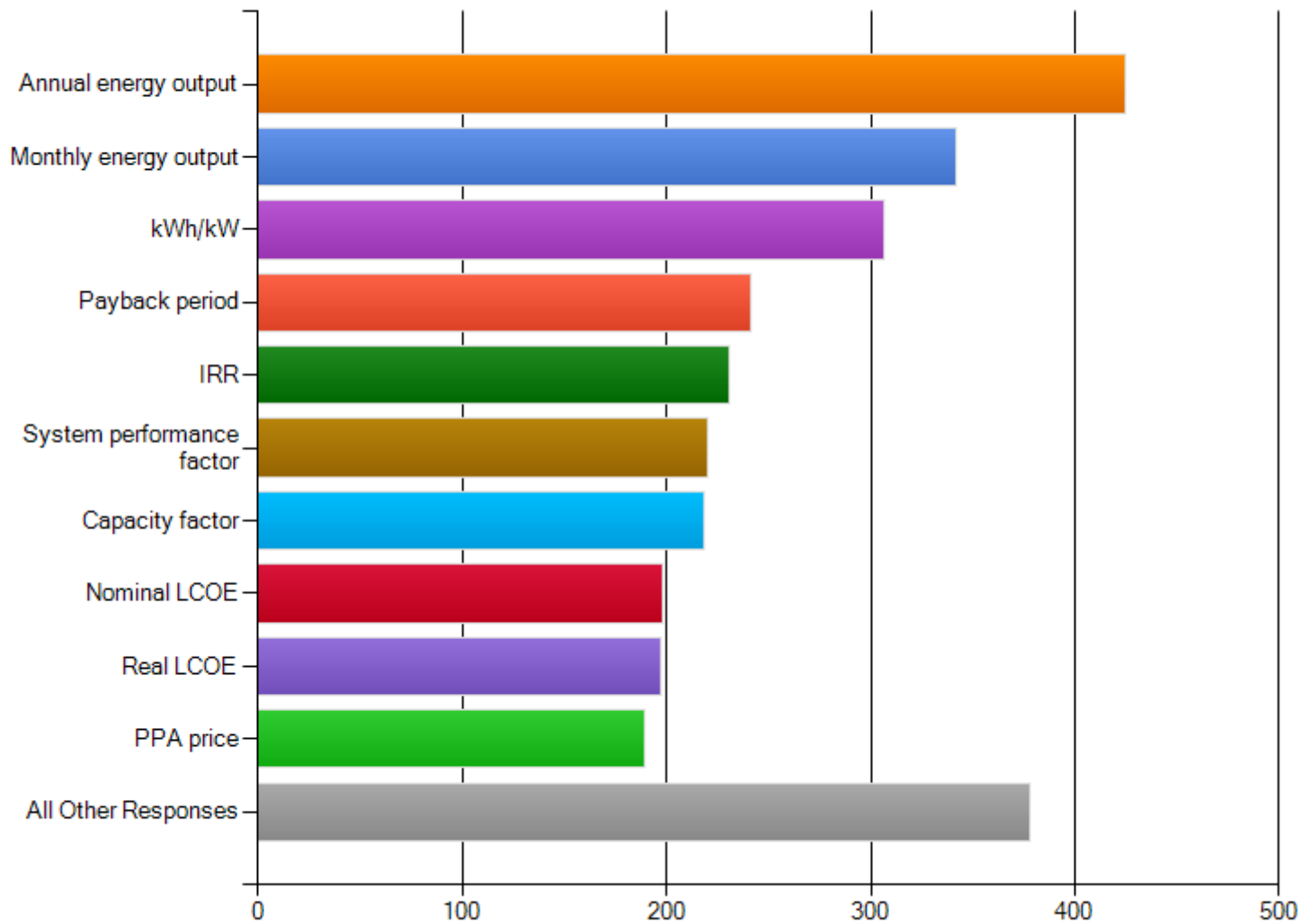
Is the default hourly resolution for weather data sufficient for your needs?



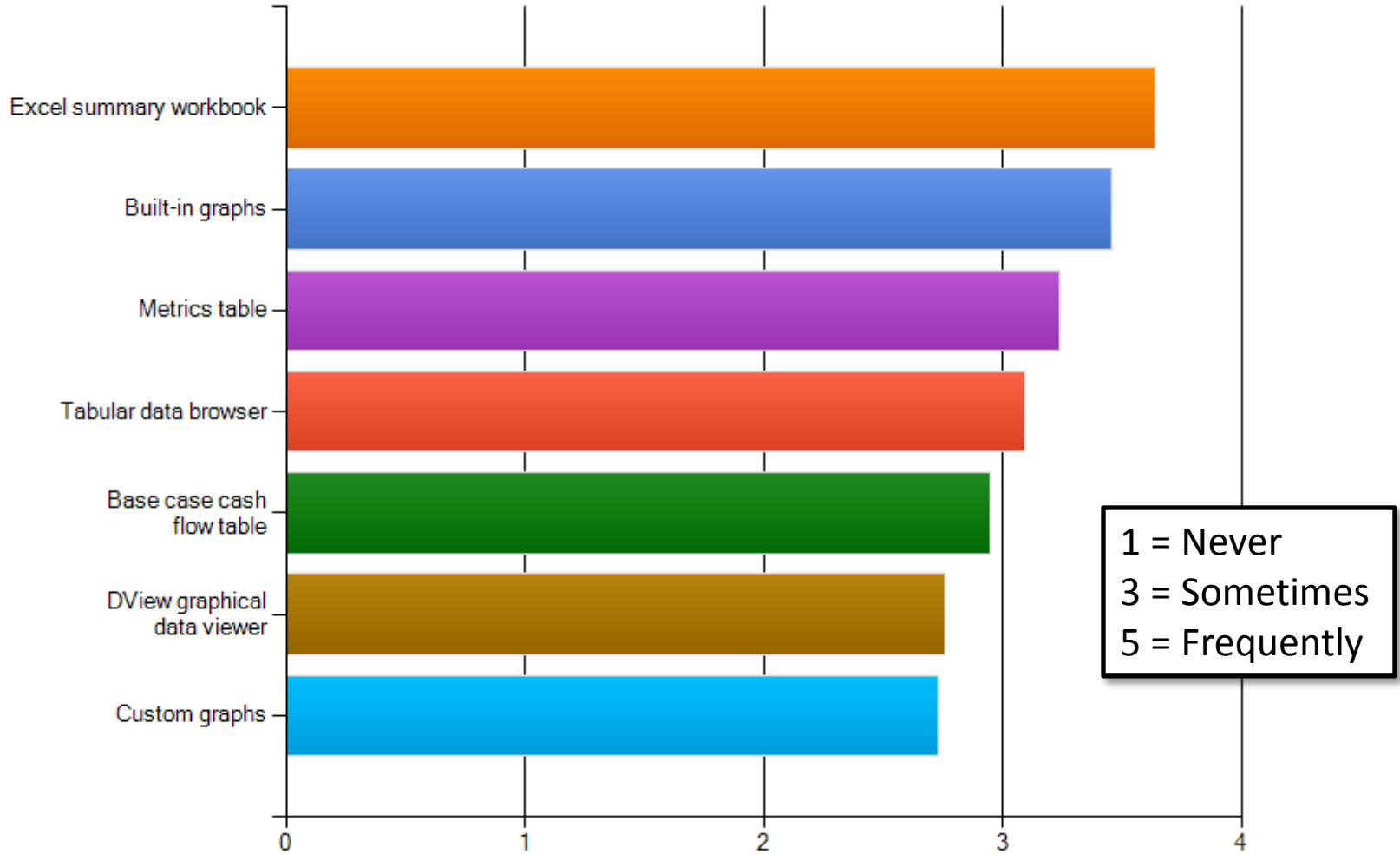
**If you model photovoltaic systems in SAM, how often do you use each of the following options?
(Please choose an answer for each row)**



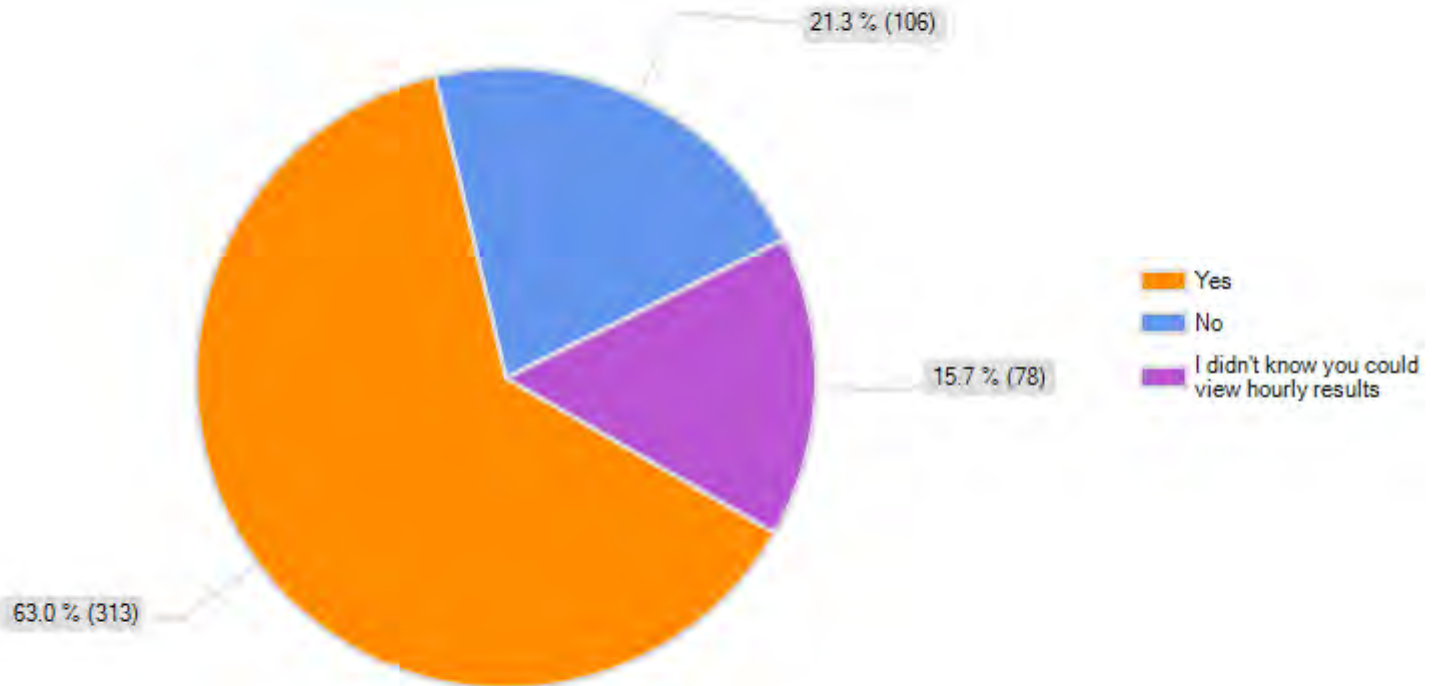
Which of the following metrics do you most often use? (Please check all that apply)



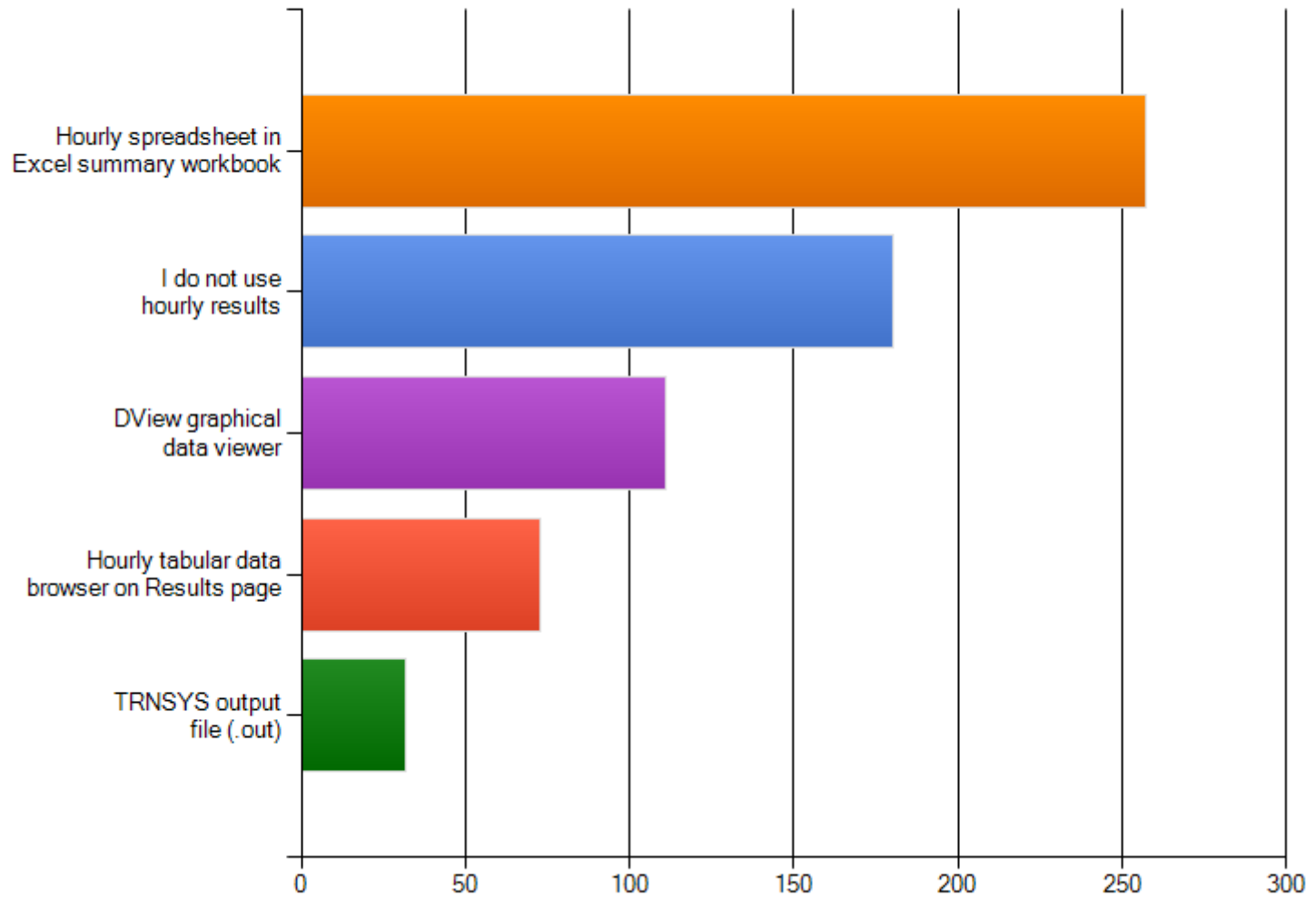
How frequently do you use each of the following options for viewing results? (Please choose an answer for each row)



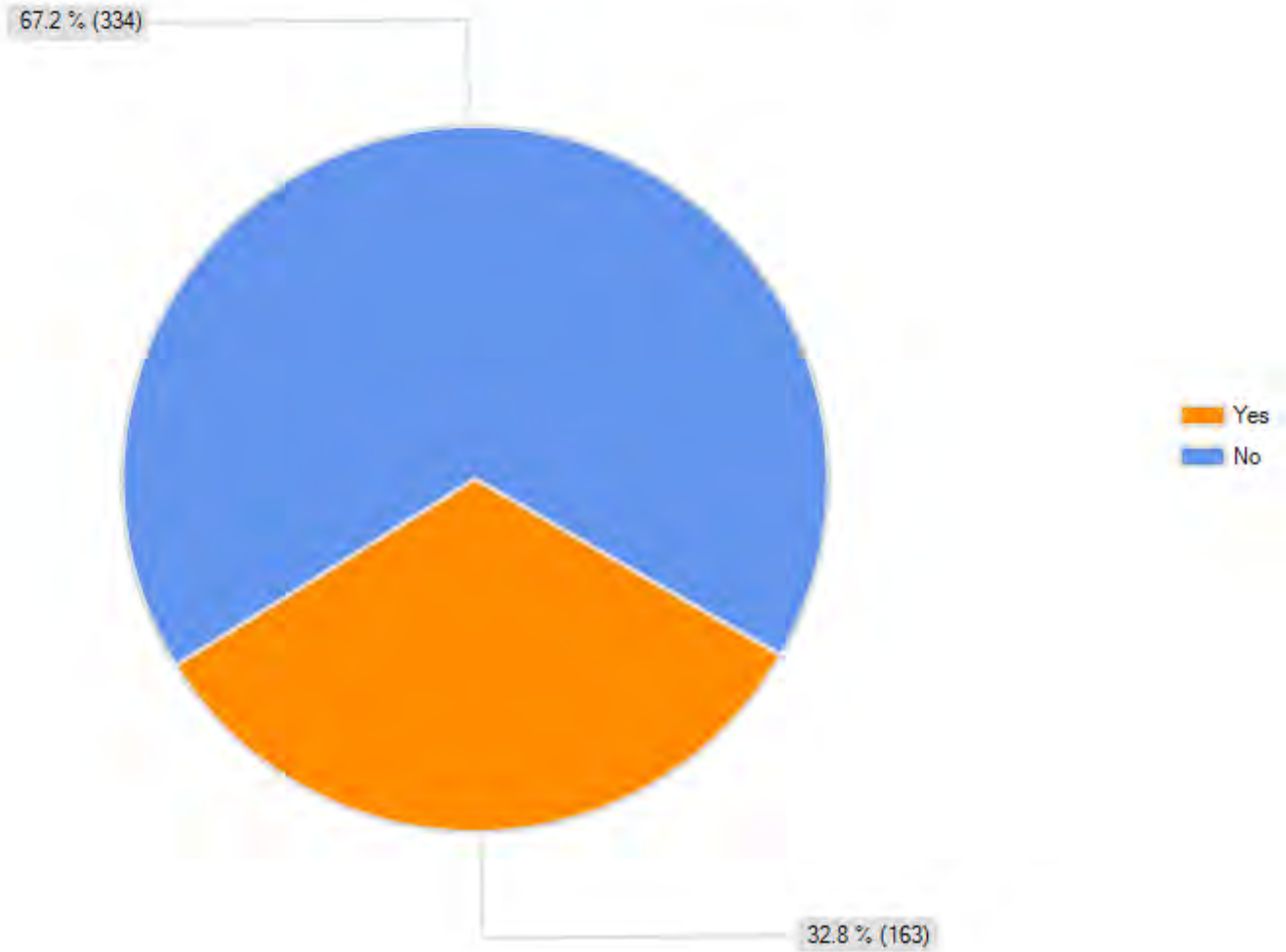
Do you use hourly simulation results?



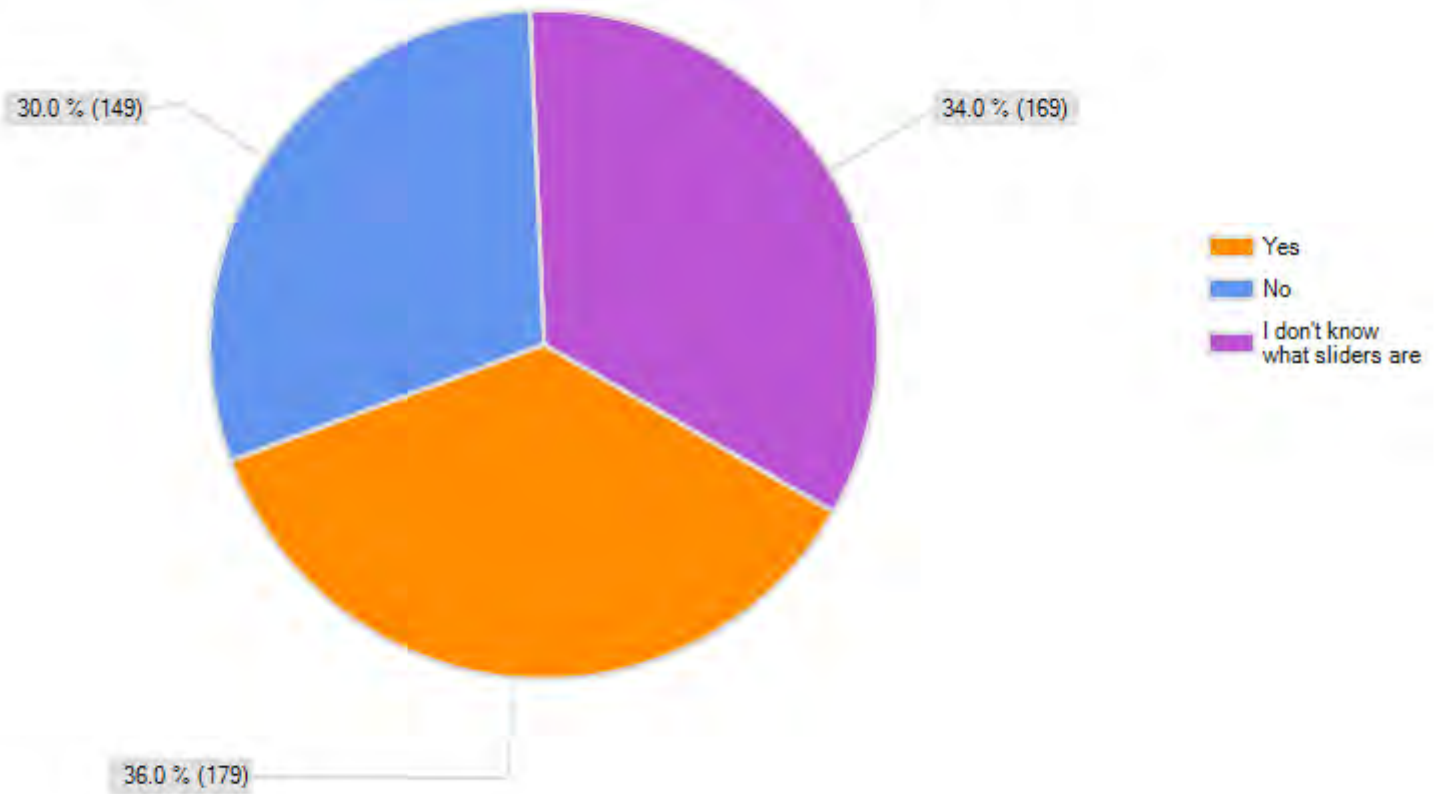
If you use hourly results, which of the following formats do you use? (Please check all that apply)



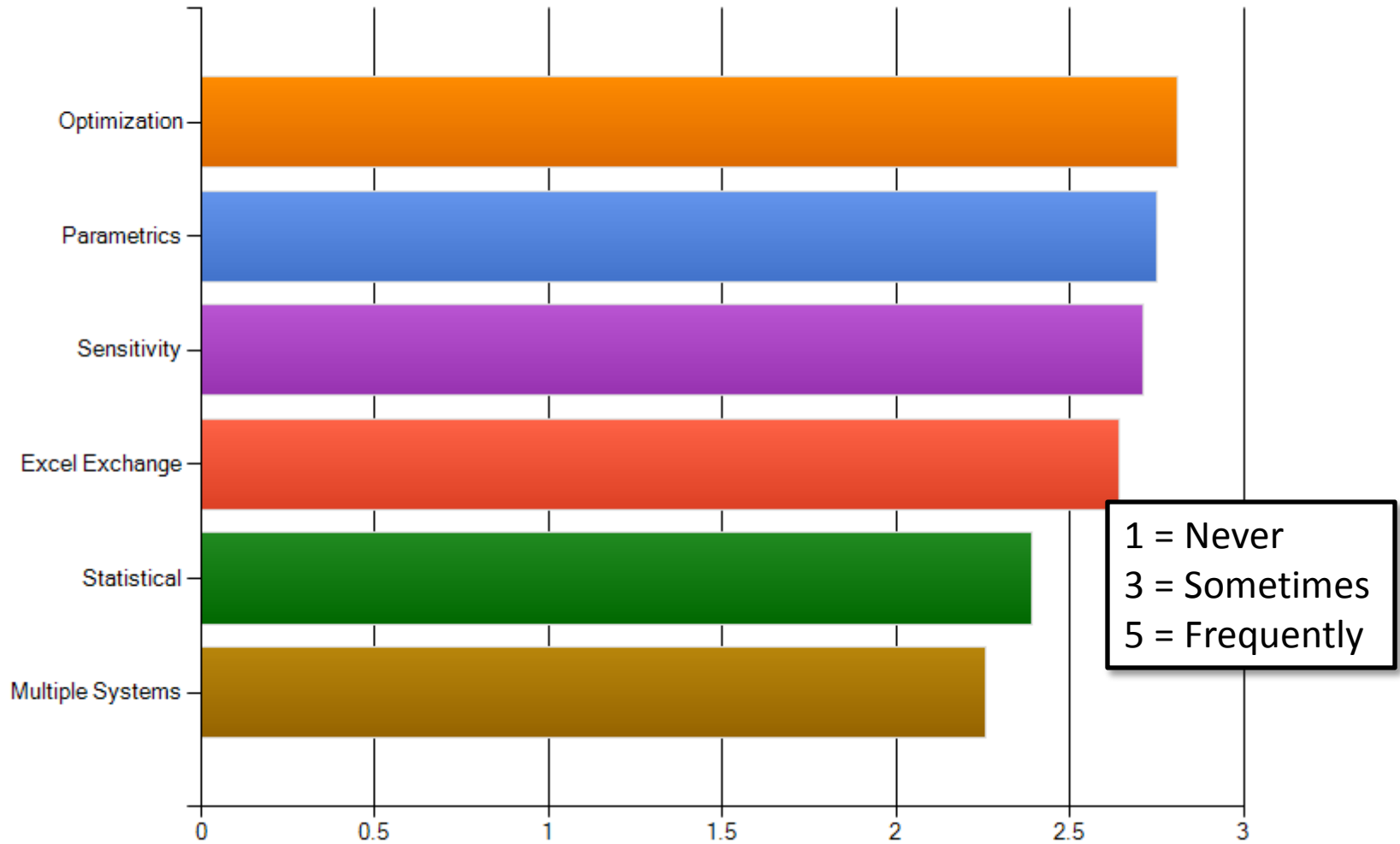
Do you create your own graphs on the Results page?



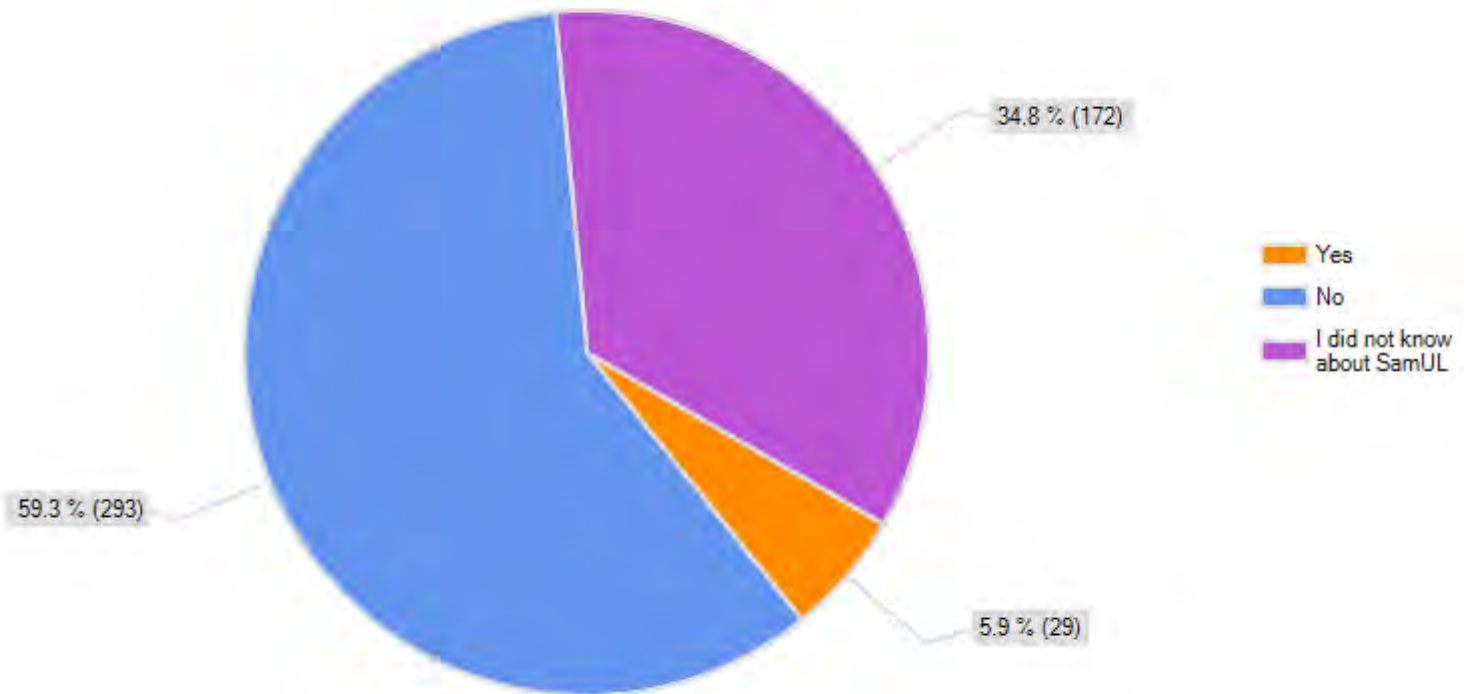
Do you use sliders?



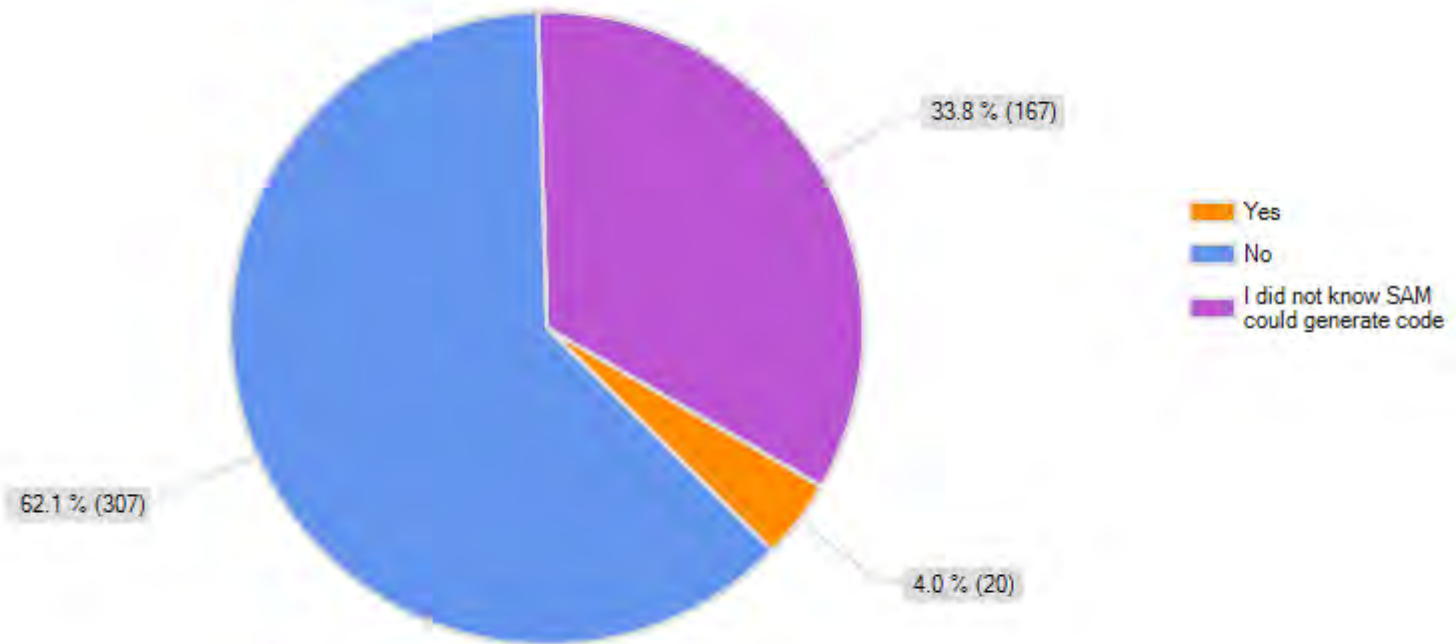
How frequently do you use each of the following simulation options? (Please choose an answer for each row)



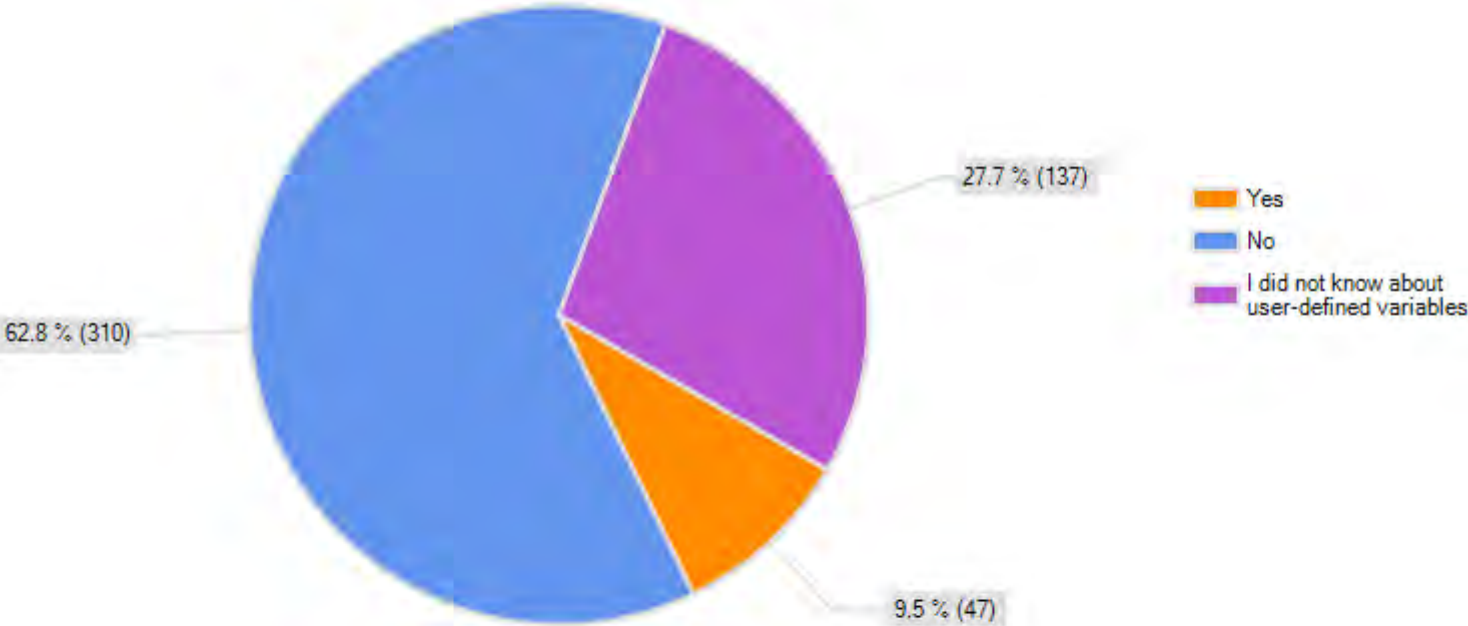
Do you use SAM's scripting language (SamUL)?



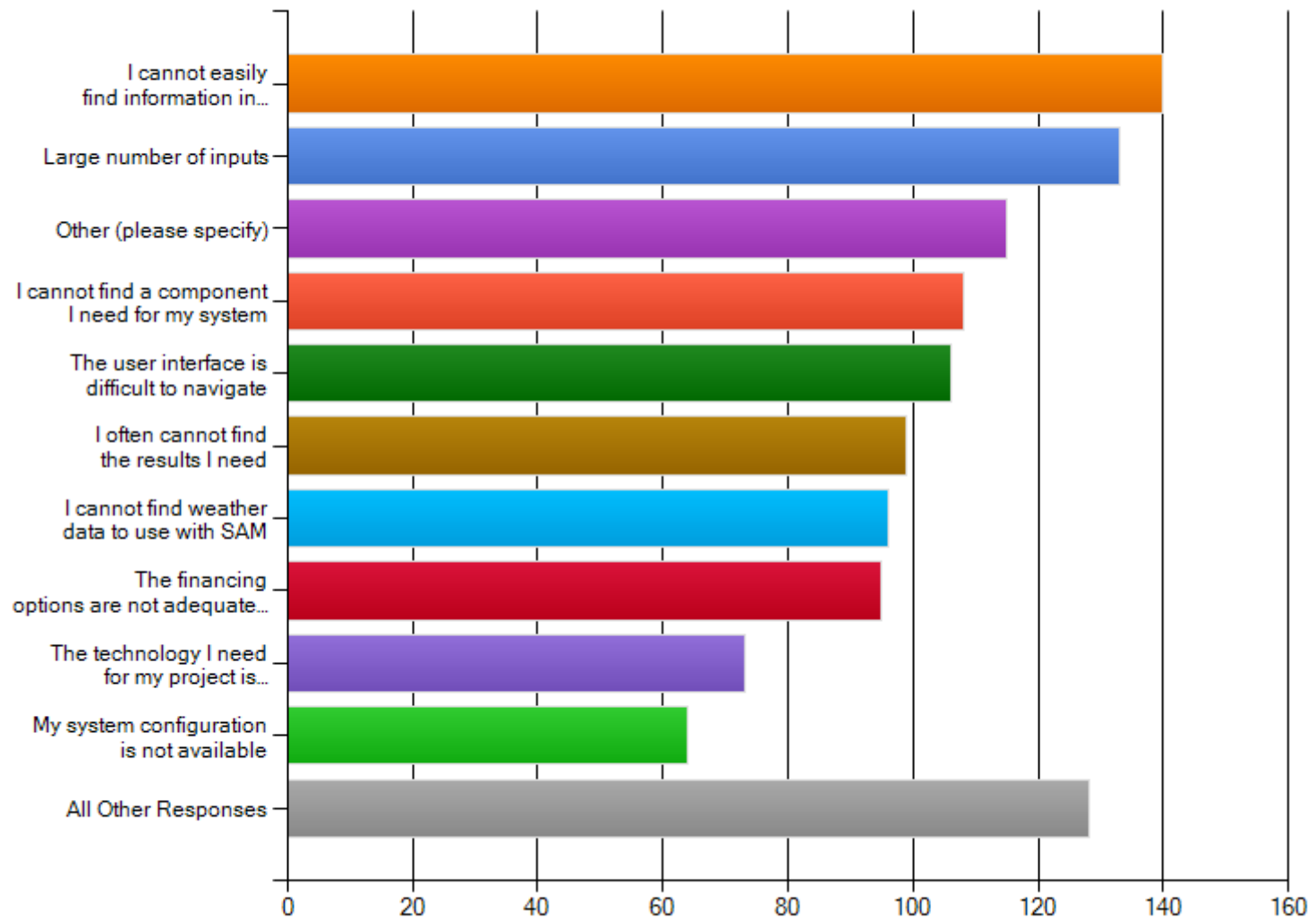
Have you used SAM's code generation feature to call SAM from programs you write in VBA, C, Python, or MATLAB?



Have you used user-defined variables with either Excel Exchange or custom TRNSYS components?



Which of the following frustrate you about using SAM? (Please check all that apply)



How often do you use the following support resources? (Please choose an answer for each row)

