



The WritersUA Salary Survey

Survey Introduction

The software user assistance community is well established as a major segment of the technical communications field. The work you do in developing effective user assistance is now recognized as an essential component of any application, whether it is based on the desktop or on the Web.

But do you know what you're worth? How do you stack up against your peers? How do location, experience, and the size of your organization affect your salary? What kind of user assistance development skills command top dollar in the marketplace? What should you expect when it is time for a salary increase?

The WritersUA Salary Survey is designed to supply you with answers to many of these questions. The survey is specifically designed to collect data about User Assistance authoring professionals. Over 30,000 people reviewed our most recent survey. We welcome your participation in this latest installment.

There are 20 questions in the survey. You can choose to answer as many as you wish. No identifying information is required of you. The results will be publicly posted on the WritersUA web site.

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About You

1. For residents of the United States or Canada, select the state or province where you predominantly reside.

2. For those who work in the U.S., please enter the **first three digits** of your ZIP Code.

3. What is your gender?

Female

Male

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Your Work Experience

7. How long have you worked in the technical communication or user experience fields?

- | | |
|----------|------------------|
| 6 months | 4 years |
| 1 year | 5 - 9 years |
| 2 years | 10 - 14 years |
| 3 years | 15 or more years |

8. How much experience do you have developing some form of software user assistance?

- | | |
|---------------|------------------|
| No experience | 3 years |
| 6 months | 4 years |
| 1 year | 5 - 9 years |
| 2 years | 10 or more years |

9. How much experience do you have with information architecture or content management?

- | | |
|---------------|------------------|
| No experience | 3 years |
| 6 months | 4 years |
| 1 year | 5 - 9 years |
| 2 years | 10 or more years |

10. How much experience do you have with usability testing or user interface design?

- | | |
|---------------|-----------------|
| No experience | 3 years |
| 6 months | 4 years |
| 1 year | 5 or more years |
| 2 years | |

11. What percentage of your work is management or supervisory?

- 0 - 24%
- 25 - 49%



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Your Employer

For the following questions, consider your employer to be the organization you have worked for the most this year. If you work as a contractor through a placement agency, consider your employer to be the agency client you have worked the most for this year.

12. Do you work as a contractor?

No

Independent contractor

Contractor through a placement agency

13. How many people are directly involved with user assistance development at your organization?

1 - 5

6 -10

11 - 25

26 or more

14. How many employees are in your organization?

1 - 50

51 - 100

101 - 500

501 - 1000

1001 or more

15. Indicate if, over the past six months, your working conditions have been significantly affected by the following (please select all that apply):

Permanent staff layoff

Contract staff layoff

Increased workload due to staff cuts



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Your Compensation

16. What is your current annual compensation in **U.S. dollars**? Include bonuses but not stock options. If you work on contract, use your taxable revenue from user assistance-related employment. If you worked less than a full year, adjust the amount to represent a projected annual salary. (Get the [current exchange rates](#) to U.S. dollars from major world currencies.)

Enter the salary as a whole number (without cents). Please do NOT include a "\$" or commas, periods, or other non-numeric characters in this box.

17. How many hours do you work in an average week?

Enter the hours as a whole number. Please do NOT include non-numeric characters in this box. If you are a contractor, use the average number of billable hours.

18. How satisfied are you with your current overall compensation?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

19. If you receive stock options, what value do you place on them when evaluating your total compensation package?

Very important

Important

Somewhat important

Not important

No stock options

19. How satisfied are you with any non-monetary benefits associated with your position?

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

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Send Us the Survey

20. We appreciate receiving any comments that you have about this survey—please use the text box below.

Thank you for participating! Click the **Submit the Survey** button below to conclude the survey and deliver your choices.

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Submit the Survey

Canceled project(s)

Training and/or travel budget cuts

No (or less than normal) salary increase

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50 - 74%

75 - 100%

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