

The WritersUA User Assistance 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, the Web, or a mobile device.

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 User Assistance 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. We welcome your participation in this latest installment.

There are 18 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.

The WritersUA User Assistance Salary Survey

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 USA, please enter the **first five digits of the ZIP code where you are predominantly employed.**

6. Do you have college education in a field directly related to technical communication or user experience?

- Yes
 No

5. What is the highest level of education you have completed?

- High School
 Community College/2- or 3-year degree
 College/University/4-year degree
 Graduate School

3. What is your gender?

- Female
 Male

4. What is your employment title, e.g. Technical Writer, Usability Specialist, Documentation Lead. Leave the box blank if you don't have a specific title.

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

- 1 to 5
 6 to 10
 11 to 25
 26 or more

The WritersUA User Assistance Salary Survey

Your Education and Experience

7. Rank the importance the following have had in the development of your user assistance skills?

	Most important	Important	Less important	Least important
Formal institutional education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formal training at your organization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Independent seminars/conferences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning on your own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (specify)

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

- 0 - 1 year
- 2 - 4 years
- 5 - 9 years
- 10 - 14 years
- 15 or more years

12. How many employees are in your organization?

- 1 - 50
- 51 - 100
- 101 - 500
- 501 - 1000
- 1001 or more

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

- 0 - 24%
- 25 - 49%
- 50 - 74%
- 75 - 100%

The WritersUA User Assistance Salary Survey

Your Employment Environment

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.

10. If you work for yourself, pick the employment profile that represents the majority of your income?

- Independent hourly contractor
- Contractor through a placement agency
- Business owner with multiple concurrent projects

Other (please specify)

13. Indicate how the following working conditions have changed in your working environment over the past six months (select all that apply):

	Reduction	No change	Increase
Number of UA employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workload due to staff changes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number or scope of projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funding for training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Salary level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

The WritersUA User Assistance Salary Survey

Your Compensation

14. What is your current annual compensation in **U.S. dollars? Include bonuses but not stock options or other benefits. 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.

15. 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.

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

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

17. Rank the importance of your non-monetary compensation:

- 401(k) without company contribution
- Bonuses
- High-speed home Internet connection
- Paid medical/dental
- Paid training
- Profit-sharing
- Sabbatical (one month or longer)
- Stock option program

Other (please specify)

The WritersUA User Assistance Salary Survey

18. Rate your job satisfaction based on the following:

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Work responsibilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Base salary	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation over salary (bonuses, raises, stocks, 401k's, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other benefits (vacation time, health club, association fees, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Flexibility in work schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional development and training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall compensation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The WritersUA User Assistance Salary Survey

Send Us the Survey

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.