

The WritersUA Skills and Technologies Survey

1. Survey Introduction

The WritersUA Skills & Technologies Survey is now in progress. Please consider contributing your experiences. This helps make the results better for everyone.

- **The survey consists of eleven multiple-choice questions. No identifying information is required. You can answer as much or as little of the survey as you choose.**
- **Results will be publicly posted on this web site. The results from the 2015 survey are still available.**

The Skills and Technology Survey does **not include questions about specific tools.**

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2. Delivery Technologies

Delivery technologies play a large role in software user assistance. They provide us with ways of presenting our content and contribute to our unique identity among technical communication professionals.

For each of the following technologies, rank its importance to your current development efforts. "N/A" means the item is not applicable to the projects you are working on.

Q1. Microsoft Help Systems

	Minimal value	Moderate value	Very valuable	Invaluable	N/A
HTML Help 1.x (.chm)	<input type="radio"/>				
Help 2.x for Visual Studio (.hxs)	<input type="radio"/>				
WinHelp (.hlp)	<input type="radio"/>				
Help Viewer 1.0 for Visual Studio (.mshc)	<input type="radio"/>				

Q2. Other Help Systems

	Minimal value	Moderate value	Very valuable	Invaluable	N/A
Apple Help	<input type="radio"/>				
Eclipse Help	<input type="radio"/>				
JavaHelp	<input type="radio"/>				
Oracle Help for Java	<input type="radio"/>				
Oracle Help for Web	<input type="radio"/>				
Browser-based Help (WebHelp or any HTML/XML-based Help content displayed in a browser)	<input type="radio"/>				

Other (please specify)

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3. More Delivery Technologies

Q3. Manuals: user, admin, installation, or reference guides

	Minimal value	Moderate value	Very valuable	Invaluable	N/A
Print (distributed on paper)	<input type="radio"/>				
PDF	<input type="radio"/>				
ePub	<input type="radio"/>				
MobiPocket	<input type="radio"/>				
Kindle	<input type="radio"/>				
iBook	<input type="radio"/>				
XPS	<input type="radio"/>				

Other (please specify)

Q4. Other Delivery Technologies

	Minimal value	Moderate value	Very valuable	Invaluable	N/A
Wikis (for use by customers/users as opposed to internal development)	<input type="radio"/>				
Forums (discussion groups, blogs, Twitter)	<input type="radio"/>				
Social sites (Facebook, LinkedIn, Google+, etc.)	<input type="radio"/>				
RSS feeds	<input type="radio"/>				
World Wide Web or intranet content	<input type="radio"/>				
Interactive helpers (wizards, troubleshooters)	<input type="radio"/>				
Knowledge bases (web-based repositories for reference information)	<input type="radio"/>				
Multimedia tutorials (Video, Flash, simulations, overlays)	<input type="radio"/>				
Quick reference (Reference cards, Getting Started guides, release notes, job aids)	<input type="radio"/>				

Other (please specify)

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4. Skills

We employ a variety of skills to create and deliver effective user assistance. Some of these skills are learned through formal educational programs while many others are developed on the job.

Q5. For each of the following content-related skills, rank its importance in your daily work.

	Minimal value	Moderate value	Very valuable	Invaluable	N/A
Information architecture (structured authoring, content management, taxonomies)	<input type="radio"/>				
Task analysis	<input type="radio"/>				
Writing procedures	<input type="radio"/>				
Writing reference information	<input type="radio"/>				
Copy editing	<input type="radio"/>				
Developmental editing	<input type="radio"/>				
Indexing (keywords, Index tab, back-of-the-book)	<input type="radio"/>				
Search (tagging, metadata, search engine optimization)	<input type="radio"/>				
Interviewing (subject matter experts/customers/users)	<input type="radio"/>				
Multimedia (images, video, audio)	<input type="radio"/>				
Instructional design	<input type="radio"/>				
User interface design (embedded UA, field labels, UI Help text)	<input type="radio"/>				
Simplified English/Plain English	<input type="radio"/>				
Prototyping (wire-frames, simulations for design purposes)	<input type="radio"/>				

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5. More Skills

Q6. For each of the following process-related skills, rank its importance in your daily work.

	Minimal value	Moderate value	Very valuable	Invaluable	N/A
Usability testing	<input type="radio"/>				
Management and supervision	<input type="radio"/>				
Accessible design (for disabilities)	<input type="radio"/>				
Project planning (without management or supervisory responsibilities)	<input type="radio"/>				
Quality assurance and testing	<input type="radio"/>				
Translation / Localization	<input type="radio"/>				
Content reuse (single-sourcing)	<input type="radio"/>				
Authoring tools (expertise with software designed for a narrow set of outputs)	<input type="radio"/>				
Content Management Systems (expertise with software with a wide scope of publishing outputs)	<input type="radio"/>				

Other (please specify)

Q7. In your daily work, how important is code-level expertise in the following technologies?

	Minimal value	Moderate value	Very valuable	Invaluable	N/A
HTML / CSS	<input type="radio"/>				
XML (DocBook, DITA, DTDs, Schema)	<input type="radio"/>				
Style Sheets / Transformations (XSLT, XSL-FO)	<input type="radio"/>				
DITA	<input type="radio"/>				
java script (or other client-side scripts)	<input type="radio"/>				
Server-side scripts (ASP, JSP, PHP, Perl, etc.)	<input type="radio"/>				
Programming (C++, C#, Java, VB, etc.)	<input type="radio"/>				

Other skills (please specify)

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6. Operating Systems and Platforms

Q8. What operating systems and platforms do your products support? (Select all that apply.)

- Windows (v. 10, v. 8, v. 7, Vista)
- Windows (XP, Server 2003/2008)
- Windows 2000 (NT 5) and earlier
- World Wide Web/Internet
- intranet/extranet (within the firewalls of an organization and its partners)
- Mac OS X
- Linux
- UNIX (Solaris, HP-UX, AIX)
- Java
- Mobile (iOS, Android, Windows Phone, others)
- IBM mainframe (System Z)
- OpenVMS
- Other operating systems and platforms:

Q9. What mobile operating systems do your products support? (Select all that apply.)

- Android (Google)
- iOS (Apple)
- Web apps (HTML/CSS optimized for mboile)
- Windows 10 Mobile (Microsoft)
- Tizen
- (AOSP) Android Open Source Project
- Blackberry

Other (please specify)

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7. Development Systems

Q10. What development methodologies, frameworks, and environments do you use? (Select all that apply.)

- Agile software development
- Section 508 (govt. accessibility)
- Darwin Information Typing Architecture (DITA)
- Information Mapping
- Simplified English (ASD-STE)
- ISO 9000
- Eclipse
- Microsoft .NET
- Oracle ADF
- Adobe Integrated Runtime (AIR)
- DocBook

Other (please specify)

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

Click the **Submit the Survey** button below to conclude the survey and deliver your choices.

Thank you for completing our survey! You are eligible for a \$100 reduction in the current price for the upcoming WritersUA Conference. Use the promo code "survey".