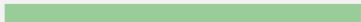




2009 Technical Communications Manager Survey










Autofill Information:		Response Total
Email		836
First Name		833
Last Name		833
Total # of respondents 919 . Statistics based on 836 respondents; 0 filtered; 83 skipped.		










Contact Info (*Required)		Response Total
Email*		919
First Name*		919
Last Name*		918
Total # of respondents 919 . Statistics based on 919 respondents; 0 filtered; 0 skipped.		


















Optional		Response Total
Title		543
Company		491
Address 1		337
Address 2		77
City		426
State		424
Zip		371
Tel		229
Total # of respondents 919 . Statistics based on 579 respondents; 0 filtered; 340 skipped.		









Choose one:		Response Percent	Response Total
a. Technical Communications Manager (supervisory and/or budget control for technical documentation)		46.6%	428
b. Non-Manager in a technical communications department – Writer, designer, trainer etc. (staff role in documentation department)		37.2%	342
c. Other – Executive Manager, Consultant, Vendor, etc. (no day-to-day management responsibility in a technical communications department)		16.2%	149
Total # of respondents 919 . Statistics based on 919 respondents; 0 filtered; 0 skipped.			








A. Technical Communications Manager






What best describes your role/title as a manager?		Response Percent	Response Total
a. Technical Communications Manager		67.8%	290
c. Lead Writer		10.5%	45
d. IT Manager		0.5%	2
e. Product or Project Manager		3%	13
f. Marketing Manager		1.2%	5
g. Engineering Manager		0.7%	3
h. Operations Manager		1.9%	8
i. Training Manager		3.5%	15
j. Other, please specify		11%	47
Total # of respondents 919 . Statistics based on 428 respondents; 0 filtered; 491 skipped.			

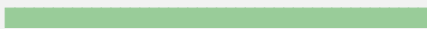



Within what department does your group reside?		Response Percent	Response Total
a. Technical Communications		11.8%	50
b. Information Technology		6.4%	27
c. Research and Development		19.1%	81
d. Engineering		17.9%	76
e. Marketing		8.7%	37
f. Operations		8.2%	35
g. HR		1.4%	6
h. Training		2.8%	12
i. Other, please specify		23.8%	101
Total # of respondents 919 . Statistics based on 425 respondents; 0 filtered; 494 skipped.			

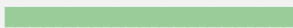


What best describes the industry you are in?		Response Percent	Response Total
a. Construction/Real Estate		0.2%	1
b. Consulting		3%	13
c. Customer Service		0.5%	2
d. Education		2.1%	9
e. Energy		1.9%	8
f. Financial Services		6.8%	29
g. Government		3%	13
h. Healthcare		3%	13
i. Hotel/Catering/Leisure		0%	0
j. Information Technology		7%	30
k. Insurance		1.2%	5
l. Manufacturing		9.8%	42
m. Medical/Pharmaceutical products		3.5%	15
n. Retail/Wholesale		0.5%	2
o. Software		33.7%	144
p. Telecom		6.8%	29
q. Non-profit		1.2%	5
r. Other, please specify		15.7%	67
Total # of respondents 919 . Statistics based on 427 respondents; 0 filtered; 492 skipped.			

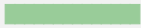


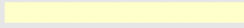

How many employees are in your company?		Response Percent	Response Total
a. Less than 10		3.5%	15
b. 10-50		6.4%	27
c. 51-200		11.6%	49
d. 201-500		13.2%	56
e. 501-1,000		10.2%	43
f. 1,001-5,000		22.9%	97
g. 5,001-10,000		10.6%	45
h. 10,001 or more		21.5%	91
Total # of respondents 919. Statistics based on 423 respondents; 0 filtered; 496 skipped.			

In what country or continent do you live?		Response Percent	Response Total
a. United States		76.3%	322
b. Canada		8.3%	35
c. Australia		1.2%	5
d. Europe		5.9%	25
e. Asia		5.2%	22
f. South America		0%	0
g. Middle East		1.4%	6
h. Africa		0%	0
i. Other, please specify		1.7%	7
Total # of respondents 919. Statistics based on 422 respondents; 0 filtered; 497 skipped.			

How many people do you supervise?		Response Percent	Response Total
a. Just myself		7.3%	31
b. 1-5		49.4%	210
c. 6-10		23.3%	99
d. 11-15		8.5%	36
e. 15+		11.5%	49
Total # of respondents 919. Statistics based on 425 respondents; 0 filtered; 494 skipped.			

Do you have budget and hiring control over your staff?		Response Percent	Response Total
a. Yes		55.1%	232
b. No		13.1%	55
c. Budget Only		1.9%	8
d. Hiring Only		29.9%	126
Total # of respondents 919. Statistics based on 421 respondents; 0 filtered; 498 skipped.			

What sort of staff does your company/department use?		Response Percent	Response Total
a. Regular W-2 employees only		37.9%	159
b. Contractors only		3.1%	13
c. Both regular W-2 employees and contractors		59%	248
Total # of respondents 919. Statistics based on 420 respondents; 0 filtered; 499 skipped.			

Does your company allow telecommuting?		Response Percent	Response Total
a. We require regular employees to be on-site at all times.		17.4%	74
b. Regular employees can work virtual at certain times		36.9%	157
c. Regular employees can work virtual whenever they want		13.4%	57
d. It varies by employee		31.5%	134
e. Not sure		0.9%	4
Total # of respondents 919. Statistics based on 426 respondents; 0 filtered; 493 skipped.			

Please rate the following management challenges


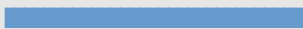








	Very Challenging	Challenging	Neutral	Not Challenging	N/A	Response Total
a.Recruiting good employees	30.6% (130)	46.8% (199)	10.8% (46)	8.7% (37)	3.1% (13)	425
b.Retaining good employees	8.5% (36)	31% (131)	33.1% (140)	25.5% (108)	1.9% (8)	423
c.Balancing workload and resources	42% (178)	42.9% (182)	12.3% (52)	2.6% (11)	0.2% (1)	424
d.Ensuring projects are completed on time and within budget	16% (68)	50.9% (216)	23.3% (99)	9% (38)	0.7% (3)	424
e.Politics and personnel issues	11.7% (50)	33.1% (141)	35.2% (150)	19.2% (82)	0.7% (3)	426
f.Promoting team value	13.9% (59)	39.8% (169)	26.8% (114)	18.8% (80)	0.7% (3)	425
g.Dealing with changes in direction/leadership	12.9% (55)	43.8% (186)	28.5% (121)	13.6% (58)	1.2% (5)	425
h.Dealing with difficult/unavailable SMEs	11.9% (51)	40.3% (172)	27.6% (118)	17.6% (75)	2.6% (11)	427
i.Staff morale	8.6% (36)	33.7% (142)	35.9% (151)	20.4% (86)	1.4% (6)	421
j.Securing adequate budgets to meet company needs	23.5% (100)	39.3% (167)	22.4% (95)	7.8% (33)	7.1% (30)	425
k.Other	15.2% (26)	12.9% (22)	14% (24)	0% (0)	57.9% (99)	171


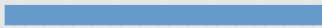




Total # of respondents **919**. Statistics based on **427** respondents; **0** filtered; **492** skipped.


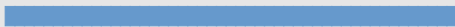
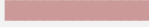
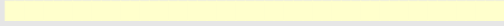




If you rated "Other" please specify:

	Response Total
	49

Total # of respondents **919**. Statistics based on **49** respondents; **0** filtered; **870** skipped.

What has affected your Technical Communications department budget the most in the past 12 months? (Choose one)		Response Percent	Response Total
a. Company growth due to economy		5.2%	22
b. Company decline due to economy		38.4%	163
c. Company growth due to other reasons		5.4%	23
d. Company decline due to other reasons		2.1%	9
e. New management or leadership		9.2%	39
f. New product/services		7.1%	30
g. Reorganization and/or merger		10.8%	46
h. No change		10.6%	45
i. Unknown		1.9%	8
j. Other, please specify		9.2%	39
Total # of respondents 919. Statistics based on 424 respondents; 0 filtered; 495 skipped.			

How do you expect recent economic issues to affect your Technical Communications budget over the next 12 months? (Choose one)		Response Percent	Response Total
a. Significant decline in budget due to economy		15.5%	66
b. Moderate decline in budget due to economy		41.2%	175
c. No change or impact in budget due to economy		22.6%	96
d. Moderate increase in budget due to economy		12%	51
e. Significant increase in budget due to economy		1.6%	7
f. Not sure		7.1%	30
Total # of respondents 919. Statistics based on 425 respondents; 0 filtered; 494 skipped.			

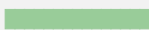




How do you find Technical Communications staff? (select all that apply)		Response Percent	Response Total
a. Online job boards (STC, Monster, company website, etc.)		60.7%	258
b. Standard Networking and/or referrals		58.1%	247
c. Social Networking (LinkedIn, Face book etc.)		19.1%	81
d. HR or Internal recruitment		64.5%	274
e. Third-party staffing agencies		32.7%	139
f. Newspaper advertisements		12%	51
g. Not applicable		3.3%	14
h. Other, please specify		7.8%	33
Total # of respondents 919 . Statistics based on 425 respondents; 0 filtered; 494 skipped.			

In terms of offshoring, does your company develop technical documentation overseas (i.e. India)?	Response Percent	Response Total
a. We don't do any documentation overseas	53.2%	226
b. Presently, we don't do documentation overseas now but it is being considered	4.9%	21
c. We have done documentation overseas, but that practice is decreasing or has already ended	5.4%	23
d. We do some documentation overseas and it remains about the same	10.6%	45
e. We do some documentation overseas and it is increasing	8.7%	37
f. We do a significant amount of documentation overseas	7.5%	32
g. Not sure	1.2%	5
h. Not applicable	8.5%	36

Total # of respondents 919. Statistics based on 425 respondents; 0 filtered; 494 skipped.

What has been your experience (if any) about offshoring documentation?	Response Percent	Response Total
a. Cultural, training, cost and/or communications issues have been a significant problem	21.5%	90
b. We have had mixed results – some good some not so good	17.9%	75
c. Our experience has been very positive	6.7%	28
d. Not sure	2.9%	12
e. Not applicable	51%	213




Total # of respondents 919. Statistics based on 418 respondents; 0 filtered; 501 skipped.

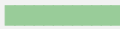







How have your overall staff levels changed (if any) in the technical communication area/department over the last 12 months?		Response Percent	Response Total
a. Increased		19.7%	84
b. Decreased		45.3%	193
c. No Change		33.6%	143
d. Not sure		0.2%	1
e. Not Applicable		1.2%	5
Total # of respondents 919 . Statistics based on 426 respondents; 0 filtered; 493 skipped.			


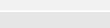
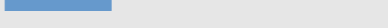




If you rated "Other" please specify:	Response Total
	10
Total # of respondents 919 . Statistics based on 10 respondents; 0 filtered; 909 skipped.	






How do you expect your staff levels to change over the next 12 months?						
	Increase	No change	Decrease	Unknown	N/A	Response Total
a. Technical Writers	31.7% (133)	50.1% (210)	10.7% (45)	6% (25)	1.4% (6)	419
b. Marketing Writers	9.1% (33)	33.7% (122)	3.3% (12)	9.7% (35)	44.2% (160)	362
c. Editors	11.6% (43)	40.6% (151)	5.6% (21)	5.9% (22)	36.3% (135)	372
d. Graphic/Web Designers	12.5% (46)	35.7% (131)	4.1% (15)	9% (33)	38.7% (142)	367
e. Instructional Designers	10.6% (39)	30.5% (112)	4.6% (17)	7.6% (28)	46.6% (171)	367
f. Trainers	10.4% (38)	33.4% (122)	3.3% (12)	7.9% (29)	44.9% (164)	365
g. Other	8.6% (15)	12% (21)	2.3% (4)	1.7% (3)	75.4% (132)	175
Total # of respondents 919 . Statistics based on 427 respondents; 0 filtered; 492 skipped.						


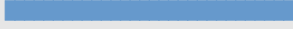

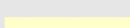


If you rated "Other" please specify:	Response Total
	27
Total # of respondents 919 . Statistics based on 27 respondents; 0 filtered; 892 skipped.	






Are you using social-networking sites (LinkedIn, Twitter, etc) to enhance business-related activities and/or relationships?		Response Percent	Response Total
a. Yes – quite a bit		10.2%	43
b. Yes – a little		43%	182
c. No		46.8%	198
Total # of respondents 919. Statistics based on 423 respondents; 0 filtered; 496 skipped.			

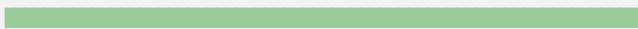


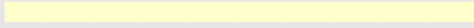



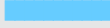






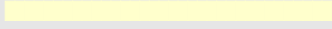
What is your annual income? (Optional)		Response Percent	Response Total
a. Less than 60k		16%	51
b. 60-70k		13.8%	44
c. 70-80k		12.9%	41
d. 80-90k		14.2%	45
e. 90-100k		17.9%	57
f. 100-110k		11%	35
g. 110-120k		3.8%	12
h. More than 120k		10.4%	33
Total # of respondents 919. Statistics based on 318 respondents; 0 filtered; 601 skipped.			

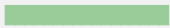





How has the economic downturn affected your income?		Response Percent	Response Total
a. Received a normal pay raise		10.8%	46
b. Received a reduced pay raise		13.9%	59
c. Pay stayed the same		50.6%	215
d. Took a pay cut with reduced hours or shorter work week		5.2%	22
e. Took a pay cut with same hours		9.9%	42
f. The economy has had no direct impact on my pay		6.6%	28
g. Not applicable		3.1%	13
Total # of respondents 919. Statistics based on 425 respondents; 0 filtered; 494 skipped.			

If your pay was cut (not a layoff), by what percentage?		Response Percent	Response Total
a. 1-9%		10.8%	38
b. 10-19%		6.8%	24
c. 20-25%		1.4%	5
d. More than 25%		1.4%	5
e. Not applicable		79.5%	280
Total # of respondents 919. Statistics based on 352 respondents; 0 filtered; 567 skipped.			

I am optimistic about my career in terms of advancement opportunities, job stability, income growth, etc.		Response Percent	Response Total
a. Strongly agree		12.1%	51
b. Agree		37.4%	158
c. Neither agree nor disagree		26.5%	112
d. Disagree		16.1%	68
e. Strongly disagree		6.6%	28
f. Not applicable		1.2%	5
Total # of respondents 919. Statistics based on 422 respondents; 0 filtered; 497 skipped.			

How "in demand" do you foresee the technical communications profession to be over the next 10 years?		Response Percent	Response Total
a. Growing profession with steady career growth		27.1%	115
b. About the same as it has been over the last several years		48.2%	205
c. Slight decline in demand for technical communicators		16.5%	70
d. Dead-end profession with significant decline in demand for technical communicators		3.3%	14
e. Not sure		4.9%	21
Total # of respondents 919. Statistics based on 425 respondents; 0 filtered; 494 skipped.			












What tools do your technical communicators use? (select those that apply)		Response Percent	Response Total
a. MS Word		82.2%	352
b. Help Workshop		6.1%	26
c. Adobe Acrobat		90%	385
d. Adobe FrameMaker		61.4%	263
e. Adobe InDesign		25%	107
f. Adobe RoboHelp		35.5%	152
g. Captivate		27.6%	118
h. Madcap Flare		13.8%	59
i. Photoshop		48.8%	209
j. Authorit		4.7%	20
k. FTML		0%	0
l. XHTML		9.6%	41
m. SGML		4.7%	20
n. XML		42.1%	180
o. Visio		54.9%	235
p. Other, please specify		42.8%	183
Total # of respondents 919 . Statistics based on 428 respondents; 0 filtered; 491 skipped.			

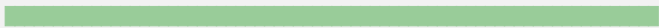




What is your outlook on the world economy?		Response Percent	Response Total
a. Still in decline and will be for some time		21.2%	90
b. Still in decline but stabilizing		34.9%	148
c. Stabilizing but no real growth projected		22.4%	95
d. Stabilizing with moderate growth over next 12+ months		17.2%	73
e. Stabilizing with strong growth over next 12+ months		0.9%	4
f. Not sure		3.3%	14
Total # of respondents 919 . Statistics based on 424 respondents; 0 filtered; 495 skipped.			










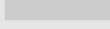







For future surveys, what other questions would you like us to ask?	Response Total
	67
Total # of respondents 919. Statistics based on 67 respondents; 0 filtered; 852 skipped.	

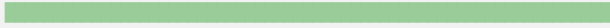






Other comments:	Response Total
	26
Total # of respondents 919. Statistics based on 26 respondents; 0 filtered; 893 skipped.	











B. Non-Manager




What best describes your current role?	Response Percent	Response Total
a. Technical Writer 	69.8%	238
b. Marketing Writer 	1.2%	4
c. Editor 	7.6%	26
d. Usability Specialist 	0.9%	3
e. Localization/Translator 	0.3%	1
f. Business Analyst 	1.2%	4
g. Graphic/Web Designer	0%	0
h. Instructional Designer 	3.2%	11
i. Programmer	0%	0
j. Project or Product Manager 	1.2%	4
k. Trainer 	2.3%	8
l. Administration/Production 	0.9%	3
m. Other, please specify 	11.4%	39
Total # of respondents 919. Statistics based on 341 respondents; 0 filtered; 578 skipped.		








What is your employment status?		Response Percent	Response Total
a. Direct full-time employee		84.8%	290
b. Direct part-time employee		2.9%	10
c. Full-time contractor		5%	17
d. Part-time contractor		2%	7
e. Not currently working		5.3%	18
f. Not applicable		0%	0
Total # of respondents 919. Statistics based on 342 respondents; 0 filtered; 577 skipped.			






What best describes the industry you are in?		Response Percent	Response Total
a. Construction/Real Estate		1.2%	4
b. Consulting		2.9%	10
c. Customer Service		0.6%	2
d. Education		2.9%	10
e. Energy		3.8%	13
f. Financial Services		5.8%	20
g. Government		3.2%	11
h. Healthcare		5%	17
i. Hotel/Catering/Leisure		1.2%	4
j. Information Technology		13.7%	47
k. Insurance		2.9%	10
l. Manufacturing		10.2%	35
m. Medical/Pharmaceutical products		2.3%	8
n. Retail/Wholesale		0.6%	2
o. Software		27.2%	93
p. Telecom		5.8%	20
q. Non-profit		0%	0
r. Other, please specify		10.5%	36
Total # of respondents 919. Statistics based on 342 respondents; 0 filtered; 577 skipped.			




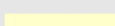


In what country or continent do you live?		Response Percent	Response Total
a. United States		78.7%	269
b. Canada		11.1%	38
c. Australia		0.6%	2
d. Europe		4.1%	14
e. Asia		4.7%	16
f. South America		0%	0
g. Middle East		0.3%	1
h. Africa		0%	0
i. Other, please specify		0.6%	2
Total # of respondents 919 . Statistics based on 342 respondents; 0 filtered; 577 skipped.			






What has affected your technical communications budget the most in the past 12 months? (Choose one)		Response Percent	Response Total
a. Company growth due to economy		4.1%	14
b. Company decline due to economy		44.4%	151
c. Company growth due to other reasons		4.4%	15
d. Company decline due to other reasons		3.2%	11
e. New management or leadership		4.4%	15
f. New product/services		3.5%	12
g. Reorganization and/or merger		11.8%	40
h. No change		12.9%	44
i. Unknown		5.3%	18
j. Other, please specify		5.9%	20
Total # of respondents 919 . Statistics based on 340 respondents; 0 filtered; 579 skipped.			

Are you using social-networking sites (LinkedIn, Twitter, etc) to enhance business related activities and/or relationships?		Response Percent	Response Total
a. Yes – quite a bit		11.8%	40
b. Yes – a little		43.1%	146
c. No		45.1%	153
Total # of respondents 919. Statistics based on 339 respondents; 0 filtered; 580 skipped.			

How has the economic downturn affected your income?		Response Percent	Response Total
a. Received a normal pay raise		11.8%	40
b. Received a reduced pay raise		11.2%	38
c. Pay stayed the same		44.2%	150
d. Took a pay cut with reduced hours or shorter work week		8.3%	28
e. Took a pay cut with same hours		10.3%	35
f. The economy has had not direct impact on my pay		11.5%	39
g. Not sure		2.7%	9
Total # of respondents 919. Statistics based on 339 respondents; 0 filtered; 580 skipped.			

If your pay was cut, by what percentage?		Response Percent	Response Total
a. 1-9%		10.4%	31
b. 10-19%		7.1%	21
c. 20-25%		1%	3
d. More than 25%		5.7%	17
e. Not applicable		75.8%	225
Total # of respondents 919. Statistics based on 297 respondents; 0 filtered; 622 skipped.			

I am optimistic about my career in terms of advancement opportunities, job stability, income growth, etc.		Response Percent	Response Total
a. Strongly agree		12.4%	42
b. Agree		37.3%	126
c. Neither agree nor disagree		26%	88
d. Disagree		15.1%	51
e. Strongly disagree		8.6%	29
f. Not applicable		0.6%	2
Total # of respondents 919 . Statistics based on 338 respondents; 0 filtered; 581 skipped.			

How “in demand” do you foresee the technical communications profession to be over the next 10 years?		Response Percent	Response Total
a. Growing profession with steady career growth		29.3%	99
b. About the same as it has been over the last several years		47.9%	162
c. Slight decline in demand for technical communicators		14.8%	50
d. Dead-end profession with significant decline in demand for technical communicators		1.8%	6
e. Not sure		6.2%	21
Total # of respondents 919 . Statistics based on 338 respondents; 0 filtered; 581 skipped.			

What tools do your technical communicators use?

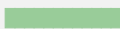




	Often	Sometimes	Never	Unsure	Response Total
a. MS Word	70.6% (233)	26.1% (86)	3.3% (11)	0% (0)	330
b. Help Workshop	5.7% (14)	10.2% (25)	77.2% (190)	6.9% (17)	246
c. Adobe Acrobat	77% (251)	20.6% (67)	2.1% (7)	0.3% (1)	326
d. Adobe FrameMaker	38.9% (115)	17.6% (52)	41.2% (122)	2.4% (7)	296
e. Adobe InDesign	11.7% (31)	16.2% (43)	66.2% (176)	6% (16)	266
f. Adobe RoboHelp	24.2% (68)	20.6% (58)	51.6% (145)	3.6% (10)	281
g. Captivate	13.2% (36)	23.1% (63)	59.7% (163)	4% (11)	273
h. Madcap Flare	6.2% (16)	7.8% (20)	80.5% (207)	5.4% (14)	257
i. Photoshop	21% (60)	42.3% (121)	34.3% (98)	2.4% (7)	286
j. Authorit	4.3% (11)	3.9% (10)	86% (221)	5.8% (15)	257
k. FTML	1.2% (3)	2% (5)	87.7% (221)	9.1% (23)	252
l. XHTML	12.4% (32)	22.5% (58)	57.4% (148)	7.8% (20)	258
m. SGML	2.4% (6)	8% (20)	79.7% (200)	10% (25)	251
n. XML	25% (67)	29.9% (80)	38.8% (104)	6.3% (17)	268
o. Visio	29.6% (90)	46.4% (141)	21.4% (65)	2.6% (8)	304
p. Other	52.8% (123)	15.9% (37)	12.4% (29)	18.9% (44)	233



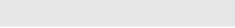
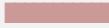


Total # of respondents **919**. Statistics based on **341** respondents; **0** filtered; **578** skipped.

If you rated "Other" please specify:

	Response Total
	163

Total # of respondents **919**. Statistics based on **163** respondents; **0** filtered; **756** skipped.















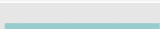
Do you expect your department to hire a technical writer(s) (contract or staff) sometime over the next year?		Response Percent	Response Total
a. Yes		15.1%	51
b. No		47.6%	161
c. Possibly		26%	88
d. I have no idea		8%	27
e. Not applicable		3.3%	11
Total # of respondents 919 . Statistics based on 338 respondents; 0 filtered; 581 skipped.			

What is your outlook on the economy?		Response Percent	Response Total
a. Still in decline and will be for some time		15.6%	53
b. Still in decline but stabilizing		36.3%	123
c. Stabilizing but no real growth projected		30.1%	102
d. Stabilizing with moderate growth over next 12+ months		14.2%	48
e. Stabilizing with strong growth over next 12+ months		0.6%	2
f. Not sure		3.2%	11
Total # of respondents 919 . Statistics based on 339 respondents; 0 filtered; 580 skipped.			

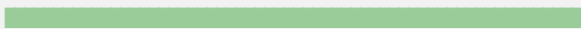







C. Other



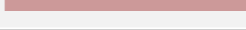
What best describes your current role?		Response Percent	Response Total
a. Consultant		48%	71
b. Engineering Manager		1.4%	2
c. Sr. Executive		6.1%	9
d. HR Manager		0.7%	1
e. Industry vendor		2%	3
f. IT Manager		0.7%	1
g. Marketing Manager		2.7%	4
h. Project or Product Manager		5.4%	8
i. Training Manager		4.1%	6
j. Other, please specify		29.1%	43
Total # of respondents 919. Statistics based on 148 respondents; 0 filtered; 771 skipped.			


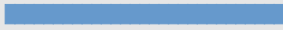



What is your employment status?		Response Percent	Response Total
a. Direct full-time employee		48.3%	72
b. Direct part-time employee		2%	3
c. Full-time contractor		18.1%	27
d. Part-time contractor		14.1%	21
e. Not currently working		10.7%	16
f. Not applicable		6.7%	10
Total # of respondents 919. Statistics based on 149 respondents; 0 filtered; 770 skipped.			






What best describes the industry you are in?		Response Percent	Response Total
a. Construction/Real Estate		0%	0
b. Consulting		14.2%	21
c. Customer Service		0%	0
d. Education		8.1%	12
e. Energy		2.7%	4
f. Financial Services		1.4%	2
g. Government		4.7%	7
h. Healthcare		2%	3
i. Hotel/Catering/Leisure		0.7%	1
j. Information Technology		12.8%	19
k. Insurance		1.4%	2
l. Manufacturing		9.5%	14
m. Medical/Pharmaceutical products		2.7%	4
n. Retail/Wholesale		0%	0
o. Software		13.5%	20
p. Telecom		4.1%	6
q. Non-profit		2%	3
r. Other, please specify		20.3%	30




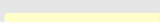


Total # of respondents **919**. Statistics based on **148** respondents; **0** filtered; **771** skipped.

In what country or continent do you live?		Response Percent	Response Total
a. United States		74.5%	111
b. Canada		14.1%	21
c. Australia		0.7%	1
d. Europe		4.7%	7
e. Asia		2%	3
f. South America		1.3%	2
g. Middle East		1.3%	2
h. Africa		0%	0
i. Other, please specify		1.3%	2
Total # of respondents 919. Statistics based on 149 respondents; 0 filtered; 770 skipped.			

Are you using social-networking sites (LinkedIn, Twitter, etc) to enhance business related activities and/or relationships?		Response Percent	Response Total
a. Yes – quite a bit		22.3%	33
b. Yes – a little		46.6%	69
c. No		31.1%	46
Total # of respondents 919. Statistics based on 148 respondents; 0 filtered; 771 skipped.			

How “in demand” do you foresee the technical communications profession to be over the next 10 years?		Response Percent	Response Total
a. Growing profession with steady career growth		35.6%	53
b. About the same as it has been over the last several years		36.2%	54
c. Slight decline in demand for technical communicators		15.4%	23
d. Dead-end profession with significant decline in demand for technical communicators		2.7%	4
e. Not sure		10.1%	15
Total # of respondents 919. Statistics based on 149 respondents; 0 filtered; 770 skipped.			

Do you expect your department to hire a technical writer(s) (contract or staff) sometime over the next year?		Response Percent	Response Total
a. Yes		21.6%	32
b. No		27%	40
c. Possibly		15.5%	23
d. I have no idea		3.4%	5
e. Not applicable		32.4%	48
Total # of respondents 919 . Statistics based on 148 respondents; 0 filtered; 771 skipped.			

What is your outlook on the economy?		Response Percent	Response Total
a. Still in decline and will be for some time		18.8%	28
b. Still in decline but stabilizing		34.9%	52
c. Stabilizing but no growth projected		17.4%	26
d. Stabilizing with moderate growth over next 12+ months		20.8%	31
e. Stabilizing with strong growth over next 12+ months		2.7%	4
f. Not sure		5.4%	8
Total # of respondents 919 . Statistics based on 149 respondents; 0 filtered; 770 skipped.			