

FAQ

What is the standard workflow like?

We typically work through Google Workspace. All articles are written in Google Docs. Each project has its own hub in Google Sheets, through which you can self-assign and submit articles for editing in a streamlined manner.

What is the editorial process like?

Eleven strives to maintain the highest editorial standards. To this end, the writers and editors work closely to craft premium content for all of Eleven's partners. Editors are responsible for ensuring that Eleven's editorial standards are met by writers and will provide constructive feedback to help writers grow and improve their craft.

Each piece of content a writer produces throughout the lifetime of their collaboration with Eleven is evaluated by an editor across a series of categories, each scored from one through five according to our **Score Descriptors**. Meeting these descriptors is the best way to ensure content meets our editorial standards.

The goal of Eleven's editorial process is entirely constructive in methodology and approach: our objective is not to reduce a writer's carefully crafted articles to a series of scores and numbers but rather to enable editors to identify sticking points and coach writers as needed. You may access your editorial history at any time by contacting the managing editor; the information is yours to view and use. Indeed, it can be of great value in identifying areas of opportunity for improvement.

How do payments work?

At the end of each month, an invoice is automatically generated based on the number of words/articles you have completed in that month. You will receive your invoice on the 5th of the following month and payment on the 10th.

How long does the average 1,500 word article take to write?

It takes 3–4 hours to research and write an average software review. These are the types of articles we most commonly produce.

What happens if I pass the trials?

If the trials are successful, we will email you to inform you and initiate the onboarding process.

- **Onboarding:** We'll send you all the starting documentation via email and invite you to set up an onboarding call with the Lead Project Manager. The purpose of this call

is to introduce you to the project(s) you'll be working on and give you an opportunity to ask any questions you might have. The Lead Project Manager will then assign you your first article. You will also be added to Slack, which is our primary communication platform.

- **Verification period:** All new writers at Eleven start with a verification period. During this time, you may only write one article at a time, and each article must be approved by the Managing Editor before you move on to the next one.

The purpose of the verification period is to ensure a good fit between Eleven and new team members. You will receive constructive feedback from a senior editor to help you meet the requirements of the project(s) you are working on. The verification period typically lasts for three to five articles, and should take no longer than four weeks.

What does Eleven expect from its writers? (word count/hours, etc.)

We ask writers to commit to producing a minimum of 3–4000 words/week (roughly 12–15 hours).