More than Ex-Writers—The Next Generation of Documentation Management

By Tim Hadinger, Member OCSTC, and Technical Projects Manager, The Write Connection

As the engine of technology races faster and faster, and project budgets decrease, many writers are being thrust into the limelight of documentation management. More and more seasoned tech writers are taking the big step into this expanding world that is filled with daunting challenges like budgets, deadlines, planning, and leadership. The pay is better, but for newcomers, the long hours and added stress may often dilute this perk.

Documentation management is a dynamic profession, with multilevel deadlines that change minute-by-minute. Often, newly promoted managers incorrectly revert to the mindset of a writer—write...move on...write the next thing...move on...tic-toc...tic-toc! Then they find themselves with unhappy team members who complain about micro-management and unrealistic goals. But, when a Help system or manual is attached to a product that is scheduled to ship at the close of business, how do we avoid hovering over our writers and editors and illustrators? How do you maximize each team member’s potential while enabling him or her to turn around without you standing there? Is it possible to avoid micro-managing in a minute-by-minute environment?

Yes! But there is one absolute caveat—it’s not easy! However, there are a few simple methods, which can help you successfully morph from a tech writer into a documentation manager. Here are a few:

Adjusting to Your New Role

The first plan of attack is to reflect on the definition of your new role. You are not a writer anymore. You may think you are, but you’re not! You are now a manager who happens to specialize in documentation. Never forget that your identity within your company has taken a drastic turn. Gone are the days of cranking out five pages of motherboard content while budgeting enough time to update the Help system that belongs in the next Beta version. You are no longer valued for your prose, but instead your ability to understand the fundamentals of documentation and manage documentation specialists.

Now don’t worry that your writing skills will be removed from your qualifications. Actually the opposite is true. You will be utilizing the principles of good writing more now than ever as you oversee the quality and production of a project. Yet, your ultimate goal is to coordinate the efforts of your team members while helping them adhere to these principles.

(See Documentation continued on page 7)
Chapter Chat

By Mark Bloom, OCSTC Chapter President

There is so much our chapter is doing that it would be difficult to describe it all in one short column, so I’ll try to hit the highlights. You just might find something to latch on to, something to get your creative juices flowing and your volunteer instincts in gear.

Elaine Randolph is leading an effort to redesign our Web site. Even with its admittedly outdated design, our Web site is still a popular place. The redesign will bring our site up to date, while improving elements within the site. This effort is engaging members interested in Web page design and usability testing.

Kathey Schuster is renewing our student scholarship competition. Did you know the chapter is giving away $1500 to the winner and $500 to the first runner-up? We’re committed to furthering technical communication at all levels. [Editor’s Note: See Page 10 for more information on the scholarship.]

We’re running a new chapter logo competition, too, which is aimed at graphic arts students, although anyone is free to enter a logo. This competition will also have a cash prize. Kathey Schuster (again) has worked out a process for collecting and judging the entries, but we can always use more help.

Sheila Vaughnn is running another successful seminar series this year. It is a win-win situation for the chapter, the instructors, and all the participants. It’s also one of the most visible, popular, and helpful activities the chapter performs. [Editor’s Note: See Pages 8 and 12 for a current list of seminars.]

Our Public Relations Committee has started gaining momentum with a detailed plan and an operating budget. They already have a dedicated staff and some excellent ideas on how to reach out to the community as well as how to get the chapter more involved with the outside world. Julie Atkins and Bill Darnall deserve credit for driving this effort.

Of course, this newsletter is our lifeline to most of our members. But it takes work to create, work that could translate directly into a resume bullet. We have many opportunities because it takes many people to put each issue together, from the authors to the editors to the distribution team. You want a terrific newsletter? Put your pen where your mouth is!

Finally, we are always looking to engage our new members. Back in October, we held our first-ever New Member Orientation at Dave & Buster’s. What can we do as an encore? The question should be: what can’t we do? Denise Fifer was instrumental in putting this activity together; now we’re looking for new ideas.

Some things we’d like to do in the future: develop a new member survey, become more involved with the Orange County Board of Education, and explore cable TV opportunities. Are you interested yet?

We’re a chapter in constant transition. We’re not afraid to explore new areas or fund new projects. If you want to get involved with any of the projects already underway, contact Corinne Kantor, our Volunteer Coordinator, at stcvolunteer@yahoo.com. If you have some ideas for a service we do not yet provide our members, contact me at mhbloom@aol.com.

Happy Easter from your Administrative Council!
April Meeting Preview:
Programming for Technical Communicators

By Mary Ann Stacy

As a technical communicator, you may wake up one day, roll out of bed, and find yourself involved in a software development process. Understanding the basics of programming can be a survival skill when communicating with programmers.

David Alt, the Internet Manager for the Berkeley chapter of the STC, will illuminate the dark secrets involved with crafting software programs.

David develops an analogy between human languages (our specialty) and programming languages. This analogy is useful for understanding the syntax of building blocks common to all programming languages.

David has been developing and documenting software since the dawn of the Internet; or at least since the time when the Mosaic browser was considered state-of-the-art. Working as a contractor for various Fortune 100 companies in the publishing, manufacturing and financial sectors, David has become fluent in a veritable cornucopia of modern languages: XML, Java, Perl, UNIX, JSP, HTML, JavaScript, Tcl, and PHP. David writes for all aspects of the Software Development process, including business requirements, functional specifications, software design documents, technical specifications, and systems turnover documents.

David is a partner in PrimalSoft, a start-up company which provides highly usable, single-sourced, database-driven solutions for traditional small businesses interested in using Internet technology to integrate their business processes. When David surfaces from the whirl of workday woes, he can be found playing original Jazz and experimental music in a variety of San Francisco venues.

The Contractors SIG meeting will start at approximately 5:30 PM., and the Management SIG will meet at approximately 6:00 PM. A representative from the Single Source SIG might also answer questions.

When: Tuesday, April 17, 2001 from 6:00 to 9:00 PM.

Where: Irvine Marriott Hotel
18000 Von Karman Ave.
Irvine, CA
(949) 553-0100

Cost: Members with reservations, $20
Students with reservations, $15
Nonmembers with reservations, $22
Walk-ins or those registering after deadline, $30
No-shows billed, $10

Reservations:
Reservations are due by 5:00 PM., Friday, April 13. If you call later, you’ll be billed the walk-in fee, so make your reservation early.

You can register by any of the following methods:
• Register at www.ocstc.org/dinres.asp
• Call the OCSTC hotline at (949) 863-7666
• Call Carolyn Romano at (714) 894-9221. Leave your name, membership status, and phone number.

Note: Parking will be validated at the door. Please park in the Marriott lot. Do not park in the adjacent Koll Center Newport parking structure.

Directions to the Irvine Marriott:
Coming from north and central Orange County:
Proceed south on I-5. Exit at Jamboree Blvd. Turn right onto Jamboree Blvd. Proceed south approximately 3 miles on Jamboree Blvd. Turn right onto Michelson, then right onto Von Karman Ave., then right again onto Quartz. Go left to enter the Marriott parking lot.

Coming from western Orange County (Fountain Valley/Huntington Beach): Proceed south on I-405. Exit at MacArthur Blvd. Turn left onto MacArthur Blvd. Turn left onto Michelson. Turn left again at Von Karman Ave., then right onto Quartz. Go left to enter the Marriott parking lot. If you want to avoid the congestion at the airport, exit at Jamboree and turn right.

Coming from southern Orange County: Proceed north on I-405. Exit at Jamboree Blvd. Turn left onto Jamboree Blvd. and go over the freeway. Turn right onto Michelson, then right onto Von Karman, then right again onto Quartz. Go left to enter the Marriott parking lot.
March Meeting Recap: The More I Know, the More I Know I Don’t Know...You Know?

By Julie Dotson

Pamela Coca was the guest speaker at the March OCSTC meeting. Four hours of material in one hour! Luckily for those in attendance, a “goody bag”, which contained a CD business card and her complete presentation, was handed out to all.

My favorite line from Mary Ann Stacy’s March preview? “But wait! That’s not all you get!” So very true! Included in the goody bag was a :CueCat reader, :CRQ software and cable! With the :CueCat reader you can swipe a UPC code found on most products. What a concept! For more information please visit www.crq.com.

I made a dent in the seven handouts on her CD business card: Good Writing Isn’t Enough, Boot Camp, Take the Shortcuts, (the wrist you save may be your own), File Formats, Technologically Speaking, URLs, and Checklist. Write On Communications new Website, www.twelvefold.com has these handouts available under Conference Material.

Pamela designed the business card CD with Emerald Creek Consultants. Wouldn’t it be something if every member of OCSTC had CD business cards?

One of the greatest strengths a writer has is to know what you don’t know! An equally great strength is to know where to go to find what you need to know! Collectively, we members of OCSTC have a storehouse of information available to all. We are very fortunate to belong to a group that eagerly shares this knowledge.

OCSTC Employment Information

By Jeff Randolph, Employment Manager

Our job listing is entirely on-line at the OCSTC Web site, and the pages are updated as jobs are submitted.

Staff Jobs
www.ocstc.org/employme.asp

Contract Jobs
www.ocstc.org/contractme.asp

If you have an inquiry or a job to post, send an e-mail to Jeff Randolph at erandolp@ix.netcom.com

A limited number of printed copies of the OCSTC Web site listings are available at monthly chapter meetings.

Society Level Job Listings

STC maintains job listings on the Internet. You can download the listings from the STC Web site at www.stc-va.org/fjobstart.htm.

Contractors SIG

By Suzanne Madison, Contractors SIG Manager

Chapter members with experience as independent contractors or looking for contractor experience meet monthly at 5:30 PM, prior to the regular Chapter meeting, to share ideas, learn, and network.

At the February meeting, the group discussed leads for finding contract work, including agencies, Web sites, and a networking directory. At the March meeting, Jack Molisani of Clarity Technical Services spoke to the group on “Pricing our Work.”

At the March meeting, Jack Molisani of Clarity Technical Services Inc. spoke to the group about how to price contract work. Some of the topics Jack addressed included:

• Types of contract work (Temporary employee through an agency, 1099, own corporation)
• Differences between being an employee and a contractor
• Fixed vs. hourly rates
• Strategies for marketing yourself and getting the best rates possible
• Determining what your highest rate can be

Jack suggested that those who had minimal technical writing experience and/or were new to contracting begin by working through an agency. To follow through on that theme, the speaker at the April meeting will be Julie Atkins of iMet Technologies, Inc. Julie will talk to the SIG about working through an agency.

For more information about the Contractors SIG, come to a chapter meeting and check it out or e-mail Suzanne Madison, madisons@pacbell.net.
The STC year is rapidly winding down. The elections are over, and soon your new Administrative Council (and the newly elected officers at the Society level) will take the reins. Next month is the Annual Conference in Chicago, and June is transition time for the chapter.

Now is the time to be thinking about what you can do for your chapter in 2001-2002. There will be lots of jobs to fill when the new Council takes over. Will you be part of the action in the coming year, or will you be satisfied to just sit on the sidelines and watch?

Trust me, it’s a lot more fun to be involved in this dynamic chapter. You don’t need to have a lot of time available. Big jobs and small jobs will need to be done, and they all represent growth opportunities for both you and the chapter. Think about it.

At the end of February, our membership count stood at 489. That means if we have a net gain of 11 in March, we’ll still hit our goal of 500 members for the year. But that’s an arbitrary number, and regardless whether we hit it or just come close, we’ve had another super year in terms of membership growth. So, pat yourselves on the back, because you made it happen again!

By the way, the Society total on February 28 was 25,390. I’ll give you the final totals for the year in next month’s issue.

Our new and reinstating members for February are John M. Cheraz, Mario Cortez, Warren B. Ettinger, Dottie J. Fulmer, Nancy Gibson, John H. Giles, Suzanne Diane Hansen, Carol Hodges, Sandra Kennedy, Kristen M. Leduc, Anne S. Miller, Mechelle Newhall, Jane Arline Popp, and Jill M. Thomas. Transferring in was Deborah A. Camara. Welcome, all! Now, here are the April profiles:

April Williams joined us in June 2000. She currently works at UCI Medical Center in Orange as a Clinical Laboratory Technologist. She works mainly in the Molecular Virology lab, testing patients for HIV and Hepatitis C, and also in the routine virology lab reading and maintaining tissue cultures. Formerly, she was employed at Nichols Institute in San Juan Capistrano in the Virology department.

She likes technical writing because it allows her to explain how things work. She likes to figure out how best to explain a procedure or an assay. To her, it’s almost like solving a puzzle. Ever since she was little (and this may sound bizarre) she liked to read instructions and look at the diagrams and pictures that accompanied them. Technical writing gives her the opportunity to create those instructions and diagrams.

April has a B.S. degree in Medical Microbiology from Cal State Long Beach and later enrolled in the Technical and Professional Writing program. She joined STC at the suggestion of her Technical Editing professor, Sara Stohl, a Senior Member and past president of LASTC.

April, a Detroit native, says that aside from writing (any kind—not just technical), art is her passion. She studied figure drawing and painting in the traditional manner at Cypress College, and especially likes the works of the Old Masters such as Prud’hon, Degas, and Ingres.

Susan MacDonald joined us in July 2000. She works at Cal State Long Beach, where she teaches an Introduction to Technical Writing course and participates in the Advisory Council for CSULB’s Technical and Professional Writing program.

Prior to CSULB, Susan taught and directed writing programs at Eastern Connecticut State University, the University of Illinois, and then in the UC system for 14 years—11 years at UCSD and three at UCI. At both UC campuses, she was involved with writing in the various disciplines and did research on how writers write differently for different contexts. She has published a textbook for freshman composition and, in 1994, she published a study of professional academic writing that won the Outstanding Book Award from the Conference on College Composition and Communication in 1996.

Susan likes technical writing because writers must make decisions about genre and audience that are highly rhetorical, but rhetorical decisions may be less apparent in academic writing.

Susan has a Ph.D. in English from the University of Wisconsin, as well as an M.S. in Comparative Literature from Wisconsin and a B.A. in English from the University of Michigan. After attending several OCSTC meetings last year and enjoying them, she joined in order to learn more and participate more fully.

Susan is a native of Washington, D.C. Her hobbies include reading mystery novels, writing, and bike riding.

OCSTC Speakers at the STC Conference

Based on the STC 48th Conference Supplement to the March 2001 issue of Intercom, Renato Dijamco, Bill DuBay, Elaine Randolph, Jeff Randolph, and Debi Richkas will be speaking at the 48th Annual STC Conference in Chicago, Illinois.
Internet Watch!
The Internet, the Workstation, and You
(and No Funny Stuff)
By Pamela Amstead

Quoted in the January issue of the editing watchdog newsletter The Editorial Eye, grammar curmudgeon Evan Morris laments the success of his word sleuthing Web site www.word-detective.com: “The easy access to the Internet many companies inexplicably grant their employees (what’s next? Cable TV on every desk?) has apparently made my Web site a major factor in the declining productivity of workers all over the world.”

I’m shocked that he finds the need for access inexplicable. As a technical communicator who relies on relevant, job-related information from the Net every day, I find Mr. Morris’ analogy to cable television deeply flawed. The Web has an admittedly time-busting allure, but its usefulness in finding complex, technical information and “idea sharing” is undeniable in today’s highly technical work environment.

To prove it, I’ve collected some work-related Web sites for the studiously focused technical writer.

Google.com
Yes, you’ve heard about this one before. But the clever folks at Google have impressed me even more with their new Toolbar feature. At home, most of us have some sort of search engine as our browser home page; we can practically start our research as soon as we boot up. At work, however, we usually must first face our corporate intranet page, which may or may not include company information we need to know. The Google Toolbar feature gives you continuous searching ability no matter where you are on the Net. It attaches itself to the top of your browser, where you can simply type in your search item, click, and instantly get a list of links to check. It’s a great resource for your workstation PC.

http://toolbar.google.com/

Dictionaries
There are hundreds of Internet dictionaries to find on the Net. Here are a few:

The comprehensive Your Dictionary.com features a wonderful dictionary and thesaurus and has a link to the official Merriam-Webster site, but it also supplies so much more than you might find in a paper dictionary. It includes links to over 235 language dictionaries (including Japanese, Russian, Hindi, and Thai) and over 85 specialty dictionaries (including law, medicine, computing, slang, and dialects). It also includes a grammar section and a European language translator. In the interests of work efficiency, avoid the crosswords and word games!

www.yourdictionary.com/

Dictionary.com stands out mostly for its clean interface and its question-answering abilities. In a link called “Ask Doctor Dictionary” you might find the answer to that grammar, word, or language question that has nagged you. You can also find synonyms and antonyms through the Dictionary.com link to Roget’s Thesaurus. Its “Community” link provides grammar-related periodicals, newspapers, classic texts, and more question answering through its hosted “Language Discussion Forum.”

www.dictionary.com/

One dictionary I use quite often is housed on my hard-drive. It’s a freeware program called WordWeb, a free thesaurus and dictionary for Windows. WordWeb is convenient, comprehensive, automatically places a shortcut on my desktop, and downloads in about 60 seconds. Did I mention it was free?

www.x-word.com/thesaurus/

Times & Zones
Need to call that colleague in Alaska? The World Time Server has a search feature that displays the time by major city, state, or country.

www.worldtimeserver.com/

Sending a package to Salt Lake City, Utah and you don’t know the zip code? Thanks to the United States Postal Service Web site (otherwise known as USPS.com) you won’t need those out-of-state Yellow Pages any longer... In other parts of this site, you can buy stamps on-line and verify U.S. postal rates and fees.

www.usps.gov/ncsc/lookups/lookup_ctystzip.html

whatis?com
Lastly, a particular standout in Intercom magazine’s list of “Top Web Sites for Technical Communicators” (February 2001) is the Web site whatis?com. The site is essentially an encyclopedia of information-technology words and terms. Its developers describe it as a “knowledge exploration tool about information technology, especially about the Internet and computers.” With over 2,000 definitions/topics and quick-reference pages, it provides a handy, practical way to understand the words we work with every day.

whatis.techtarget.com

Thus proved is the usefulness of the World Wide Web in the workplace. And remember, no fun allowed!
Building a Foundation of Communication

Developing solid communication protocol with each team member is essential for a productive project. They are the people who will take on the goals of your project. This is where your history as a writer will serve you well, as it gives you a unique managerial advantage. You know what it takes to develop documents that express ideas and concepts effectively. You know the tricks, the workarounds, the pitfalls, and most importantly the time it takes to do the job right. Explaining these tips and tricks to your team is key to enhancing productivity (which is one of your new goals).

To help your team members understand your expectations, explain your own goals. Let them know that you are responsible for delivering a product on a specific deadline and under a defined budget. Then define the specific goals you need to accomplish within the scope of the project.

Delegating Responsibility

Once each of your team members understands the challenges, it’s your job to start handing some of them out. Remember—only you can prevent bad documentation. It’s up to you to determine the strength and weaknesses of each person. Once that is determined, map out your plan in a team meeting. That way, instead of randomly dividing a workload, you can delegate responsibilities to key people while encouraging them to apply the qualities you believe are the most valuable.

Coordinating Your Efforts

Project responsibilities are not like playing poker. Instead, each player must know what the other is doing. Coordinating the tasks of your team enables everyone to play with an open book. This alleviates any ambiguity between team members and removes the possibility of duplicating work. An added bonus of this method is that sometimes, team members who finish their work can help others without taking too much time catching up to speed.

References

When looking for help, begin your search by locating and reading management material. Here are some books that present solutions to many management scenarios:

Blanchard, Kenneth H., *The One-Minute Manager.* Berkeley Publishing Group, 1983


Getting More Information

OCSTC held its inaugural Management Special Interest Group (SIG) meeting at last month’s meeting. The SIG meetings are scheduled to begin one hour prior to every monthly OCSTC meeting. Each meeting focuses on a particular management issue, and attendees are encouraged to share their ideas and experiences.

Managing Documentation with Humor and Grace: An STC Telephone Seminar

Managing the people and projects associated with technical documentation gets more difficult every day. Coping with changes in technology, blending teams after mergers and acquisitions, facing layoffs, finding qualified candidates, meeting ever-changing deadlines and requirements—these are just some of the challenges technical communication managers and team leaders face. This telephone seminar will give you practical tips and techniques that you can use to help keep your sanity while those around you seem to be losing theirs—as well as a greater appreciation for all the good things about technical documentation that led you to the field in the first place.

(See Telephone Seminar continued on page 8)
Chapter Contacts

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(650) 365-7520 (voice)

Education Highlights

by Sheila Vaughnn, OCSTC Education Chair

Upcoming Classes

April 14
Topic: FrameMaker, Introduction
Instructor: Mary Ann Stacy, Adobe Certified Training Provider

April 28
Topic: FrameMaker, Building Books
Instructor: Mary Ann Stacy

May 19
Topic: FrameMaker, Designing Templates II
Instructor: Mary Ann Stacy

June 2
Adobe Acrobat Fundamentals

For additional information, go to the OCSTC Training Web site at www.vaughnn.com/ocstc/ocstc_edu.html

(Telephone Seminar continued from page 7)

The objectives of this seminar include the following:

- Develop methods to promote your department
- Discover your professional passion
- Understand the real reason some subject matter experts are not more cooperative
- Appreciate the role of humor in ensuring your success
- Understand how respect and credibility are earned, not awarded

You will also take away two complete PowerPoint presentations supporting the objectives of this seminar that you can tailor to your colleagues at the office.

Date: Wednesday, April 18, 2001
Time: 1:00 – 2:30 PM Eastern Standard Time

Cost
The cost is per site, not per person—train as many as you want for one flat rate!

U.S. sites: $125.00
Canadian sites: $140.00
Overseas sites: Please contact the STC office

An additional $8.00 will be charged for registrations received less than five days before the seminar.

How to Register
Download the form from the STC Web site
www.stc-va.org/PDF_Files/Mannion2.pdf

About the Speaker
Doreen A. Mannion, a senior member of STC, has been a professional communicator for over fifteen years. She is an award-winning author, frequent speaker at STC’s annual conferences, and the Management and Professional Development stem manager for STC’s 48th Annual Conference, May 13–16, 2001, in Chicago, Illinois.
FrameMaker Boot Camp

[Editor’s Note: The following events are not sponsored by the Society for Technical Communication or Orange County STC. The appearance of the following information in this newsletter does not constitute an endorsement by STC or OCSTC of the products or services offered.]

Vision Technical Services is offering a FrameMaker Camp that will be held for an entire weekend once a month. The design of this course is different from other courses in that the usual four-day course has been condensed into two full days. It is a great way of learning the product without interfering with work schedules!

The focus of this class is to cover material that is used daily in most documentation projects and to provide a solid foundation for working with FrameMaker immediately. The class combines beginning and advanced concepts. The prerequisite is familiarity with word processing.

Each student will have their own PC to perform the hands-on lessons. The classes will cover the following topics:

- Overview of FrameMaker
- Paragraph Designer
- Character Designer
- Templates
- Graphics
- Use of Color
- Anchored Frames
- Tables
- Setup of Master Pages
- Page Layout
- Hypertext and PDF
- Creating Books

Schedule:

Class #1
Date: Saturday, April 21 and Sunday, April 22, 2001
Time: 9:00 AM – 4:00 PM

The deadline for registration for the April 21 weekend is Friday, April 6. The deadline for payment is Friday April 6 and you should call to be sure space is still available.

Class #2
Date: Saturday, May 19 and Sunday, May 20, 2001
Time: 9:00 AM – 4:00 PM

The deadline for registration for the May 19 weekend is Friday, May 11.

Location: Mission Critical Technologies (MCT), Beverly Hills, CA

MCT is a computer-training center with a classroom that has 12 computers. Directions will be provided at a later date.

Cost: $500.00

Vision Technical Services is a professional writing and training service providing analysis, design and development of writing projects and customized training for companies throughout the Los Angeles area.

Christina Rothenberg, who established Vision Technical Services, has been involved in the world of business and technical writing and training for over 15 years. Christina has a solid technical background that includes an MCSE earned in 1998.

For further information contact: Christina Rothenberg 310-373-3083, crothen609@aol.com
Last Chance—Deadline April 16:
OCSTC Scholarships

By Kathey Schuster

OCSTC will award two scholarships in June to the winners of its student competition. The contest is open to those enrolled Fall 2000 and/or Spring 2001, at an area college or university, who

- Plan to make a career in a technical communication (writing and/or illustration)
- Are working on a degree or certificate program that will help prepare them for this career

Students: Apply now!

Among many benefits are:

- Money
- An award for display in your portfolio and for mention in your resume
- Visibility among area employers
- Critique by judges (area professionals)
- Recognition at the OCSTC awards dinner meeting

To make this scholarship your own, submit the scholarship application form, a sample of your work, and other information per competition rules. Obtain the form and submission rules in one of the following ways:

1. OCSTC Hotline: (949) 863-7666 (leave a message with your request, name, and address)

2. Scholarship Committee
   Kathey Schuster
   (714) 526-6108
   wwwwords@mindspring.com

3. Your school’s Technical Communication degree/certificate coordinator or instructors

Complete submissions are DUE APRIL 16, 2001.

Corrections and Clarifications

By Jeff Randolph

In the March 2001 issue of the TechniScribe, we regret the following corrections:

- In the list of contributors in the masthead information on page 2, Frank Blasingame was omitted from the list of Copy Editors.
- The Contractor’s SIG article was actually on page 4, not page 11 as stated in the Table of Contents.
- There was no Single-Source SIG article; the Table of Contents stated the article was on page 4.

Starting with this issue, you will note the new STC logos on pages 1 and 6, replacing the long-familiar logos. In the coming months, other chapter and society documents, and the OCSTC Web site, will be revised to incorporate the new logo designs of STC and OCSTC.

In future issues we will be including a copyright statement, a policy statement for reprints, and additional use of items appearing in the TechniScribe. We will also be including a statement of ownership regarding articles appearing in the TechniScribe.

Finally, starting in May, we will be transitioning to Pamela Armstead assuming the role as newsletter editor. Pamela and Project Coordinator Julie Dotson have some ideas to update the look of the TechniScribe and to revitalize its content.

Colophon

The TechniScribe was produced using Adobe PageMaker 6.52 for Macintosh. Avant Garde and Palatino were used for all text and headline fonts; Helvetica was used for the Table of Contents and Times for continuation text.

All original artwork was created or enhanced using Adobe Illustrator 9.0.2 for Macintosh, and Adobe Photoshop 5.5 for Macintosh. The STC logos are TIFFs. All other artwork is in Illustrator or Photoshop EPS format.

The PDF on the OCSTC Web site was distilled from raw Postscript using Adobe Acrobat Distiller 3.01 for Macintosh and assembled with Acrobat 4.05 for Macintosh.
Employment Information at the STC Conference

By Roger E. Masse, Fellow, Manager, STC Employment Information Committee

Looking for a job? Looking for technical communicators? If you are, take advantage of the Employment Information Booth at the 48th Annual Conference in Chicago, Illinois in May 2001. If you are looking for a job, send your resume for employers to examine at the booth. If you have job positions and are looking for employees, advertise your jobs and pick up resumes of job candidates. Whether you come to the conference or not, your resume or job posting can be included in the Employment Information Booth and you can receive job postings after the conference.

Resume Books

Resumes from job seekers will be organized into binders for the following US and Canadian regions and for countries outside of North America:

Region 1: Connecticut, Maine, Massachusetts, New Brunswick, New Hampshire, New York, Nova Scotia, Ontario, Quebec, Rhode Island, and Vermont
Region 2: Delaware, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, Washington, DC, and West Virginia
Region 3: Alabama, Florida, Georgia, Mississippi, South Carolina, and Tennessee
Region 4: Illinois, Indiana, Kentucky, Michigan, and Ohio
Region 5: Arizona, Arkansas, Louisiana, New Mexico, Oklahoma, and Texas
Region 6: Iowa, Kansas, Manitoba, Minnesota, Missouri, Nebraska, North Dakota, Saskatchewan, South Dakota, and Wisconsin
Region 8: California, Hawaii, and Nevada

Countries outside of North America: Countries outside of North America, regardless of STC region, are placed in the same employment binder.

To have your resume included in the binders, do the following:

1. Print your resume on one sheet of paper, double—sided for more than one page. Resumes printed on more than one sheet are difficult for employers to see in the binders.
2. On the top right corner of the page, note the regions or country where you would consider accepting employment. Use the numbers from the list of regions. If you are interested in working outside of North America, write the country name that interests you.
3. Make six copies of your resume for each region. For example, if you want your resume included in two regions, make twelve copies (six for each region).
4. Place six copies in one plastic sheet protector that is punched for three-hole binders. If you are interested in more than one region, place six copies in one plastic sheet protector for each region. Visualize employers looking at the front and back of your resume in the plastic sheet protector and slipping a copy from the plastic sheet protector without having to open the binder.
5. Mail the resume packets to the address at the end of this article on or before April 25. (Or bring your resume packet to the Employment Information Booth at the conference.)

Job Postings

The Employment Information Booth at the STC 48th Annual Conference offers employers an excellent opportunity to advertise jobs and find qualified, professional people.

To post a job opening at the Employment Information Booth, do the following:

1. Print your job posting on one sheet of paper. If a representative of your company will be at the conference to conduct interviews, state that information on the job posting.
2. Make 100 copies of the job opening to be posted at the employment booth and to be distributed to job seekers.
3. Send the copies to the address at the end of this article on or before April 30. (Or bring the copies to the Employment Booth on the first day of the conference.)

Job seekers will pick up your job posting at the Employment Information Booth or have the postings mailed to them after the conference.

Booth Services

The Employment Information Booth is a self—service operation. Employers can take resumes from the binders. Job seekers can read the job postings and take copies of the ones that interest them. Job seekers and employers can contact one another through a message board. Volunteers monitor the booth to replenish popular job postings or resumes.

Job Postings Available after the Conference

If you want copies of the job postings mailed to you after the conference, please send a stamped ($3.50 in US postage), self—addressed, large (9 1/2 x 12 1/2) envelope to:

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STC Employment Information Committee
3750 Benton Street
Santa Clara, CA 95051
Calendar of Events

April 2    Administrative Council Meeting, AOL, 6:00 PM.  
April 14   OCSTC Training Seminars—FrameMaker, Introduction  
April 17   OCSTC Chapter meeting, 6:00 PM., Irvine Marriott Hotel  
           Speaker: STC Berkeley Internet Manager, David Alt  
April 28   OCSTC Training Seminars—FrameMaker, Building Books  

May 7     Administrative Council Meeting, AOL, 6:00 PM.  
May 8     OCSTC Chapter meeting, 6:00 PM, Irvine Marriott Hotel  
           Speaker: Associate Fellow John Hedtke, STC Emerging Technologies SIG Manager  
May 19    OCSTC Training Seminars—FrameMaker, Designing Templates II  

June 2    OCSTC Training Seminars—Adobe Acrobat Fundamentals  
June 4    Administrative Council Meeting, AOL, 6:00 PM.  
June 19   OCSTC Chapter meeting, 6:00 PM., Irvine Marriott Hotel  
           Roundtable: Bringing the STC Conference Home (A Discussion with Attendees)

Visit These Sites...  
OCSTC Chapter Listserve at:  
http://lists.stc.org/cgi-bin/lyris.pl?enter=stcc-l  
OCSTC Training Schedule at  
http://vaughnn.com/ocstc/ocstc_edu.html  
LASTC Chapter Web site at: www.lastc.org  

FUTURE CONFERENCES  
May 13-16, 2001 STC 48th Annual Conference - Chicago, IL  
For additional information, consult the Supplement included with the March 2000 Intercom or go to the STC Web site at www.stc-va.org