

TECHNICAL SCRIBE

STC

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Designing a Web Site for a Corporate Intranet

By David Dick, Belgium Chapter Member

The intranet brings together web sites owned by departments, divisions, and individuals across an organization. It may link local and regional offices, and employees of diverse cultures and languages.

The strategy for designing a web site requires understanding the context of use, user, and organizational requirements; producing design solutions; and evaluating the design solutions against the requirements. If this appears similar to product design—it is. Content, design, consistency, and maintenance are essential to quality. If done well, the web site contributes to the corporate intranet community.

This article describes how to design a web site for a corporate intranet. It is intended for technical communicators who are either new to web site design or who want to understand how usability plays an integral role in web site design. It does not describe how to use tools and technologies to design a web site.

Purpose of a corporate intranet

The corporate intranet is the focal point for company-wide information, programs, and events. It serves three objectives:

- Supports top-down communication by publishing executive decisions, vision statements, and strategy discussions
- Provides a portal to services such as travel (reservations and reimbursements), training courses (external and internal), time sheets, and job opportunities
- Reduces the emphasis on e-mail and printed material to share information throughout the organization

All this considered, usability is an integral part of the corporate intranet because staff productivity and efficiency will suffer if the site is poorly designed.

Structure of a corporate intranet

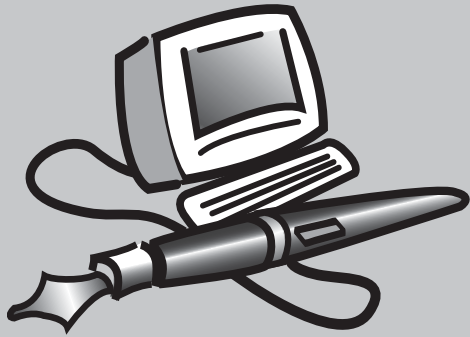
The structure may primarily consist of the organization's service departments, such as Human Resources, Marketing, IT, and Security, and company-wide programs and projects. In addition to the service departments, the corporate intranet may include the following sites:

- Projects
- Departments and divisions

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The *TechniScribe* is published 11 times a year as a benefit to the members of the Orange County Chapter of the Society for Technical Communication. The goal of this publication is to reflect the interests, needs, and objectives of OCSTC members. The *TechniScribe* strives to be an advocate for, and an inspiration to, technical communicators by keeping them connected to each other and to opportunities for professional growth.

Articles published in this newsletter may be reprinted in other STC publications if credit is properly given and one copy of the reprint is sent to the *TechniScribe* Editor.

Submission Requirements. The deadline for submission is the **1st** of the month prior to publication. The editorial team retains and exercises the right to edit all submissions for clarity, length, and appropriateness.

When submitting material please remember to

- Include a 25-word biography about yourself.
- Send articles in Word format, RTF (Rich-Text Format), or ASCII. You can also send your article in the body of an e-mail message.
- Send material to the Editor, at pamelarm@pcmagic.net

TechniScribe Staff.

Editor & Layout Design: Pamela Armstead

Associate Editor & Editor Consiglieri: Barbara Young

Illustrator: Tracy Garner

Copyeditor: Anne Stratford

Copyeditor & Proofreader: Rosemary Hulce

Proofreader: Steve Blossom

Distribution & Web Version: Jeff Randolph

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President's Message

By Elaine Randolph, OCSTC Chapter President

The 49th Annual Conference was a rousing success in spite of the economic downturn. 1575 members gathered at the opulent Opryland Hotel in Nashville for



three days of sessions and an additional day of post-conference workshops. At the Sunday morning leadership event, OCSTC was recognized as a Chapter of Excellence. Two sister chapters in Region 8 also received awards: Silicon Valley (Excellence) and Sacramento (Merit). We also learned that the

TechniScribe had won an award of Excellence in the International Newsletter Competition.

But OCSTC still had more honors in store. At the Tuesday evening awards banquet, chapter member Jay Goldberg was inducted as an STC Fellow, the highest honor in the Society. Our chapter received the Region 8 Pacesetter award for our many accomplishments, including the online election held this year. We should be proud of the work done by a dedicated core of volunteers. This month, we will be recognizing their contributions at the June chapter meeting.

One of the high points of the conference was a jam session on Monday evening where a group of our more musical associates gathered to entertain us. We heard jazz, rock, blues, folk, and even a Tom Lehrer song (featuring Region 8 Director-Sponsor Bonni Graham and John Hedtke, of the Puget Sound Chapter). OCSTC's own Bill Wood rocked out with a Beatles song, while Chris Seraidaris played a mean set of drums on many of the numbers. The jam session was so much fun that it will be repeated next year at the 50th Annual Conference in Dallas. Organizer Tommy Barker of Texas Tech hopes that even more members will participate next year. ☺

Congratulations, Election Winners 2002!

Results of the OCSTC Election are as follows:

President: **Don Pierstorff**

First Vice President, Programs: **Jack Molisani**

Second Vice President, Membership: **Julie Dotson**

Treasurer: **Mike Sanders** (Due to work commitments, Mike is unable to serve. **Bruce Alexander** will replace him.)

Secretary: **Jenise Cook-Crabbe**

Nominating Committee: **Mark Bloom** and **Kathy Schuster**

Next Meeting

Bringin' it all Home

Speaker: See participants on back page

When: Tuesday, June 18, 2002 from 6:00 to 9:00 P.M.

Where: Irvine Marriott Hotel
18000 Von Karman Avenue
Irvine, CA 92612
(949) 553-0100

Cost: Members with reservations **\$21**
Students with reservations **\$16**
Nonmembers with reservations **\$23**
Walk-ins or those registering after deadline **\$31**
No-shows billed **\$11**

Reservations

Reservations are due by 5:00 P.M., Friday, June 14.

Note: As approved by vote of the OCSTC Board on 1/8/02, **OCSTC's no-show policy** took effect starting at the March chapter meeting. If you register for a chapter meeting and do not attend, you will need to pay the **\$11 no-show fee** before attending the next OCSTC Chapter Meeting.

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.

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 airport congestion, 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. ☼

Editor's Desk

By Pamela Armstead

This issue marks the end of another STC year for our chapter. I've worked very hard this year, but the support I've had from my editorial team has been phenomenal! Barbara Young (the Editor Consiglieri), Rosemary Hulce (the logical one), Anne Stratford (keeper of the grammatical truth) and Steve Blossom (our eagle-eyed proofreader) have been a dream team of an editorial staff. No matter how late my layout copy was sent to them, no matter how last-minute my meetings were planned

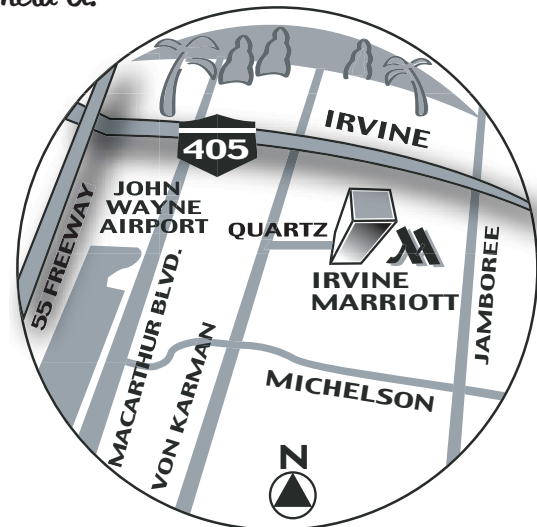


out, these professionals came through for me. Always supportive, honest, and interested, I don't recall a single complaint concerning their valuable time or the logistical flubs caused by their editor's sometimes-sketchy organizational skills. Thanks also to our many contributors and, of course, to Jeff Randolph, who spent his Saturdays sending the T-Scribe to our doors. And I'm proud to announce that it is these team efforts that have won us an Excellence Award for the 2001-2002 STC Newsletter Competition! Thanks, comrades!

By the same token, thanks to all those chapter members who liked what they saw in the *TechniScribe* and made sure that we knew it. It's great to be in a chapter with a voice! Your praise has been appreciated, your criticisms valid and helpful. Thank you!

As for me, I'm hanging up my hat as Editor—but am looking forward to broadening my skills at the layout and graphics stage by becoming the *TechniScribe's* Creative Director. Cassandra Hearn will be taking over as Managing Editor, and I am very confident that she'll do a great job. Thanks again for a great year, OCSTC!

Pamela A.



◀ “Corporate Intranet” from page 1

- Employees’ personal pages
- Clubs and staff events

Projects

Everybody wants to know about projects and activities, and persons involved (with links to personal home pages). If the corporate intranet has sites dedicated to projects, you should publish information about how your department/division contributes to them and include links to publications and reports.

Departments and divisions

Everybody wants to know departments’ and divisions’ missions, contributions to company-wide projects and activities, publication of documents and reports, and staff assignments.

Employees’ personal pages

If your corporate intranet has a “Who’s Who” database, including links to personal home pages is a must. A personal home page can contain information such as involvement with projects and activities, skills, experience, training, interests, and include links to clubs, departments, divisions, projects, and documents and reports authored. Always use good judgment when including personal information on a personal web page and get permission before you publish a personal site.



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Clubs and staff events

All work and no play is not fun. Clubs (sport or hobby) and staff events (picnics, charity drives, etc.) should have their own web site or page on the corporate intranet. Publication will increase awareness and may increase membership.

Design considerations

The same principles for applying usability engineering to product design apply to designing a web site for a corporate intranet:

- Specify the context of use
- Specify user and organizational requirements
- Create design solutions
- Evaluate designs against requirements

Specify the context of use

A web site on the corporate intranet should satisfy one or more uses. If not, there is little justification to dedicate the time and effort to design it. A good way to begin is to brainstorm the context of use with co-workers and your manager. The following are some issues to consider:

- What services and information will the site provide? The site should reflect on the mission of the department/ division, and provide links to tools (and instructions on proper use of the tools), information (headlines/projects/people), career and training, documentation/publications, and a link to a central search facility. These categories can form the framework of your home page.
- Are there any localization issues (e.g., sales offices) to consider? If your company has staff working out of state or country, consider their information needs as well. Common questions and common problems usually handled by phone calls or e-mails can be resolved by making the information readily available on the web site.
- Are there any employees for whom the site must satisfy accessibility design issues? As a common practice, it should be possible to display the contents of the web site without relying on graphics for the benefit of users with text readers. You may be able to obtain more information about staff with special needs by contacting your Human Resources department.

Specify user and organizational requirements

Your web site should enhance cooperation and communication between users and other departments. By concentrating on the services and information that the site will provide, you can identify potential users

(visitors) who can also participate in usability testing. Identifying user and organizational requirements provides objectives and goals to satisfy users' expectations and a basis for evaluating the design against requirements.

Create design solutions

I recommend the following strategy for creating design solutions:

1. Use a template.

It may be possible that the corporate communications department of your company has already created templates for a web site. In that case, I strongly suggest that you follow the corporate standard. Following the corporate standard will resolve basic design decisions for navigation, graphics, and page layout. A consistent layout will contribute to ease of use and provide uniformity within the corporate intranet. Many web site designers prefer not to follow the corporate standard because it's not mandatory. Web page aficionados believe they can do better and generally contribute to the bloopers popularized in *GUI Bloopers: Don'ts and Do's for Software Developers and Web Designers*.

2. Organize the site structure.

The best method to organize the site is according to how users see it. To achieve this goal, you can either follow recommended guidelines (style guide) or (in the absence of guidelines) according to the results of usability testing. Site structure should reflect the tasks that the users want to perform and the information (chunks) they want to see.

3. Consider design guidelines

The design of the site should conform to recommended guidelines (style guide). In the absence of guidelines, the site should satisfy accessibility requirements. The STC Usability SIG web site (www.stcsig.org/usability) has a list of valuable resources to help you get started.

Evaluate designs against requirements

A prototype should reflect the initial design of the web site. Usability testing will identify design issues that should be corrected before making the site available to the user community. When you have completed the prototype, invite members of your organization, department, and division for a "test drive." Provide testers with tasks to accomplish and information to find.

With the lessons learned from your test drive, improve the design and retest it until you have resolved all design issues.

Your web site should enhance cooperation and communication between users and other departments.

Add your web site to the corporate intranet

When you are confident that the design satisfies user and organizational requirements, publish your web site on the corporate intranet web server and advertise it on the corporate intranet's home page. Contact the corporate web master for assistance to load the files to the server.

You're finished—what's next?

Improving content and quality is 80 percent of the effort to keep the site up to date with the latest news and information. Be prepared to investigate the number of visitors to your site and the pages they visit. In this way, you'll identify popular and unpopular pages (information) and tools.

If you identify an increase in the number of users to a particular site/tool, redesign the home page to simplify visitor access.

Pages that have no visitors indicate either that they are of no interest and should be removed or that visitors don't know the pages exist. Conduct a survey to identify their value to the user community.

Redesign the site to improve productivity and efficiency, especially for forms and tools. A "face lift" is always a welcome change to regular visitors if it helps to improve navigation.

Provide contact information and a link to your e-mail address so that visitors can contact you and either praise or comment on your site. Praise builds confidence and criticism provides suggestions for design improvements. ☼

This article was reprinted from the January 2002 issue of News & Views from the Philadelphia Metro Chapter.

David Dick is a technical writer for the Society for Worldwide Interbank Financial Telecommunication (SWIFT) in LaHulpe, Belgium. He is Editor of Usability Interface, the newsletter of the Usability SIG.

References

Human-Centered Design Processes for Interactive Systems. ISO 13407:1997.

Designing Web Usability: the Practice of Simplicity, by Jakob Nielsen. New Riders Publishing, 1999.

GUI Bloopers: Don'ts and Do's for Software Developers and Web Designers, by Jeff Johnson. Morgan Kaufmann, 2000.

Is FrameMaker Your Documentation Solution?

By Bill Wood, OCSTC Treasurer and Senior Member



Revered by some and hated by others, FrameMaker is the tool of choice for some, but not all.

Let us assume that a technical communicator has developed a document or a book in FrameMaker. The review process can prove challenging if reviewers do not have

FrameMaker. One solution is to use the full version of Adobe Acrobat to add Post-It® notes and annotations in a file, but for this an organization needs to purchase a full corporate license from Adobe. A second option is saving the Adobe FrameMaker file as a Microsoft Word file for the review process, but most of its formatting will be lost, particularly for tables. Incorporating revisions from this Word file back into the FrameMaker source file involves copying the *content* from the Word file and using the copy and paste special function in FrameMaker to prevent copying Word *formatting* into the FrameMaker file.

Julie Atkins, Vice President of Sales and Marketing at iMet Technologies, Inc., says, “iMet’s new clients aren’t so concerned about which tool we use. Since deliveries are usually in PDF form, we are free to use FrameMaker, which is our preferred tool.”

Some prefer the easier update process that Word offers. For example, you can simply update the table of contents. However, Mary Ann Stacy Howell, who is a consultant and Adobe-certified FrameMaker Trainer and Expert, says that in FrameMaker, “You can click ‘update’ for the table of contents, the index, and cross references. FrameMaker also makes lists of graphics and fonts used, paragraph tags, figures, markers, cross references, and tables.”

She added that 20-30 percent less project time is spent on a FrameMaker project than a Word project, once the templates are set up.

Atkins added, “FrameMaker is perfect for single sourcing. FrameMaker is good for help systems and user guides. Web Works Publisher, which is bundled with FrameMaker, makes it easy to design HTML help (more smoothly than RoboHelp).”

FrameMaker is not user friendly when it comes to revising content, as it allows only one “undo” action. Other tools, such as Word, allow you to undo multiple actions.

Checklist

Consider the following factors in deciding whether FrameMaker will solve your documentation needs.

Advantages

Users can

- Design desktop-published documentation efficiently
- Manage large books
- Effectively manage single-sourcing efforts
- Reduce project time
- Easily add paragraph tags
- Revise templates at book and section levels
- Streamline work (master pages, reference pages)
- Size graphics consistently
- Use error messages to solve document problems (for example, cross references)
- Use style sheets to replace and change styles globally

Disadvantages

When users and organizations

- Need only basic word-processing applications, not FrameMaker, for small documents
- May not approve cost increases for the use of Acrobat for document reviews
- May resist the cost: FrameMaker 6.0 is \$799 for the full version, \$209 for the upgrade. Word 2002 is priced at \$339 for the full version, \$79.95 for an upgrade.
- Might have trouble understanding references pages
- Might be confused by in-page numbering
- Might experience difficulty in using tables
- Might be frustrated at being limited to merely one “undo” action

Before deciding if FrameMaker should become your tool of choice, plan a pilot project. This pilot project will reveal the advantages and disadvantages specific to your needs, which will help you in your decision. ☼

Bill Wood is a Senior Technical Writer at Phoenix Technologies, Ltd., in Irvine.

Correction

Last month, Laura Smith-Black wrote an informative article on our PR committee efforts to promote literacy in Orange County. The title of that article should have been *OCSTC Lends Support for Literacy Advocacy*, not *...Literary Advocacy*. Sorry about that Laura, and thanks for a great article!

Membership News

By Howard Goldman, OCSTC Second Vice-President Membership

Please watch for new members at chapter meetings, make them welcome, and help them get oriented. Some of the names that you may be seeing on the new name tags are **Kara Dodge, Homer Ellison, Sandra Kotes, Andrew Walsh** and **Bridgette Walsh**. Kara, Homer, Sandra, and Andrew are new members. Bridgette is a member who has transferred into our chapter.

OCSTC and STC Numbers

Our OCSTC chapter has 340 members. The Society (STC) worldwide has 17,951, which makes us the world's largest organization for technical communicators.

Keep up the good PR work. Word-of-mouth advertising by active members is the best way to keep our organization growing and serving all of us. The chapter offers a free chapter meeting to members who refer a prospect who joins our chapter.

Join Us at the Tables for New and Prospective Members

At chapter meetings, please watch for the tables for new and prospective members. The table at the side of the dining room offers info and forms. The table in the center of the room is for new and prospective members to meet each other and to meet veteran members, too. You are always welcome to join us there. It is a lively group and a good place to see what is going on at OCSTC and in the profession.

Here is an introduction to one of our newest members:

Cynthia Jewell writes, "I am an Information Designer at Ameriquest Mortgage. I work on an online newsletter, mostly policies and procedures, for our branches nationwide. It's my first full-time job after graduating from California State University, Long Beach, with a BS in Business Management and a minor in communications.



What I like best about being an information designer is that I am a key source for the information that flows through my company. I like being the mediator in simplifying sometimes very technical information to others. It gives me a chance to challenge my knowledge and my ability to understand certain topics.

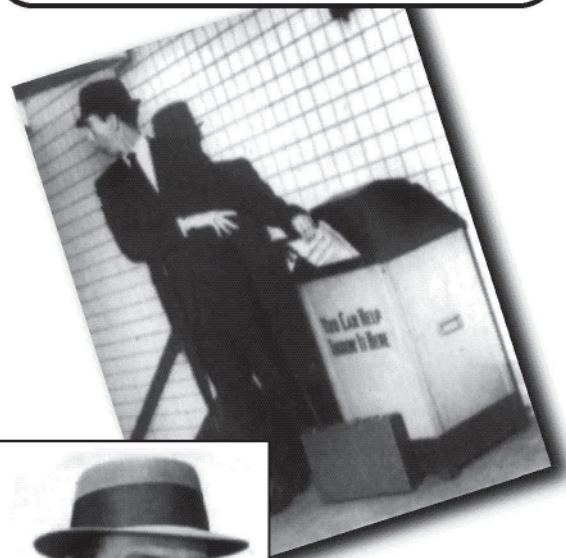
My boss and co-worker told me about STC and encouraged me to join. They have been members for several years (Ree Klein and Garry Jaynes). My other interests include traveling, music, meeting people, shopping, dining

out, movies, and just doing a variety of things. I was born in Long Beach, California."

If you have not been introduced to the rest of the chapter membership through a profile in the *TechniScribe*, please send me (GoldmanHA@Corning.com) the kind of biographical information that you see here. ☼



12:45 P.M. Mr. Jenkins is observed acquiring an old TechniScribe. It seems that he has forgotten to renew his STC membership!



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Go to: <http://www.stc.org/renewal01.asp>
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Chapter Contacts

OCSTC

P.O. Box 28751
Santa Ana, CA 92799-8751
Chapter Hotline: (949) 863-7666

Chapter Fax: (949) 830-7585

Web site: www.ocstc.org

Administrative Council

Elaine Randolph, President

(949) 380-6128 (w)
(949) 583-9402 (h)
elaine.randolph@unisys.com (w)

Mark Bloom, Immediate Past President

(714) 420-1277 (cell)

Mary Ann Howell, 1st VP, Programs

(949) 790-7118 (w)
mastacy@home.com (h)

Howard Goldman, 2nd VP, Membership

(949) 651-1631 (h)
GoldmanHA@corning.com (w)
HowGoldman@aol.com (h)

Bill Wood, Treasurer

(949) 790-2143 (w)
william_wood@phoenix.com (w)

Jeff Randolph, Secretary, Webmaster

(714) 773-8230 (w)
(949) 583-9402 (h)
(949) 830-7585 (fax)
writetrack@compuserve.com (h)
erandolp@ix.netcom.com (h)

Pamela Armstead, TechniScribe Editor

(562) 498-4172 (h)
(949) 380-5680 (w)
pamelarm@pcmagic.net (h)

Julie Dotson, Employment Manager

(949) 675-4237 (h)
yeppiam@aol.com (h)

Julie Atkins, Public Relations

(949) 764-6418 (w)
julie@imetinc.com (w)

Sheila Vaughnn, Education

(949) 888-7979 (h)
sheila@vaughnn.com (h)

Carolyn Romano, Facilities

(714) 896-3311 x67034 (w)
(714) 894-9221 (h)
carolyn.a.romano@boeing.com (w)
lmr15551@aol.com (h)

Virginia Janzig, Scholarships

(949) 380-5980 (w)
virginia.janzig@unisys.com (w)

Bonni Graham, Region 8 Director-Sponsor

(619) 291-0050 (voice)
bgraham@manuallabour.com (w)

E-Mail in a Corporate Setting

By John Zuchero, Philadelphia Metro Chapter Member

The other day I came across an article by Nick Morgan on the difficulty of communicating with people scattered across the country. That struck a chord with me, because I need to work closely with people in various locations every day. I've observed that we often rely on e-mail when other forms of communication may be more appropriate.

Morgan, a communication coach for Corporate 500 companies, has written extensively about e-mail communication in the workplace. "More and more companies today live in an e-mail culture," he says. "That has meant real losses and gains." Drawing on his own experience and that of his clients, he says that the high volume of e-mail is one of the biggest problems for workers today: "It's getting to the point where we show up at work, read our e-mail, respond to it, and then go home."

After reading Nick's article I searched and found other articles on the topic of corporate communication. I found one by Laura Stack, an organizational management consultant, and a book called *The Elements of Electronic Communication* by Heidi Schultz. I've listed just a few of their many suggestions, as well as links to the complete articles, at the end.

E-Mail Dos and Don'ts

1. *There's nothing like the real thing.*

"Never substitute e-mail for a necessary face-to-face meeting—especially when it comes to reprimanding, rewarding, or the questioning of decisions. Also remember that misdirected messages can get messy, especially when they are of a personal nature."

2. *Observe communication hierarchy.*

"Remember the hierarchy when it comes to communications. First there's face-to-face meetings, then phone calls, then voice mail, and *then* e-mail. Face-to-face meetings have the most impact and e-mail has the narrowest communications bandwidth. It's hard enough to communicate successfully under the best of circumstances. If it's an important message that can't be said face-to-face, then pick up the phone, or leave voice mail. Or, if you must, send an e-mail."

3. *Use the blind carbon copy appropriately.*

"Most e-mail systems have a blind copy facility. Messages can be sent to a user without the knowledge of other recipients. This is considered cowardly if you're trying to keep recipients from knowing who else you sent the message to. It is useful, however, for large distribution lists, so that the reader doesn't have to see the entire list of names."



4. *Don't use e-mail as an excuse not to communicate.*
“I’ll wager the majority of e-mail correspondence today is not really meant to convey information, but is some form of CYA (or Cover Your A**!). Think of the times you’ve heard someone in the office indignantly say, ‘Well, I sent you an e-mail...’ We’ve forgotten the value of face-to-face or even voice-to-voice communication. So, if you have a problem with someone, the first thing to do is find the person and have a conversation. Don’t use e-mail to avoid an uncomfortable situation or to cover up a mistake.”

5. *Remember that tone cannot be heard in an e-mail.*
“E-mail will never be able to convey the nuances of body language, inflection, and facial expressions. With exchanges of e-mail, it is impossible to explore meaning and discover the sender’s true intent. With confusing, emotionally laden, difficult issues, or those requiring brainstorming and discussion, don’t send e-mail.”

6. *Don't say anything you wouldn't say in person.*
“Just as you shouldn’t drive when you are angry, you shouldn’t send an e-mail response when you are mad at someone. Go ahead and type your response, but don’t send it until the next day. Chances are, when you come back later and read your response, you’ll be glad you didn’t.”

7. *Use e-mail to convey detail.*
“E-mail is appropriate when you are trying to convey detailed information that would be too cumbersome to deliver over the phone, on voice mail, or even face-to-face.”

8. *Watch that “Reply to All” button.*
“Give thought as to whether the entire distribution list would want to read a given response. Only use Reply to All if you really need your message to be seen by each person who received the original message.” ☼

John Zuchero is a technical writer for Unisys Corp. in Pennsylvania.

References and Other Links

www.cnn.com/TECH/computing/9903/31/commandments.idg/

www.laurastack.com

Go to articles and choose # 34, “Using Proper Email Netiquette”

www.olin.wustl.edu/computing/help/etiquette.htm

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Society Pages

OCSTC Employment Information

By Julie Dotson, OCSTC Employment Manager

Our job listing is entirely online at the OCSTC web site, and the pages are updated as jobs are submitted.

Staff Jobs

www.ocstc.org/employe.asp

Contract Jobs

www.ocstc.org/contractme.asp

If you have an inquiry or a job to post, e-mail Julie Dotson at yeppiam@aol.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.org/jobdatabase.htm



Question? Comment? Suggestion?

You have our ears!

Please send e-mail and letters for the *TechniScribe* to pamelarm@pcmagic.net or
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Colophon

The *TechniScribe* was produced using Adobe PageMaker 6.52 for Macintosh. ModernBlack, Arial, and Goudy Old Style were used for text and heading fonts.

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STC Mission Statement

Designing the Future of Technical Communication.

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STC helps you design effective communication for a technical world through information sharing and industry leadership.

The Society for Technical Communication (STC) is the world's largest organization for technical communicators. Its more than 20,000 members include writers, editors, illustrators, printers, publishers, photographers, educators, and students.

Dues are \$125 per year, plus a one time enrollment fee of \$15. Membership is open to anyone engaged in some phase of technical communication, interested in the arts and sciences of technical communication, and in allied arts and sciences.

STC headquarters contact information:

Society for Technical Communication

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Calendar of Events

June 11 Administrative Council Meeting, 6:00 P.M., Phoenix Technologies

June 18 OCSTC Chapter Meeting, 6:00 P.M., Irvine Marriott Hotel

June 15 Class: Usability Testing Workshop

July 13 Class: Basics of Plain Language

July 20 Class: Adobe Acrobat

For more information on available classes, visit www.vaughnn.com/ocstc/home.html

June Meeting Topic: Bringin' it all Home



Bill Wood sings a Beatles number with a little help from his friends Chris Seraidaris and Tommy Barker.

The annual international STC conference is the best way I know to keep up with best practices and the latest technology for technical communicating. But due to the economy, not many companies are supporting travel or training for employees.

If you couldn't make it to Nashville, you can still partake; your fellow OCSTC members are bringin' it on home again. For our June 18th meeting, your friends Jean Gabriel, Pat Lovejoy, Suzanne Madison, Brian McCaleb, Mary Ann Howell, Elaine Randolph, Jeff Randolph, and Chris Seraidaris have memorized the most interesting seminars they attended, rendered them down to their most significant elements, and are ready to report them back to you. Don't miss this chance to catch up with what is happening around the world with technology, tools, research, project management, and information design!



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