

# TechniScribe

Orange County STC

## Next Meeting

### When:

Tuesday May 8, 2001  
6:00 PM to 9:00 PM.

### Where:

Irvine Marriott Hotel  
18000 Von Karman Avenue  
Irvine, CA  
Phone: (949) 553-0100  
See directions on page 3

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## The Many Benefits of Mentoring

By Dottie Fulmer, Student Member OCSTC

New to Orange County and searching for a full-time technical writing job, I stumble onto a client with an urgent need. Could I fill it? Hearing a description of the project details, I figure it doesn't sound too difficult, although I have not written this type of software documentation before. My first technical writing contract—it's exciting!

Now it's quiet, and my materials are placed neatly around me. Let's see, what to write...the light bulb in my head comes on. I begin to plan my writing. Hmmm, this section comes from these three sources, which in turn are explained by these other sources. Wait, what was I trying to do again?

Then the light bulb turns off. Paper shuffling becomes the order of the day. Half a day has passed and I haven't written anything. In fact, I've made little progress toward knowing *what* to write.

Why is this project difficult for me? After all, I've written many things from financial to clinical to technical for different types of companies and organizations. It's not the writing here that stumps me—it's organizing the information. It's deciding what information to use, where to find it, how in-depth to go, how much time to spend researching, reviewing, organizing, and writing. It's the many things that surfaced since I signed the contract.

Enter **Brian Day**, STC mentor. I met Brian last fall at an STC meeting. He spent an hour with me after the meeting talking about technical writing and reviewing my resume. He was polite, free with information, and adept at giving constructive criticism in a supportive way. For example, he asked, "Is this resume working for you?" I pondered his words the next day and realized that my resume needed a new look. Consequently, it landed me this assignment.

I now remember that Brian gave me his business card. Yes! I dial his number. "I can meet you on Sunday," he responds. I breathe a sigh of relief and take two aspirin, knowing help is on the way. In the meantime, I conclude that "technical writing" is a misnomer. Writing is only a small part of the whole process of researching, interviewing, learning the subject matter, and organizing.

Sunday came, and Brian arrived right on time. He applied his years of experience and evident skill with the finesse of a doctor treating a patient. Steering me in the right direction, he urged, "Don't forget that. PIOP—put it on paper."

He worked with me on the project from beginning to end, mixing his suggestions with wry humor and supportive comments. Then it was time to deliver the goods to the client. When I arrived home from my meeting, the phone was ringing. "Tell me how the meeting went!" he demanded.

(See **Mentoring** continued on page 7)

## Publication Information

OCSTC publishes the *TechniScribe* 11 times a year. 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.

### Copyright and Trademark Statement

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Some articles might reference companies or products whose names are covered under a trademark or registered trademark. All trademarks are the property of their respective owners. Reference to a specific product does not constitute an endorsement of the product by OCSTC or by STC.

### Submission Requirements

The deadline for submission is the 10<sup>th</sup> of the month prior to publication. The editor reserves the right to deny publication of any material. Submissions may be edited for clarity, length, and appropriateness.

Remember to

- Include a 25-word biography about yourself when submitting articles.
- Send articles to Julie Dotson, at [yeppiam@aol.com](mailto:yeppiam@aol.com)
- Please save in Word 97 format, RTF (Rich-Text Format), or ASCII. You can also send your article in the body of an e-mail message.

Subscriptions are available for \$10 per year to members of other chapters.

### Monthly Advertising Rates

1/4 page \$40	1/2 page \$60
1/3 page \$45	Full page \$80

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## Chapter Chat

By Mark Bloom, OCSTC Chapter President

Well, this is the final *Chapter Chat* I get to write. Next month, your new administrative council begins its term. I hope you give them as much support as you've given me over the past two years.

What years they've been! In my first year as president, the chapter won the Chapter Achievement Award! We also won several STC newsletter competition awards that year. I was so jazzed, how could I say "no" when they asked me to run again?

This year, the chapter broke its own membership record for the second consecutive year. We held our first annual new member orientation night and our first annual job fair. We brought JoAnn Hackos to town not only to speak at a meeting, but also to give a two-day seminar!

Our professional seminar series is once again providing valuable and affordable hands-on training for our members. Our monthly meetings provide job opportunities, free raffles, networking opportunities, chapter-level Special Interest Group meetings, and of course, entertaining and insightful guest speakers.

### Can it get any better? You bet!

**Elaine Randolph**, the incoming president, has her own plans. Our Web site will unveil a new look in the coming year. The chapter might (finally) get a new logo. There's more to come, too, but far be it from me to steal Elaine's thunder.

I just want to say, "Thank you, Orange County STC." Whether you have been active or not, whether you have volunteered or not, you have contributed to the chapter's success. The 503 members we had at our peak provided the chapter with the financial support it needed to sponsor many of the programs that I set out to complete.

We made connections with the Orange County Board of Education. We held a student scholarship competition. We enabled members to pay for seminars using their credit cards. We have a successful chapter LISTSERV and a much-visited chapter Web site. Plus, we have something no other chapter can boast—you, our friendly, committed, professional members.

We've accomplished so much, and yet, there are more things to do, more challenges to meet, and more opportunities to grab. I've spoken of the benefits of getting involved before, so I won't belabor the point. I only want to say, in closing, that had I not volunteered for a simple job over five years ago, I would not be writing these words for you today.

## May Meeting Preview: How to Become an Author in Your Spare Time and Make Big Bucks

By Mary Ann Stacy, 1st Vice-President, Programs

[Note: The May meeting will be held a week earlier than normal—on Tuesday, May 8—because the STC 48th Annual Conference is being held the following week.]

I've noticed that most technical writers have within them—just waiting for the chance to spring out from the top of their head fully armed—a book that they are going to write as soon as they get some time. I mean the kind of book that has your name on the cover, that you find sitting on a shelf at Borders.



Well my friends, **John Hedtke** is coming to the May meeting to help you with that birth process. One of John's more recent works, *The RoboHELP 2000 Bible* (co-authored with Elisabeth Knottingham), is found in the bookcases of most help authors.

John will be presenting his most popular speaking topic: "Hey, Kids! Become an Author at Home in Your Spare Time and Earn Big Bucks!" Or "How to write non-fiction books and find a publisher."

He'll give guidance on:

- How to pick topics
- Basic contracts
- Royalties and advances
- The book-writing process

John Hedtke has written 21 books to date. His most recent book, *MP3 for Musicians* (co-authored with Sandy Bradley), contains a CD of MP3 software and MP3 files. John has also written more than 60 software manuals and online help systems and has published dozens of articles in magazines. He has won 19 regional and international writing awards to date.

John is very active in STC. He is an Associate Fellow and Past President of Puget Sound STC, and present head of the STC Emerging Technologies SIG. When not otherwise engaged at the computer, John cooks, plays the banjo, sings with The Washingtonians, and travels to other countries. John lives in Seattle with two large cats, pictures of which, along with a complete bibliography of books, articles, and awards, can be found at his Web site [www.hedtke.com](http://www.hedtke.com).

**When:** Tuesday, May 8, 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, May 4. 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](http://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.

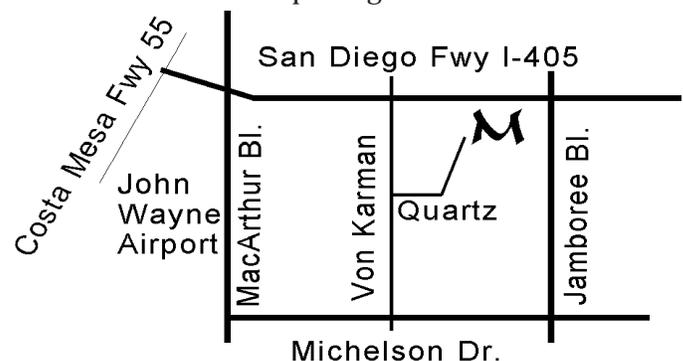
*Note:* Parking will be validated at the door. Please park in the Marriott lot. Do *not* park in the adjacent Koll Center Newport parking structure.

### 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.



## Single-Source Special Interest Group

By Mike Sanders, Single-Source SIG Manager

What is Single Source? Why implement a Single Source strategy? How much will it cost? How long does it take? What are the real cost benefits? How do you sell it to management? Is this a realistic strategy for the future? What skills are required? Groundwork? Are there success stories that we all can realistically relate to?

My goodness, there are a million questions about Single Sourcing, a strategy to use a single document or database to produce many documents. And like so many other technologies that we know we need to get up and keep up to speed on, this is a must.

Please join me in a new Single-Source Special Interest Group. We will meet at 5:00 PM before the monthly STC meeting to discuss Single Sourcing, implementation strategies and success stories, costs, required skills and tools, and much more. We may also call on experts in the field and vendors to address our meetings.

As for me, I am a Senior Technical Writer with over 20 years in the business. I've been interested in the Single Source concept for years. And I personally believe that it is in the future for all of us as professional writers. Please e-mail me at [mike@base80.com](mailto:mike@base80.com) if you are interested in joining us.



### STC Mission Statement

*Designing the Future of Technical Communication.*

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 \$115 per year, plus a onetime enrollment fee. 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**  
901 N. Stuart Street,  
Suite 904  
Arlington, VA 22203-1854

## 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/employe.asp](http://www.ocstc.org/employe.asp)

### Contract Jobs

[www.ocstc.org/contractme.asp](http://www.ocstc.org/contractme.asp)

If you have an inquiry or a job to post, send an e-mail to Julie Dotson at [yepiam@aol.com](mailto:yepiam@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-va.org/fjobstart.htm](http://www.stc-va.org/fjobstart.htm).

### New OCSTC Employment Committee

Effective April 17, I resigned as Employment Manager. The new Employment Committee is:

**Julie Dotson**, Employment Manager

**June Lee**, Resume Coordinator

**Jeff Randolph**, Listserve Coordinator

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## Contractors SIG

By Suzanne Madison, Contractors SIG Manager

The Contractors Special Interest Group (C-SIG) meets each month at 5:30, prior to the general OCSTC meeting. The group is open to all chapter members who are:

- Interested in learning more about being an independent contractor
- Currently independent contractors who want to share their experiences with others
- Looking for contractors to work for their agency

The speaker at the May 8 meeting will be an independent insurance broker who works with Mutual of Omaha, a company that offers special group rates to STC members. Plan to join us and get answers to all your questions about the insurance needs of independent contractors.

At the June meeting, we will discuss member's questions about being an independent contractor, and where/how to find the answers to those questions. From this discussion we hope to discover new resources as well as plan our programs for the next few months. Also at the June meeting, we will discuss ideas for our C-SIG Networking Database.

For more information about the Contractors SIG, contact Suzanne Madison at [madisons@pacbell.net](mailto:madisons@pacbell.net).

## Membership News

By Dennis Hanrahan, 2nd Vice-President, Membership

**We did it!** By the end of March, our chapter membership count reached **503, a new all-time record for the chapter!** Thanks to everybody who helped us reach this new chapter milestone. Since this is probably my last column as your Membership VP, I'd like to extend special thanks to the following:

- **Jeff Randolph**, who maintained our chapter membership database and served as a liaison with the Society office whenever I needed a membership problem resolved or a resupply of STC brochures. In short, he made my job so much easier...again!
- **Jim Lowerre**, our long-term "badge enforcer." Who could do this job better than Jim?
- **Corinne Kantor**, who worked all year to make sure that new members were presented with volunteer opportunities so they could be *active* members. As if that weren't enough, can you believe she also chaired the Nominating Committee! *[Editor's Note: See Corinne's article on Election Results on Page 11]*
- **Denise Fifer**, who was responsible for organizing our first annual (I hope!) chapter new member orientation dinner last fall.

There's a lot more credit to be passed around for the great membership growth year we've had:

- Two-term President **Mark Bloom**, who ensured the robust health of the chapter that made new members *want* to get involved
- Programs VP **Mary Ann Stacy**, who planned the compelling programs that brought the new and prospective members out to our monthly meetings
- All of you who "talked up" STC at work or at school and brought your co-workers or students to the meetings.

Again, thanks to all! Now for the bad news...

Every year at this time, we confront the inevitable annual loss of members through nonrenewals. This year, we had 112, an attrition rate of only 22.2%, compared with the STC rate of 30.7%. As I hand over the reins to **Howard Goldman**, we'll be starting the new membership year with a total of 391. The goal I suggested for the new year is to have 400+ members a year from now, *after* accounting for the nonrenewals.

STC's membership count after accounting for nonrenewals is 19,207.

Our 15 new members for March are **Bernardine S. Abiad, Michael B. Bocek, Keri W. Brown, Susan L. Buckner, Kyle L. Byron, Martha W. Daniel, Tonya D. Dotson, Robert A. Harris, Judy Ly, Kenneth E. Milton Jr., Cecelia A. O'Drobinak, Lisa B. Pritchett, Susan F.**

**Schattmaier, Patricia A. Thompson, and Robert T. Tobin.** Transfers-in are **Christopher J. Martinez, Jenell Blue, and Joseph R. Walker.** Welcome!



And finally, the May profiles. For those who sent me profile information and haven't seen their profiles published yet, take heart...I'm turning over all unpublished profile information to Howard, so I'm sure you'll see your profile at some time in the future.

**Catherine Reynolds** joined us in August 2000 and has been a policies and procedures coordinator for the past 14 years at the University of California, Irvine (UCI), where she maintains the UCI official University Policies & Procedures Web site and coordinates campus delegations of authority and policy development. She serves as a central consulting resource to campus administrative officers and assists policy and procedure owners with writing and editing support.

Previously, she provided administrative support to faculty at Caltech for five years in the departments of Solar Astronomy and Geological and Planetary Sciences. She likes technical writing because of the challenge and creativity involved in communicating accurate information to a variety of readers.

Catherine, who was born in Los Angeles, earned a B.A. in Anthropology from San Diego State University. She decided to join STC because her department encourages participation in professional organizations, and she found our chapter Web site, which seemed to offer a variety of learning opportunities.

Her hobbies include gardening, traveling, reading, and music.

**Anita Karanjia** joined us in October 2000. She is the supervisor of the Field Training team at Pacific Life. Her responsibilities include the written training materials that are sent to the field, administrative seminars, training visits, and the forms management process for all of the company's internal and field forms. She has been with the company for about nine years.

She earned a Bachelors degree in Business Administration from Cal State Hayward with a minor in Human Resources Management. She joined STC to get better acquainted with the industry and to network with other members.

A native of Karachi, Pakistan, Anita loves just about anything she gets to do with her 3-year-old son.

(See **Membership** continued on page 6)

## Internet Watch! How the Internet Can Help You Whistle While You Work

By Pamela Armstead

In last month's column, I made the case that the Internet in the workplace is not a mere slacker's paradise, but a legitimate and necessary tool for any serious technical communicator.

This month, I thought I might lighten up a little. Tons of work and no play can make technical writers cranky. Add irritable developers and air of solemnity to the mix, and you have an explosive combination. Therefore, if music be the food of love, why not listen while you're banging away at the keyboard?

Recent studies have shown that listening to baroque music while reading and writing can actually *enhance* productivity—the Net gives us baroque and so much more, 24 hours a day. The very least you can look forward to on a typical Net radio station are channels such as Super 70's, Showtoons, Awesome 80's, Country, Classical, Swing, to name a few, but much, much more is out there...

### Spinner.com

Spinner.com is my personal favorite. With over 150 channels to choose from, you can get as funky or as sedate as your workload allows. Some of the more exotic Spinner.com channels include Ellingtonia, Nature Sounds, TV Tunes, and short term specialty stations such as the Rod Stewart Channel and Madonna's Mix. Did you like the soundtrack from the movie *BLOW*? They've got a channel for that.

When you download the Spinner proprietary player (based on RealPlayer technology) you have the option to place it in your Start-up directory. The minute I can see my desktop, I'm hearing my music.

[www.spinner.com/](http://www.spinner.com/)

### Radio.SonicNet

This one is cool because there are countless stations to choose from. Also, you can skip songs you don't like, and you can customize your own station to play only the *kind* of music you like. You can continuously edit your customized station, so that if it plays a song you don't like, you can vote "thumbs down" on that song (or artist!) and delete it from your playlist.

The only downside to this station is that Radio Sonicnet's player is browser based. If you're not careful and hit a link from an e-mail message or document, the Web page will be placed into your player. It's best to open another browser window for your other Net business.

[radio.sonicnet.com/stations/](http://radio.sonicnet.com/stations/)

### Scour Radio

As an online broadcasting hub, Scour's homepage can be overwhelming at first. Scour scours the Net for good stations (which include the likes of Spinner.com and SonicNet). Whatever type of music you're in the mood for, Scour Radio has dozens of links to *that* type of music.

[www.scour.com/Radio/Online\\_Broadcasting/](http://www.scour.com/Radio/Online_Broadcasting/)

### The Yahoo Internet Life Super Extra-Special Ultimate Radio Guide

You might call this page the mother of all Net radio lists. Brought to you by the folks at Yahoo.com, it starts out with a list of hubs to stations on the Net, then lists individual stations by category. Just a few of the categories included are Blues and Jazz, News/Tech/Sports, Eclectic/Experimental, Talk, Classical, World, Country, Indie Rock and College Radio, plus FM/AM radio programs broadcast online. Click with caution in the workplace; this page is truly a slacker's paradise!

[www.zdnet.com/yil/radioguide.html](http://www.zdnet.com/yil/radioguide.html)

To partake in the riches of Net broadcasting, you will need to have a sound card installed on your PC and either RealPlayer ([www.real.com/player](http://www.real.com/player)) or Windows Media Player ([www.microsoft.com/windows/windowsmedia/en/download/default.asp](http://www.microsoft.com/windows/windowsmedia/en/download/default.asp)). For some pages (such as Spinner) you must download a player; in others you simply click on a streaming audio feed and wait a few seconds for the broadcast to begin. Listeners in an office with a high-speed DSL or T1 connection will obviously have a more crystal clear experience than those with dial-up modems, but streaming audio consumes few system resources while you're working.

Whether you'll be listening at work or at home, music on the Web is revolutionizing modern broadcasting. If you are tired of the flat, safe and uninspired playlists of current radio (not to mention those horrible commercials...), or if you simply seek a station that suits your musical tastes, you are home. In the Internet music world, no fan need go unsatisfied.

And remember, *music in the workplace is essential!!* Just keep the volume down.

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(Membership continued from page 5)

### Member Notables

**Pamela Armstead's** article, "Search Engines and the Technical Communicator: Are You Stuck in a Rut?," which appeared in the February 2001 issue of the *TechniScribe*, was reprinted in the March-April issue of *Petroglyph*, the newsletter of the Sierra Panamint Chapter.

Congratulations, Pamela.

## OCSTC Fellow Sel Handler Named La Habra City Commissioner

By Jeff Randolph

OCSTC Fellow **Sel Handler**, a 36-year resident of La Habra, has been named unanimously by the City Council to a three-year term as City Commissioner on the city's Community Services Commission, starting in April 2001. Sel and his wife of 48 years, Vera, have lived on Candace Lane since 1965, and both are currently members of the Homeowner's Association. He and Vera have two children, Mark and Debora. Mark is the chair of the La Habra Planning Commission.

Sel is an STC Fellow and a founding member of OCSTC. He served three different times as OCSTC chapter president, and he chaired the 21st Annual Conference in Anaheim in 1975.

Essentially retired from corporate work in 1995, Sel currently serves as the newsletter chair of the Board of Directors of the Friends of the Library (for the La Habra branch of the County Library). He also writes grant-in-aid proposals for organizations such as the library and the Gary Center in their campaign to acquire funds, goods, and services for humanitarian programs. He also continues to work as a proposal/grants consultant for major local charities and area companies.

Sel received his BA in 1954 from California State University, Long Beach in Social Sciences, and he earned a Masters degree in Technical Communication in 1971—under full scholarship from McDonnell Douglas Corporation—at California State University, Fullerton. Sel taught journalism, English, and US History at Whittier High School in the 1950's and Advertising and Technical and Business Writing as an adjunct professor in the 1970's and 1980's at Golden West College and Fullerton College. Until April 2000, Sel served on the Advisory Council for the Technical and Professional Writing Certificate Program at Cal State Long Beach.

Sel is a past member of Kiwanis' Highlander group, Sigma Delta Chi (the honorary journalism society), TKE fraternity, and the local Masonic Chapter.

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## Jim Lowerre Featured in the *Los Angeles Times*

By Jeff Randolph

**Jim Lowerre**, our chapter BEER man (Badge Engineering, Enforcement, and Removal), was recently featured in the Monday, April 2, 2001 issue of the *Los Angeles Times*. The title of the article was, "Sumo, American Style," in the Southern California Living Section. Portions of the article will be reprinted in the June issue.

(Mentoring *Continued from Page 1*)

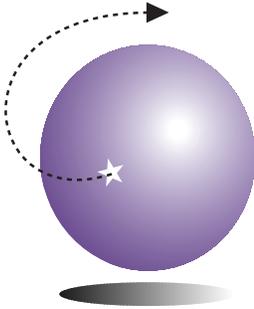
Brian helped me understand that knowing how much to research and learn before organizing and writing is key to unlocking the technical writing mystery. Learning the subject matter inside out, while appearing to be a good strategy, may lead to exhaustion and frustration. Using all possible sources may be thorough, but can also lead to paper shuffling and confusion.

These things and more I learned from Brian. When I applied his method to the madness, I began to calm down. Without his help, I might well have had too many aspirin and an unhappy client. After awhile, observing Brian's obvious pleasure in his craft, I even began to enjoy the process.

I cannot overstate the value of a mentor like Brian. Little in my extensive education or past writing experience prepared me for this project. I believe there is no substitute for experience in the field of technical writing. If you are new to this field and can team up with a mentor from STC or another source, I highly recommend it. Brian Day delivered guidance along with a generous helping of constructive criticism and moral support. His mentoring truly saved the day for me.

*Dottie Fulmer recently relocated from San Diego to Orange County, where she is currently working as a contract writer. Her twelve years of writing experience include five years at Sanwa Bank and Credit Lyonnais Bank in Atlanta, Georgia. She has degrees in English, business, and psychology.*

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## Chapter Contacts

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## PR Committee Comes Back to Life

By Julie Atkins, PR Committee Chair

If you were a member of OCSTC about three years ago, you might remember a silent auction to raise money for Children's Hospital of Orange County (CHOC) and other activities led by **Sandi Giles** and the PR Committee.

The PR committee is back in business with an expanded charter that includes marketing as well as public relations. The nine members are: **Julie Atkins** (chairperson), **Frank Blasingame**, **Susan Buckner**, **Pat Byrne**, **Trish Carland**, **Bill Darnall**, **Brenda Lalisan**, and **Brian McCaleb**.

The committee's goal is to raise awareness of the society's work in the wider Orange County community. Bill Darnall, a member of the Original PR Committee, sums it up this way: "We are a service to the chapter for PR and advertising." In other words, if any chapter leader needs to publicize an event or service, the committee is available to help.

For example, say the new membership board member decides the chapter needs a flyer, poster, or brochure. Someone on the committee will be available to assist in creating the promotional piece by providing design and writing services, or, perhaps, just advice.

To achieve its goal and serve the chapter, the committee's plan for 2001-2002 calls for the following activities:

- Set in motion an ongoing campaign to publicize all meetings, educational offerings and other events.
- Write articles about technical writing to be published in outside media
- Produce a TV program and get it aired on a local cable channel. The topic of this program will be "How to publicize your organization" and will be based on the committee's experiences over the next six months.
- Implement an outreach activity that focuses on literacy.

Other chapter members are welcome to participate. If you'd like to join, now is the time. Beginning April 18, the members will participate in a three-session training class about creating and marketing press releases. The plan is to offer this class later to the entire chapter. Please e-mail [julie@imetinc.com](mailto:julie@imetinc.com) for more information.

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## 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 and kicker 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.

## 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](http://www.vaughnn.com/ocstc/ocstc_edu.html)

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## 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:

**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:** \$350 for STC members; \$500.00 for all others

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](mailto:crothen609@aol.com)

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## 2000-2001 Southern California Unified Publications, Online, and Art Competition Winners and Volunteers

By Terri Avizienis, Competition Chair, and Jeff Randolph

Thank you—entrants and volunteers—for making the 2000-2001 Southern California Unified Publications Competition a success. We are listing the contributions of OCSTC members in their volunteer capacities, along with the award winners who are members of OCSTC.

Because of space considerations, we list only OCSTC volunteers, and those competition entries where an OCSTC member is a contributor in the fields of Publications, Online, and Art. If there is more than one entrant, those co-entrants who are *not* OCSTC members are designated by “*et al.*” If the entry contains only a business name, the person associated with that business appears in parentheses. You can see a complete list of winners in all categories at [www.iestc.org](http://www.iestc.org), or contact Terri Avizienis at [terri123@gateway.net](mailto:terri123@gateway.net).

### Volunteers

#### Entry Submissions

Alison Gemmill (coordinator), Mike Gemmill, Susan Peck MacDonald, and Michael W. Vance

#### Online Competition Judges

Mark Bloom (Judging Coordinator), Debi Richkas (Team Leader), Sheila O’Hara, and Vicki Strauss

#### Publications Competition Judges

Mike Gemmill, Jason Lamm, Arlyn Lee, Susan Peck MacDonald, Elaine Randolph, and Michael Vance

#### Art Competition Judges

Samantha Confalone and Eamon Wentzel

### Online Competition Winners

#### Merit

CIS Online Knowledge System—Ron Lee, Larry Meyer, *et al*

ePath Knowledge Base—Ann Shogren, Vince Francis

The Final Copy Group, Inc.: CD-ROM Business Card—The Final Copy Group, Inc. (Mark Margolin)

IQ WebCollector online help—Corinne Kantor

MAS 90 and MAS 200 Installation Guides and Manuals CD-ROM—Janet Ruiz, Kelly Molden, and Ann Marie Mo

MAS 90 Documentation Procedures and Style Guide Online Manual—Janet Ruiz, Kelly Molden, and Michelle Olivas

#### Excellence

MAS 90 and MAS 200 Accounts Payable Help System—Janet Ruiz, Ann Marie Mo, Michelle Olivas

Netlock Security Suite Administrator Guide—Marvin Duncan

Network Query Language Language Manual—Corinne Kantor

Online Knowledge System Slide Show—Ron Lee, *et al*

### Publications Competition Winners

#### Merit

Denali Installation and User’s Guide—Frank Becker

EFTPS Brochure—Corinne Edington, *et al*

MAS 90 and MAS 200 e-Business Manager Installation Guide—Janet Ruiz, Kelly Molden, and Ann Marie Mo

MAS 90 and MAS 200 Job Cost Digest—Janet Ruiz, Kelly Molden, and Michelle Olivas

SPIN—Lisa A. Lillie, *et al*

Tax & Financial Services Journal—Sonja D. Black, *et al*

Technical Publications - U.I. Forum Newsletters—Debbie Camara, *et al*

#### Excellence

Amendments and Exceptions Online Documents Guide—Katawnya Peel

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Clarify WebSupport Reference Guide—Katawnya Peel

Employer of Choice Recruitment and New Hire Packets—Sonja D. Black, *et al*

MAS 90 and MAS 200 Accounts Receivable Manual Digest—Janet Ruiz, Kelly Molden, and Michelle Olivas

Quarter End & Year -End Assistant—Corinne Edington, *et al*

Rain Bird ESP-LX+ and ESP-LXi+ Installation, Programming, & Operation Guide—The Final Copy Group, Inc. (Mark Margolin), *et al*

SentinelSuperPro 6.0 Developer's Guide—Jennifer Anthony

### **Distinguished**

Epson Stylus Color 670 Printer Basics—Arlyn Lee, *et al*

Epson Stylus Color 670 Start Here—Arlyn Lee, *et al*

Netlock Administrator Guide—Marvin Duncan

Satellite 1715XCDS User's Guide—iMet Technologies Inc. (Julie Atkins), Vicki Strauss, *et al*

Satellite 2800/2805 Series User's Guide—iMet Technologies Inc. (Julie Atkins), Vicki Strauss, *et al*

SCE Image Manual—Jeffrey Johnson, *et al*

TOPS Quick Tips—Corinne Edington, *et al*

V17+ Quick Reference Guide—Timothy J. Heaslet, II and William Savastano

### **Art Competition Winners**

#### **Merit**

V17 Owner's Guide—Timothy J. Heaslet, II and William Savastano

#### **Excellence**

Online Resources Flyer and Promotional Materials—Sonja D. Black, *et al*

#### **Distinguished**

Career Pathing Quick Reference Guide—Sonja D. Black, *et al*

### **International Technical Publications Competition Entries**

“Distinguished” Winners in the categories above are automatically submitted to the International Technical Publications Competition (ITPC). All entries will be on display at the 48th Annual Conference in Chicago.

The “Best of Show” in each category will be announced at the Honors Reception on Monday May 14.

A complete list of the ITPC winners are printed and distributed at the Honors Banquet on Tuesday May 15.

### **Editor's Corner**

*By Jeff Randolph, Interim TechniScribe Editor*

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

- The Editor and Copy Editor information was incorrect on page 2.
- “Job Listings” should have been removed from the Table of Contents—it was replaced by “OCSTC Employment Information” on page 4.
- Pamela Armstead will start as Editor in August.

Check the April 2001 issue of *Intercom* and read Dennis Hanrahan's letter to the editor pertaining to telecommuting. Congratulations, Dennis!

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### **We Get Letters!**

Many thanks to Pamela Armstead for her very useful articles in the February and March *TechniScribe*. I also belong to the American Library Association (ALA) and just finished reading a recent ALA article about the differences between Yahoo! and Google. Ms. Armstead gave similar information—and it was a lot easier to understand! Her Internet Watch! article about the Invisible Web in March's newsletter is very interesting, pertinent and useful. I can't imagine where else I would have found this information, or have found it so lucidly presented.

Thanks again to Ms. Armstead for sharing her expertise and knowledge.

—*Star Townsend*

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### **OCSTC 2001-2002 Administrative Council and Nominating Committee**

*By Corinne Kantor, Nominating Committee Chair*

Congratulations to the following members!

**President**—Elaine Randolph

**1st Vice President, Programs**—Mary Ann Stacy

**2nd Vice President, Membership**—Howard Goldman

**Treasurer**—Bill Wood

**Secretary**—Jeff Randolph

**Nominating Committee**—Kelly Anderson, Marcia Couey\*, Sandi Giles\*, Arlyn Lee

In addition, the bylaws amendment allowing for online elections passed. As a result, the chapter has the authority to set up an online voting mechanism. The updated bylaws are available in HTML and PDF formats from [www.ocstc.org/membership.htm](http://www.ocstc.org/membership.htm)

\* *Elected in 2000.*

## *Calendar of Events*

- 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)
- July 2          Administrative Council Meeting, Time and Location TBD  
July 17         OCSTC Chapter Meeting, 6:00 PM, Irvine Marriott Hotel  
                  2nd Annual OCSTC Job Fair

### Visit These Sites...

OCSTC Chapter Listserve at:  
<http://lists.stc.org/cgi-bin/lyris.pl?enter=stcocc-l>

OCSTC Training Schedule at  
[http://vaughnn.com/ocstc/ocstc\\_edu.html](http://vaughnn.com/ocstc/ocstc_edu.html)

IESTC Chapter Web site at: [www.iestc.org](http://www.iestc.org).  
LASTC Chapter Web site at: [www.lastc.org](http://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](http://www.stc-va.org)

# TechniScribe

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