

Devil Mountain Views

Newsletter of the East Bay Chapter of STC

Supporting technical communication in the San Francisco Bay Area since 1962

January/February 2008

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Boot Camp Writing Workshop Monday, January 14, 2008



Leah Guren, STC Director at Large, is teaching a one-day intensive writing workshop at the Oakland Airport Hilton on Monday, January 14, 2008. **Discounted fees (\$100) until January 7.** Food provided. For more [details >>](#)

Feature Articles



Award of Merit
2006-2007
STC
International Newsletter Competition

HELP! We need staff and authors for the newsletter!

Podcasting Speaker Programs for STC Communities

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[2007 Holiday Party](#)

[Joe Humbert with Gwaltney Mountford and Helen Cheung](#) recall the fun and good times at the 2007 East Bay Holiday Party in December, complete with photos.



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Podcasting Speaker Programs for STC Communities



by [Joseph M. Humbert](#)

Joe is a Senior Member of STC and is currently the Treasurer and Web Weaver for East Bay STC.

This article first appeared in STC's 'Tieline' December 2007.

In June 2006, during the final chapter meeting before summer, I was installed as president of the East Bay Chapter STC in Northern California. I had recently seen a video podcast of a U.C. Berkeley physics class lecture and had thought about the possibility of podcasting our chapter programs. I asked our speaker at that final meeting if she was willing to have her program recorded for a podcast -- and she agreed. Based on this one confirmation, I thought I could pursue podcasting speaker programs beginning in the fall. Little did I realize that hers would be the minority opinion. Since then, of the nine speakers at our meetings, only three have agreed to be recorded.

Advantages of Podcasting

We have about 130 members in our chapter, yet only about twenty to twenty-five come to the monthly meetings. There is a core group of about ten die-hards (mainly chapter officers) who attend all meetings. A few others come to one or more -- but not all -- meetings, and most members don't come at all. What are members' reasons for not attending talks on topics related to their profession? To come to an evening meeting after working all day admittedly takes extra effort. If you have a family with kids, it becomes even more difficult. So my main reason for podcasting was to reach out to those members who wanted to keep in touch with the chapter but were unable to attend meetings.

Early on, our leadership discussed the idea that podcasts might actually keep members away. (Why go to a meeting when you can download a recording later?) I hoped that this would not be the case, and, as it turned out, it wasn't. For one thing, we didn't preannounce when we were podcasting. We also pointed out on our podcast [Web page](#) that you can't ask a question or clarify a point while listening to a podcast -- you have to be at the meeting for that. That said, if you attended a meeting but missed a point, you can use the podcast to review it later.

Members Only? At first we thought we would make the podcast available to East Bay Chapter STC members only. For our first two podcasts, we set up password access accordingly. At a later administrative council meeting, the idea of members-only access was questioned. After all, our meetings are not like those of some secret society -- they are open to all STC members (of any chapter) and even to nonmember guests. What if the nonmembers who attended a meeting wanted to review it through the podcast? To provide easy access to the information, our podcasts are now open to all who visit our Web site.

Nuts and Bolts In the summer of 2006, when our leadership voted to spend money to explore the idea of podcasting speaker programs, no one in our group had any experience in recording, editing, or posting a podcast. I volunteered to take that on. While video podcasts were discussed, the costs involved (buying a camera, lights, and so on) seemed prohibitive. Hence, we decided to first pursue audio recordings.

Software

I noticed other audio podcasts on the Web were posted as MP3 files, so I looked for software that would record or export in this format. I started to explore *Sound Editor* in the Roxio *Easy Media Suite* when I hit the first of many bumps as president -- our very first speaker in September had to cancel. This actually turned out to be fortuitous. Knowing we were exploring podcasting, our vice president of programs found Jerry Franklin, a speaker who actually did some podcasting himself. Jerry agreed to speak on a relatively new open-source tool for podcasting: [Audacity](#). He agreed to be our very first podcast speaker!

Audacity is a free program, so I downloaded it and found it to be very easy to use. It records from a microphone plugged into a laptop computer. But, being open source, there is no manual and the help file is minimal. Although Jerry would explain how to use the program in his talk, I needed to know beforehand and e-mailed him several times for information.

During recording, you can see a waveform of the sound input. As I edited the presentation after the meeting, I found the editing features relatively straightforward for cutting and pasting clips. *Audacity* also has a number of sound-editing effects that can be applied to your recording (such as removing unwanted background noise, or making your speaker sound like a robot or a chipmunk -- if that's your idea of a good time!).

Microphones

While testing *Audacity*, I used a corded microphone, but this wasn't going to work for speakers who move around the room. I began looking for a wireless microphone, one that could be attached to a lapel. That way the speaker could use both hands and also be free to walk around. At first, I looked at music shops hoping to find a cordless microphone like singers use on stage, but these were very expensive.

On the Internet, I looked at many microphones of different price ranges. Based on price and customer satisfaction, I chose the Azden WMS-PRO battery-operated wireless microphone. It works flawlessly. Before the podcast, I clip the microphone to the speaker's lapel, corded to a transmitter that the speaker slips into his pocket. I then plug the wireless receiver into the microphone jack of my laptop. After an initial sound check for volume, we are good to go.

One "problem" with the Azden is that it is a very local recording device (that is, it picks up the speaker's voice very well but it doesn't pick up anyone more than a few feet away, such as the audience). When an audience member asks a question, the

question is recorded, but so faintly that it can't be heard. Knowing this, I tell the speaker to repeat the question before answering or to frame the answer to reveal the question. But this is unnatural for some speakers who, in the heat of a presentation, will just answer a question even though it is inaudible to the audience. Another issue is that we have only one microphone, so we can only podcast events featuring one speaker.

Editing and Exporting Once the raw recording comes home, the fun begins. But the fun is relative because, as editor, you have to listen to the entire presentation -- often more than once. This can be tedious. The good news is that you immediately become a subject matter expert (SME) on the topic! The first thing I do when editing is back up the raw recording to a CD or an external hard drive in case something happens to the original recording on my laptop while editing. The next thing I do is remove any humming or buzzing noise that may overlay the entire recording. Next, I adjust for uniform volume. I then cut out the "blank" spots where questions were asked. I also delete any obvious "umm's" the speaker utters while forming his or her thoughts. One speaker announced in the middle of the presentation that what he was about to say should stay in the room, so I edited the podcast accordingly. An hour of raw recording might reduce to fifty minutes of final edited material.

Audacity records and edits in a native file format. But once you have the final recording edited to your satisfaction, you can export it into a WAV or MP3 format. The latter is a smaller file format than WAV (about ten times as small). This is important if people are going to be able to download the file in a reasonable time. There are export settings in *Audacity* that squeeze the MP3 into the smallest file possible for maximum sound playback. After many trials and errors, I found the following settings work best for us:

In Preferences:

- **Quality** tab -- Default sample rate of 44,100 Hz, default sample format of 16 bits
- **File Format** tab -- MP3 export setup box -- MP3 library version *LAME* v3.96, bit rate of 64

With these settings, an hour of edited recording time will be 29 MB in an MP3 file. With DSL, this will take two to three minutes to download -- you can have a cup of coffee while you wait. If you have a dial-up modem, forget about it or go shopping.

LAME is a software plug-in that allows *Audacity* to export MP3 files. Because of copyrights, *LAME* isn't included in *Audacity* but can be downloaded from the *Audacity* site (see *Audacity's* help file for specific instructions). The first time you try to export into an MP3 file, *Audacity* will ask you where a specific *LAME* file is on your computer. Locate it, and you're in (you only need to do this once).

Contract Agreement Besides the hardware and software needed to produce a podcast, we knew we needed a written agreement or contract for both parties -- the chapter and the speaker -- to sign. Initially, we set a time limit of one year and provided that no money was to be exchanged for the podcast rights.

After four speakers, the fifth speaker rebuked us because our contract made no specific provision for copyright protection of the speaker's material. Because of our limited legal knowledge, we had left out this important provision. We contacted the STC office for guidance. It was still in the process of formulating a Society-wide policy, so we continued developing the contract on our own. After coming up with specific copyright-protection clauses (for the speaker and the chapter), we put a written disclaimer on our Web site and a recorded disclaimer at the beginning of each podcast that spelled out the copyright protection, in addition to removing the one-year time limit. Our two previous podcast speakers (who had signed our original contract) graciously signed the new contract. If any *Tieline* readers have legal expertise in this area and would like to review our contract, we would appreciate the help.

To Podcast or Not to Podcast Of the nine speakers since September 2006 who could be podcast, only three agreed to be. One backed out because our contract did not mention copyright protection, another speaker had proprietary material being used for a current project, and the others just seemed wary. Though we never question why speakers don't want to be podcast (that would be an interesting survey one day), we did notice that, on the STC Web site itself, only two podcasts were posted at the time.

This is still uncharted territory for most speakers, but as podcasts become more commonplace, future speakers may feel more comfortable with the process and its end product. We hope so, because we believe these recorded presentations can help the entire technical community.

For more information on podcasting or to help us with our contract, contact Joe Humbert at JoeHumbertSTC@aol.com. ▲

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How Suite It Is: Adobe Showcases Its New Technical Communication Suite



by [Patrick Lufkin](#)

Patrick is a longtime member of STC. He is currently Membership Manager of the Management SIG and Chair of the Kenneth M. Gordon Memorial Scholarship.

For years Adobe Systems has been fending off persistent rumors that FrameMaker and/or RoboHelp were going to be killed off or abandoned. With its newly released Technical Communication Suite, Adobe will surely put those rumors to rest.

In early November 2007, Adobe showed off the new suite to a group of San Francisco Bay Area technical communicators. In a seminar given at Adobe's San Francisco offices, R. J. Jacquez, the suite's product evangelist, demonstrated that the suite can do just about anything that technical communicators-be they authors of print documents, producers of web based help, or designers of online training-might ask of it.

The suite consists of FrameMaker 8, RoboHelp 7, Captivate 3, and Acrobat 3D Version 8. The suite also includes some handy ancillary tools such as RoboScreen Capture, and RoboSource Control, each features of RoboHelp. All of the programs feature major improvements and have been tightly integrated to work together.

Adobe characterizes the suite as a "complete solution for authoring, managing, and publishing technical information and instructional content in multiple languages and formats," and says the suite will allow users to "create and maintain technical documentation, user assistance systems, knowledge bases, simulations, software demonstrations, and other support and training information."

FrameMaker While Adobe has long worked to position FrameMaker as a single sourcing tool, getting to the desired results has not always been easy, even with the help of third-party tools such as Webworks Publisher. With FrameMaker 8, Adobe appears to have moved the program much closer to being a true single-sourcing tool.

While FrameMaker continues its unrivaled support for long print documents, it also includes enhanced functionality for versioning and single-sourcing. Support for outputting to different formats has been improved to lessen or eliminate the need for third-party add-ons. (WebWorks Publisher no longer ships with the program.) The production of channel-specific versions of documents through the use of output filters using Boolean expressions and the use of attributes to control conditional output has been enhanced.

As with earlier versions, authors can choose to work in either a style-tagging mode or in a fully structured environment. FrameMaker 8 has now been optimized for better support of XML and now supports DITA's topic-based authoring. Adobe says the new version has moved away from reliance on proprietary formats, and now conforms to industry standards such as DITA and DocBook.

FrameMaker 8 can also serve as the primary authoring tool for other parts of the suite, especially RoboHelp, and can, in turn, use files produced in Captivate and Acrobat 3D.

RoboHelp RoboHelp, long the tool of choice for creating online help, has also received a number of enhancements, including Unicode support which allows authoring in multiple languages. One can import content from many formats, including Adobe PDF, FrameMaker, HTML, XML, or Word, as well as from such multimedia formats as SWF, AVI and MP3. It can generate output to almost any online format one might care to use.

If one chooses to author in FrameMaker, RoboHelp can link to the FrameMaker files and easily update its RoboHelp topics when the source files are updated.

Captivate The other primary authoring tool in the suite is Captivate, a tool for creating software demonstrations, simulations, and scenario-based training. During a screen-recording session, the program can capture mouse movements and other activity to quickly create interactive simulations. One can add text descriptions, multimedia, various forms of interactivity, and even assessments with scored user interaction.

Acrobat 3D While all of the suite members look strong, the wow factor award probably goes to Acrobat 3D, which has the ability to work with 3D objects such as those produced by Solid Modeler and other 3D CAD software. As Jacquez pointed out during the demonstration, engineers are often loath to hand their 3D model files to technical communicators, for fear they will get messed up. Acrobat 3D obviates the problem by allowing communicators to import 2D and 3D designs in PDF and then manipulate the PDFs without danger to the original files.

One can add materials (skins), create exploded views, edit lighting, and even add embedded audio and video. One can save the results as 3D objects-which can be rotated and manipulated by the viewer-or as 2D images. While creating 3D PDFs requires Acrobat 3D, the resulting PDFs can be used inside of FrameMaker and RoboHelp and can be read by anyone using a regular PDF reader.

Pricing Adobe has priced the suite at \$1500 for those who do not own earlier versions of any of the constituent products. However, current owners of any version of FrameMaker or RoboHelp can upgrade for \$999. The educational price for students is \$599.

For a free trial download, go to:

<http://www.adobe.com/products/technicalcommunicationsuite/> ▲

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by [T.R. Girill](#)
STC Fellow

T. R. currently manages the East Bay STC's [Technical Literacy Project](#).

Inward Links

The guidelines, strategies, and exercises used by East Bay STC's literacy outreach project are collected and annotated on a branch of the chapter's public website. This not only allows local high-school teachers to borrow and revisit those materials whenever they want, but it also opens the exercises to the larger world. Search engines, of course, sometimes lead curious readers from everywhere to these pages. In addition, diverse educational websites link to and endorse the resources that we share. Here is a sample:

- **High Schools**

The website of Newington (CT) High School, much revised in early 2007, continues its long tradition of including a link to our instruction-writing material on its "Reading and Writing in the Content Areas" [page](#).

- **Colleges**

Purdue University's Online Writing Lab (OWL) is often cited by librarians and other college English departments. The OWL website itself includes a link to our project among the recommendations on its "Internet Resources for Teachers" [page](#).

- **Vocational Programs**

Missouri citizens looking for job-oriented writing help will find an enthusiastic endorsement of our exercises at the top of the "Technical Literacy" [page](#) on the Missouri Center for Career Education website.

- **Professional Libraries**

The EServer TC Library is a "free, open-access, human-edited" directory of reputable online resources in technical communication, hosted by "a nonprofit publishing cooperative." A search of this site by publisher reveals five items (with links) credited to EBSTC, of which four involve [technical literacy](#). Readers rate all of these items as at least "good" and two of them as "great."

Enriched Exercise In recent weeks we have refined our shared online collection in both content and format. Strategic note taking on a complex process and informed revision of draft instructions for that process are two key underlying skills that students need if they are ever to create their own useful instructions from scratch. One of our exercises that builds these two skills is [Fact Checking on the Internet](#).

The California State Library provides an encyclopedia-like public website called Librarians' Internet Index (LII at lii.org), whose goal is to acquaint students with reliable online reference material. Part of our skill-building exercise involves using LII to check popular science claims (for example, about *E. coli* contamination in fast food). LII has changed its look and its hierarchy of search headings, so we needed to revise the exercise to take advantage of LII's current arrangement.

Furthermore, some underperforming students really don't know *how* to take notes (on a process, such as using LII). So I wanted to introduce those students to a basic but very helpful way to start. Text linguist Michael Hoey explains just such a note-taking technique in his clever book on [Textual Interaction](#) (it involves making a simple matrix of actions and items observed). The new version of our exercise now overtly deploys and practices Hoey's technique.

Finally, the revised fact-checking exercise now appears in a slightly different format to make life easier for interested teachers. A slim left-hand column now parallels the main text at the right. In this "context" column we itemize the prerequisites for using this exercise in class, its cognitive apprenticeship features, and the supporting references (with links) otherwise spread throughout the text.

An Invitation To learn more about the literacy outreach project, to suggest a teacher who might want to host future technical writing workshops for their classes, or to participate yourself, please contact [T.R.Girill](mailto:trgirill@acm.org) (trgirill@acm.org). ▲

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Popular Misperceptions About Contracting



by [Andrew Davis](#)

Andrew is President of Synergistech Communications, Inc., a technology industry recruiting firm in Napa, CA.

Many technical communicators yearn to 'go contract'. Here are a few reasons to reconsider that goal:

Perception: I'll earn more

Reality: Some contractors are in constant demand (usually because of their outstanding technical skills), and earn substantially more than they could on staff, but most net less than they would in a comparable salaried position because they can't bill as many hours as they anticipate, have to provide their own benefits, vacation/holiday pay, training, and tools of the trade, as well as pay higher taxes. Their financial situations become substantially more complex and confusing. Most contractors actually work harder, worry more, and keep less.

Perception: I'll have more control of my time

Reality: If clients could plan better, they wouldn't need contractors. Contractors must therefore routinely decide whose schedule (theirs or their clients') is more important, and resolve the conflict between whether to sacrifice a promising business relationship or their own leisure time. In our experience, it is a very rare contractor who can confidently decline a project without having something better on offer. Is that control of one's time, or simple fear-based pragmatism?

Perception: I'll get more variety

Reality: Contractors, much more than staff employees, are hired because of what they know and can prove that they've done. Clients won't pay contractors to learn their technology or train them on how to meet their audience's needs. Hiring managers often tell us that they'd prefer to assign their fun, leading-edge projects to in-house, staff employees - and hire contractors for emergencies and maintenance-mode work.

Moreover, we see many contractors being pigeon-holed because they've not taken the initiative to expand their skills, perhaps because they're too busy working or trying to find work. By contrast, staff employees routinely receive training that helps them develop new and marketable skills, and the expense of the instruction as well as the missed work time is borne by the employer. Most forward-looking employees avail themselves of this benefit frequently.

Perception: I won't have to commute as much

Reality: As a contractor, you're no less accountable for the timely completion of accurate, high-quality deliverables, and if creating them requires facetime with engineers or hands-on use of the product that only runs on a sophisticated network or behind an impregnable firewall, you must still visit the client's site. Clients routinely tell us that they've been 'burned' by offsite contractors who overbilled, lied about their progress, produced sub-par work, or were ineffective at gathering information from busy SMEs. As a result, many clients refuse to hire contractors who insist on working mostly offsite, saying that compensating for a remote worker's absence creates more problems than it solves.

In Summary Most contractors never consistently achieve the rewards that motivated them to go solo. Their goals of increased income, independence, variety, and telecommuting elude them for the reasons mentioned. This is not to say that you shouldn't try contracting or that staff jobs are a panacea for all the problems of modern life.

As one technical communications manager we know characterized the choice between contracting and captivity (staff employment), "on one hand you have the illusion of prosperity, on the other the illusion of stability."

For more information, you will find us on the web at <http://www.synergistech.com>,
you can email me at andrew@synergistech.com,
or you can telephone us at 1-866-591-2968 or 1-707-554-9365

Editor's note: We would love to hear your comments about this article in general or your experiences as an independent contractor. Go to our [East Bay STC Network](#) and email your comments. Not yet signed up? Please do so or [Contact Us](#) directly and we will post it. ▲

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2007 Holiday Party



by [Joseph M. Humbert](#) with Gwaltney Mountford and Helen Cheung



Guests arriving

In December, instead of a speaker, the Chapter threw a Holiday Party in a private room at the Bighorn Grill in San Ramon, with gift exchanges, raffles, games, and door prizes. With all of that, it is no surprise that a good time was had by all.

All attendees brought a wrapped book to exchange. Some members donated some of the raffle prizes (an iPod Shuffle was a gift of the chapter) and door prizes, all of which contributed to the festivities.

The Bighorn Grill added to the holiday spirit with a Christmas tree (perfect for the wrapped books), and provided an excellent meal of sirloin steak, bricked chicken, or Pommorola Spinachi; mixed green salad; and a dessert of either a tiramisu or a vanilla bean gelato.

After dinner, our Mistress of Ceremonies, President Helen Cheung, welcomed the guests, wished them a Happy Holiday, and thanked them for coming. She then introduced the Hospitality Manager Gwaltney Mountford who led the group in three games, which produced much fun and laughter.



Tree with wrapped books

The first game was a 'Who Am I?' game. Each guest wrote on a piece of paper 4 or 5 little known facts about themselves. The papers were given to Gwaltney who read each one out loud to the group. The first person that correctly guessed the writer was given a small prize. Some of the little-known facts were quite fascinating--do you know who went around the world in 6 days or who slept at the Pentagon? A prize was given to the person who correctly identified the most people and to the one or two who stumped the group. Of course, as the game wore on, the number of available candidates dwindled.

The second game was 'Name That Celebrity.' It was assumed -



Judy telling her celebrity story

and it turned out to be true - that each of us at one time in his or her life ran across or met a political or entertainment celebrity. Each person then gave clues about who that person was and the group had to guess the celebrity. Some of the stories were fascinating, as Judy Herr, living in Texas in the early 1960's, had an up and coming singer entertain in her home - Janis Joplin before she moved to San Francisco and became 'Janis.' Among the celebrities were three presidents, the wife of a foreign head of state, a couple of other political leaders (including our governor), a couple of writers, and, of course, quite a few singers and movie stars. Prizes were awarded to those who stumped the group.

The third game involved three teams, each required to name in turn a Christmas song that had the word "snow" in it and then sing the part of the song that contained the word. The team that came up with the most songs won a prize. It was an entertaining game as we all tried to remember all the Christmas songs with that word (not that many, as it turns out).

After the games, we ran the raffle. We mentioned the iPod, but other gifts that were raffled included a bottle of champagne, a gift card to Barnes and Noble, a gift basket of cookies from Hawaii, a gift certificate for a Breema workout, and a Bluetooth headset. We also raffled off the three poinsettias brought in for decoration. The big winner was Danett Weinschelbaum who won the iPod. We hope you are enjoying your tunes, Danett. But congratulations to all the winners. Actually, we all were winners as we all had a very enjoyable evening.



And to all, a good night...

Finally, we all went to the Christmas tree and picked out a wrapped book. All seemed pleased with their selection.

If you didn't attend this year, you missed a great time; perhaps next year you might be able to if we do this again. Thank you to Helen Cheung, Gwaltney Mountford, and May McKoon for pulling this together. We also thank those who donated the raffle gifts (Helen, Joe, Gwaltney, Richard Mateosian and Elaine Pendergrast). ▲

President's Message



by [Helen Cheung](#)

EBSTC President

Greetings East Bay STC Chapter members!

Happy New Year! As they say, "Out with the old and in with the new". EBSTC has been busy over the last few months. We have some great ideas brewing, and we had some informative programs so far. In September, we had a technical talk on DITA. In October, Nancy Rains talked about translation and writing for an international audience. It was an informative and lively topic. In November, Max Dunn talked about the different Adobe publishing tools.

Holiday Party For those that missed it, we had a holiday party in December at The Bighorn Grill in San Ramon. This was a way of saying "thanks" for being a member and continuing to support EBSTC. We had a great time. We enjoyed good food, fun games, and great company. We raffled off prizes and one lucky member walked away with an iPod Shuffle! See a more detail [article](#) in this newsletter with photos.

Updates I wanted to pass along the following updates and information to keep you in the know about our chapter:

- If you haven't done so already, I encourage you to renew your STC membership. The STC chapter funding model is different this year. We will not receive a January payment based on 2007 membership, as we did in prior years. Instead we will receive \$25.00 of your 2008 dues soon after you send them in. So, the sooner you renew your STC membership, the sooner our chapter receives the money. To renew your membership, go to stc.org and log in.
- Leah Guren, STC Director at Large, is teaching a one-day writing workshop on Monday, January 14th at the Hilton Hotel Oakland Airport. This class is open to members and non-members. Visit our [Web site](#) for more information and to

register. The Early Bird rate of \$100 ends on Monday, January 7th. After the 7th, the price goes up to \$120. We hope you will be able to attend this workshop.

- As you may have noticed, we had to increase our meeting prices by \$2 this year. This is due to increases at the Crow Canyon Country Club. As a reminder, we also changed our Early Bird registration deadline. We now ask that you register via PayPal at least one week before the meeting to get the early-bird rate, and if you pay by check, the check must be received one week before the meeting. Visit our [Meetings](#) page for more details of the price structure.
- We are still pursuing a Webinar for a program this year. To help get this off the ground, we have formed a committee to see how we can make it happen. Under the leadership of Joe Humbert, the committee includes: Karen Byers, Jane Olivera, and Elaine Pendergrast. If you would like to help and take part in this committee, please contact Joe at JoeHumbertSTC@aol.com.
- We made a lot of progress with the Strategic Plan, and I'm happy to report that we have a solid plan in place and we are now ready to start the rechartering process. I have formed a committee to put together the Rechartering Plan. The committee includes: Don Benesh, Farah Bullara, Richard Mateosian, Gwaltney Mountford, and myself. If you would like to help with the rechartering process, please email me at helen_ews@yahoo.com. To kick-off the efforts, the committee will be meeting in January. Helping with the Rechartering Plan is a great way to get involved with our chapter. This is also your chance to voice how you want the Society to view the chapter and what you want your chapter to do for you and for our members.
- Our Membership Manager, Joe Humbert, is continuing to send welcome packets to new members. This packet contains information about our chapter as well as a ticket to a free entrance to a meeting, which also includes a dinner.
- We entered our newsletter, Devil Mountain Views, in the STC Newsletter Competition.

Unfortunately, our editor-in-chief, Dave Eicher, whose exemplary work won a Newsletter Merit award last year, is unable to continue. Joe Humbert has temporarily taken over as editor to get out this issue but he needs help for the March/April issue and beyond. He is wearing too many hats as a volunteer to continue as Managing Editor. He is willing

to do the website portion of the work. He just needs help in finding and editing articles.

If you have any articles, book review, a poem, or a short story to contribute to our newsletter, or more importantly can sign on as an editor, contact Joe at JoeHumbertSTC@aol.com.

Upcoming Programs We have some great programs scheduled for the rest of the year. Here is a partial list:

- **January 3** -- "Everything You Ever Wanted to Know about Resumes and Portfolios, But Were Afraid to Ask" -- Andrew Davis
- **February 7** -- "Mashups and Wikis and Blogs, Oh My! What does Web 2.0 Mean for Technical Communications?" -- Tim Bombosch
- **March 6** -- "Trends in Technical Communication" -- Panel to be announced
- **April 3** -- To be announced
- **May 1** -- To be announced
- **June 12** -- "Changing of the Guard" and a report from the Annual Conference

Get Involved Get involved in our chapter! We are always seeking new volunteers. To read about open positions, visit our "Volunteers" page at <http://www.ebstc.org/volunteers.html>.

I also encourage you to participate in our Yahoogroups discussion board. Remember, this is a forum for you to share your ideas and concerns. To sign up, click on the "[East Bay STC Network](#)" link in the upper right corner on the homepage of the Web site.

I want to hear from you! I believe open lines of communication keep the chapter going. If you have any questions, feel free to drop me a note at helen_ews@yahoo.com.

I wish you a healthy and prosperous 2008. See you at the next meeting!

Helen ▲

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Editor's Message

by [Joseph M. Humbert](#)



Joe is a Senior Member of STC and is currently the Treasurer and Web Weaver for East Bay STC.

Hi all. First of all, let me welcome you to the New Year. We are working towards some great events for the chapter this year.

I'm making my debut as the Managing Editor for the newsletter -- hopefully this one time only. It's a job I won't be able to keep as I am already the Treasurer, Webweaver, and Membership Manager. I took this job on because we had already missed the Nov/Dec issue and I just didn't want to miss two issues in row. That just wasn't going to happen. Thanks to [Gwaltney Mountford](#) and [Helen Cheung](#) for helping me edit a couple of articles for this issue. And thanks for our authors, [Patrick Lufkin](#), [Andrew Davis](#), and [T.R. Girill](#), for contributing articles just two weeks before the deadline.

HELP! We are looking for a new permanent Managing Editor, as well as Associate and Contributing Editors. You won't need to learn how to post the articles on the website as I am willing to help with that. Just need folks to find articles and edit them for publication.

From the general membership, we also are in desperate need of more authors and articles. Take a look at the [archives](#) and see the type of articles that were written before.

- Surely you have something to say about your profession and your craft to share with the rest of us.
- Or, you can write a technical book review.
- Or, publish that poem or short story you've written.
- Or, review a movie that has something to do writing.

As Helen says in her President's message, GET INVOLVED!

We want to thank [Dave Eicher](#) for bringing the newsletter back to life in September 2006 after a year's absence. Because of his diligent work, the Newsletter won a Merit Award for 2006-2007! Unfortunately, circumstances have dictated that Dave take a leave of absence from his East Bay STC involvement. Hopefully, we can see him back very soon.

Anyway, we have some interesting articles in this edition.

[Joe Humbert](#) has brought podcast speaker programs to the chapter. Here is the story of how it all came about.

Patrick Lufkin gives his thoughts about the Adobe's new Technical Communication Suite of programs.

T. R. Girill shows how his Technical Literacy work with high school students is making connections with many teachers and students outside of the Bay Area.

Andrew Davis advises taking a second look when considering switching from a staff writing position to that of an independent contractor.

Get in a discussion of this viewpoint on the [East Bay STC Network](#).

Joe Humbert with Gwaltney Mountford and Helen Cheung recall the fun at our December Holiday Party. Complete with photos -- take a look.

Finally, if you would like to volunteer as an editor or contribute an article for the March/April issue (deadline February 2, mid-February at the very latest), contact Joe Humbert at JoeHumbertSTC@aol.com. ▲

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STC Information

Creating and supporting a forum for communities of practice in the profession of technical communication.

For information about STC, go to the [Society's web page](#).

901 N. Stuart Street, Suite 904
Arlington, VA 22203-1822
703-522-4114
stc@stc.org

DMV Basics

The East Bay Chapter newsletter is named after a local landmark, Mount Diablo, in Northern California. With a few exceptions, all distances in California are measured from that point, called the Mount Diablo Meridian. The East Bay Chapter serves the cities along the 680 corridor and the east/west part of 580. City-wise it's Vallejo to Pleasanton, Tracy to Oakland and Fremont. We have members from each of those places.

PUBLICATION POLICY

We are always interested in sharing technical communication trends and information with our readers. For details, contact the [Managing Editor](#).

PUBLICATION SCHEDULE

Devil Mountain Views is published bimonthly, five times a year (September, November, January, March, May) with occasional e-news.

ARTICLE SUBMISSION DEADLINES

Sep/Oct 2007 issue – Aug 2, 2007
Nov/Dec 2007 issue – Oct 2, 2007
Jan/Feb 2008 issue – Dec 2, 2007
Mar/Apr 2008 issue – Feb 2, 2008
May/Jun 2008 issue – Apr 2, 2008

WRITER'S TEMPLATE

If you are submitting an article, please download our [template](#) to use as a guideline for writing your article.

REPRINT POLICY

Articles may be reprinted provided credit is given to *Devil Mountain Views* and the author, and a link to the article is sent to the [Managing Editor](#). If the newsletter is printed, please send two copies to the mailing address listed below.

MAILING ADDRESS

Joe Humbert, 7001 Sunkist Drive, Oakland CA 94605

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Product Types: Only advertisements for products or services related to technical communication can be placed on the EBSTC web site and *Devil Mountain Views*.

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Payment: Payment must be received by the [East Bay Chapter treasurer](#) before the ad is run. Payment can be made by check.

Inquiries: If you have questions or want to start your ad, please contact the [Managing Editor](#).

Copyright Statement

This newsletter invites writers to submit articles that they wish to be considered for publication. Note: By submitting an article, you implicitly grant a license to this newsletter to run the article and for other STC publications to reprint it without permission. Copyright is held by the writer. When you submit an article, please let the editor know if this article has run elsewhere, and if it has been submitted for consideration to other publications.

Devil Mountain Views also reserves the right to edit articles to fit its stylistic standards and space constraints. Articles are edited, copyedited, and proof-read before publication. The newsletter also reserves the right to not print articles deemed unfit for publication.

Unless otherwise noted, copyrights for all newsletter articles belong to the authors. The design and layout of this newsletter are copyright STC, 2007.

DMV Staff **MANAGING EDITOR** (this issue)

[Joseph Humbert](#)

ASSOCIATE EDITOR (this issue)

Gwaltney Mountford

CONTRIBUTING EDITOR (this issue)

Helen Cheung

Chapter Officers

For a complete list of officers, see the EBSTC web site's [Leadership](#) page.

PRESIDENT

[Helen Cheung](#), 510-219-0995

PRESIDENT-ELECT

Open

TREASURER

[Joseph Humbert](#), 510-638-3529

SECRETARY

[Kevin Evert](#), 925-640-7214

V.P. PROGRAMS

[Ann Adams](#)

V.P. ARRANGEMENTS

[Jeanie Egbert](#), 510-521-2601

DMV History

Note: We will update this section as our chapter archives are updated. If you were a Managing Editor during a time frame that is missing from the history, please [let us know](#).

| Year | Notes |
|-----------|---|
| 2006–2007 | Managing Editor: David Eicher Award of Merit in the STC International Newsletter Competition. |
| 2004–2005 | Managing Editor: Becky Rude Award of Excellence in the STC International Newsletter Competition. |
| 2003–2004 | Managing Editor: Becky Rude Guest Managing Editor: Gwaltney Mountford Award of Excellence in the STC International Newsletter Competition. |
| 2002–2003 | Managing Editor: Ashwini Tharval Best of Show, Most Improved, Distinguished Technical Communication awards in the STC International Newsletter Competition. |

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|-------------------------|---|
| <p>2001–2002</p> | <p>Managing Editors: Ashwini Tharval and Becky Rude. The newsletter is launched online in Web format. Award of Merit in the STC International Newsletter Competition.</p> |
| <p>1999–2001</p> | <p>Managing Editor: Teresa Washburn Award of Excellence in the STC International Newsletter Competition.</p> |
| <p>1997–1999</p> | <p>Managing Editor: Kelly Walker Award of Excellence in the STC International Newsletter Competition.</p> |
| <p>1996–1997</p> | <p>Managing Editor: Melody Brumis Newsletter name changed to <i>Devil Mountain Views</i>. Susan Moxley won the contest held to rename the newsletter. In July 1996, a spoof issue called <i>East Bay Flame</i> is published.</p> |
| <p>1995–1996</p> | <p>Managing Editor: Bruce Robinson An offshoot, the <i>Twig</i>, is published by President Gwaltney Mountford to supplement the <i>East Bay Log</i>.</p> |
| <p>1994</p> | <p>Newsletter name changed to <i>East Bay Log</i>.</p> |
| <p>1962</p> | <p>The <i>Pacifica News</i> was published in the fall in the year the <i>Pacifica</i> chapter was founded. (The chapter was renamed to <i>East Bay</i> in 1982 under President T.R. Girill.) ▲</p> |


Chapter Meeting Information

Upcoming Meetings

Attending meetings is a great way to learn new things and connect with technical writers around the East Bay.

East Bay programs are usually held at Crow Canyon Country Club in San Ramon. For details on meeting location and reservations, see the [meetings page](#) on the chapter web site.

| Date | Speaker | Topic |
|-------|--------------|--|
| Jan 3 | Andrew Davis | <p>Everything You Ever Wanted to Know about Resumes and Portfolios, But Were Afraid to Ask</p> <p>Andrew Davis will explain how to optimize your resume and make best use of your portfolio, covering in detail what works, why, and how to get the results you want.</p> <p>This is the age of black-hole electronic job applications, keyword search tools, and anonymous recruiting generalists. Knowing what hiring managers want from you -- let alone how to present your credentials and work samples to best effect -- has never been more challenging. Andrew will help you parse the job description and accentuate aspects of your resume and portfolio accordingly. He will explain how to make hiring managers eager to speak with you.</p> <p>If time permits, Andrew will explain how to handle uncomfortable inquiries into your employment history, compensation expectations, telecommuting preferences, and other issues.</p> <p>Andrew will give a brief formal presentation, to leave time for a lively and candid Q&A. To make the most of this meeting, go to www.synergistech.com/resumes.shtml and www.synergistech.com/portfolios.shtml beforehand to review the resume- and portfolio-related articles there. Bring your specific questions for Andrew to answer.</p> <p>Andrew Davis runs Synergistech Communications, a local recruiting firm for staff and contract technical communicators. Andrew is a former writer of system administration and</p> |

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| |  | <p>software developer documentation for companies such as Oracle (documenting relational databases on minicomputers), IBM (UNIX hypertext authoring tools), Informix (Windows database tools), Network Equipment Technologies (PBXs and routers), and Verity (enterprise text search tools).</p> <p>He is well connected in Silicon Valley's software and telecommunication documentation communities. He also recruits technical trainers, instructional designers, medical writers, and user experience (UX) professionals on both coasts.</p> |
| Feb 7 | Tim Bombosch | <p>Mashups and Wikis and Blogs, Oh My! What does Web 2.0 Mean for Technical Communications?</p> <p>Web 2.0 represents a sea change in how we communicate. In today's communications culture, anyone can be a publisher and become a pundit or expert. Global communities are collaborating to produce products, services, and knowledge with astonishing speed and expertise. Consumers of information demand a place in public discourse that was not available to them before. Consumers of products and services expect more control and influence than was ever possible. What challenges and opportunities do these changes present to technical communications? This presentation will examine the nature and impact of Web 2.0 and suggest paths for technical communicators to adapt, survive, and flourish in a world that can seem exciting, exhilarating, and threatening at the same time.</p> <p>Tim Bombosch is a technical communications consultant and project manager for Lasselle-Ramsay Information Development Services. He</p> |



manages projects ranging from bio-medical technology, consumer electronics, computer networking technologies, to semiconductor manufacturing. Tim speaks and writes extensively about project management, technical communications, and Web 2.0.

Tim is a certified Project Management Professional with ten years experience managing technical communications projects at Lasselle-Ramsay, Mindjet, Sygate Technologies, IBM, and Kaiser Permanente. Before becoming a technical communicator and project manager, Tim taught media studies at Stanford University, where he received his PhD in German Studies.



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Networking

- [Northern California STC Chapters](#)
- [East Bay STC Network \(YahooGroup\)](#)
- [Professional Development SIG](#)

Northern California STC Chapters



There are five active Northern California STC chapters. Each chapter meets on a different Wednesday or Thursday so you can attend all the meetings. Contact the respective presidents for more information or visit the chapter web site.

| Wednesdays | Chapter | President |
|------------|--------------------------------|---|
| Week 2 | Berkeley | Richard Mateosian |
| Week 3 | San Francisco | Gilbert Gonzalez |
| Thursdays | Chapter | President |
| Week 1 | East Bay | Helen Cheung |
| Week 3 | North Bay | Chris Muntzer/Michael Meyer |
| Week 4 | Silicon Valley | DJ Cline |

East Bay STC Network



Connect with your fellow East Bay members by joining this YahooGroups network.

Voice your opinions and your ideas for making this Chapter more responsive to your needs. The more members who sign up the greater our network will be, the better our Chapter will be.

For more information and to join, click [here](#).

Professional Development SIG

The EBSTC Professional Development SIG supports and encourages our personal evolutions as we transform ourselves to remain marketable.

Monthly Meetings

It's easy to remember when we meet because it's exactly a week after our chapter meeting.

| | |
|--------------|--|
| What | EBSTC Professional Development SIG meeting |
| When | Second Thursday of the month at 11:45 A.M. |
| Where | Willow Tree Restaurant, 6513 Regional Street, Dublin, 925-838-9111 |



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The first table lists a quick index.

The second table lists the issue date, the author(s) for the featured article(s), and the article name.

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| <ul style="list-style-type: none"> • Sept 2007 - current • Sept 2006 - June 2007 | <ul style="list-style-type: none"> • Sept 2004 - June 2005 • Sept 2003 - June 2004 • Sept 2002 - June 2003 | <ul style="list-style-type: none"> • Sept 2001 - June 2002 • 2000 • 1999 |
|--|---|---|

| Date | Author | Article Name |
|---|---|---|
| Current Issue: January/February 2008 | Joseph M. Humbert Patrick Lufkin T.R. Girill Andrew Davis Joseph M. Humbert (with Gwaltney Mounford & Helen Cheung) | <i>Podcasting Speaker Programs for STC Communities</i> <i>How Suite It Is: Adobe Showcases Its New Technical Communication Suite</i> <i>Literacy Project Resource Sharing</i> <i>Popular Misperceptions About Contracting</i> <i>2007 Holiday Party</i> |
| September/October 2007 | Patrick Lufkin Andrew Davis Patrick Lufkin Patrick Lufkin Richard Mateosian | <i>STC Board of Directors visits Bay Area</i> <i>Creating Structured Documentation — Will You Lead or Follow?</i> <i>2007 Gordon Scholarship Winners</i> <i>Call for Entries: 2007-08 Northern California Technical Communication Competition</i> <i>Call for Judges: 2007-08 Northern California Technical Communication Competition</i> |
| May/June 2007 | Andrew Davis T. R. Girill Andrew Davis | <i>Volunteers Needed for the 2007 Bay Area Networking Guide (BANG)</i> <i>Technical Writing Returns to Oakland's Media Academy</i> <i>Interview Tips — DOs and DON'Ts</i> |
| March/April 2007 | Patrick Lufkin Andrew Davis Kathryn Munn Gwaltney Mountford | <i>MadCap Flare and the RoboHelp Saga</i> <i>Synergistech's 2007 Job Market Perspective</i> <i>Documenting APIs: Your First Week on the Job</i> <i>Get in the Running</i> |

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| January/February 2007 | T. R. Girill Helen Cheung Guy Ball | <i>Building Science-Relevant Literacy With Technical Writing in High School</i> <i>West Meets East</i> <i>Creating Video / Web Seminars</i> |
| November/December 2006 | T. R. Girill Dara Golden Patrick Lufkin Patrick Lufkin | <i>Literacy Outreach to Science Students Through Their Teachers</i> <i>Conducting Interviews</i> <i>Is Podcasting in Your Future?</i> <i>EBSTC Career Connection Reaches Out to Students</i> |
| September/October 2006 | Helen Cheung Dara Golden Melody Brumis | <i>My Experience as Vice President of Programs</i> <i>Beyond the Resume</i> <i>Member Spotlight on Linda Cunningham</i> |
| May/June 2005 | Patrick Lufkin Gwaltney Mountford Elaine Parrish T. R. Girill | <i>Leadership for the Emerging Future</i> <i>College Liaison Committee: The New Kid on the Block</i> <i>Sentence's Little Helpers</i> <i>How Technical Writing Supports High School Science</i> |
| March/April 2005 | Joy Montgomery Dara Golden Elaine Parrish Sue Phelan | <i>Surviving Resume Screening, a Brutal Process!</i> <i>Volunteer Editing and Writing</i> <i>The Truth About Ampersands</i> <i>EBSTC Needs You!</i> |
| January/February 2005 | Joy Montgomery Dara Golden T. R. Girill Elaine Parrish Beau Cain Becky Rude | <i>Accentuate the Postive; Eliminate the Negative</i> <i>Volunteer Editing and Writing</i> <i>Tech Writing Outreach Meets CAHSEE in Oakland</i> <i>New Year's Resolutions for Writers</i> <i>Director's Report</i> <i>Annual Member Survey</i> |
| November/December 2004 | Laura Phillips Joy Montgomery Elaine Parrish Charleen Earley Elaine Parrish Suzanna Laurent | <i>Transition, Change, A Rose by Any Other Name...</i> <i>Psst—Wanna Know a Secret?</i> <i>On Becoming a "Senior"</i> <i>Member Spotlight: Liz Miller</i> <i>Confounding Compounds</i> <i>TRAF Technique Saves Time</i> |
| September/October 2004 | Dara Golden T. R. Girill Judy Herr Melody Brumis Elaine Parrish June Schaefer | <i>Top Ten Things I Wish I'd Known Sooner</i> <i>Sharing Outreach More Effectively</i> <i>Confessions of an STC Conference Groupie</i> <i>Member Spotlight: Sherry Smith</i> <i>Infini(iv)e Possibilities</i> <i>Keeping Our Archive Updated</i> |

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| May/June 2004 | Dara Golden T. R. Girill Gwaltney Mountford Elaine Parrish | <i>Marketing Your Non-Writing Skills</i> <i>An Outreach Theme with Five Variations</i> <i>STC Transformation Project</i> <i>Quick and Dirty Copyediting</i> |
| March/April 2004 | Jon Rude David Dick & Kathy Bine Vesa Purho Dara Golden Elaine Parrish | <i>Helping Make Projects Work</i> <i>Documentation Management for Dummies</i> <i>Well Planned Is Half Done</i> <i>First Impressions: Resume Tips</i> <i>Ask Elaine: Double Trouble</i> |
| January/February 2004 | Sarmistha Purkayastha Suzanna Laurent Adrienne Tange Dara Golden Elaine Parrish T. R. Girill Marsha Howard | <i>How I Became a Technical Writer</i> <i>Strategies for Making Change Work</i> <i>Seasonal Poem</i> <i>Style Guides: Basic Considerations</i> <i>Ask Elaine: The Little Things</i> <i>Autumn Literacy Outreach Update</i> <i>Member Spotlight: Joe Humbert</i> |
| November/December 2003 | Dara Golden Suzanna Laurent Adrienne Tange Melody Brumis Elaine Parrish | <i>What's in a Mark?</i> <i>What do I Get for Belonging to STC?</i> <i>Short Story: Half-Full</i> <i>Spotlight on Hillary Russak</i> <i>Ask Elaine: A Matter of Style</i> |
| September/October 2003 | Susan Harlan T. R. Girill Susan Harlan Adrienne Tange Elaine Parrish Becky Rude | <i>Notes on the 2003 Annual STC Conference</i> <i>How Literacy Outreach Spent Summer Vacation</i> <i>STC as a Volunteer Organization</i> <i>Short Story: Lethal Pen</i> <i>Ask Elaine: Reining in Apostrophilia</i> <i>Spotlight on Elaine Parrish</i> |
| May/June 2003 | Don Huntington Kristine Hahn Rusty Jorgensen T. R. Girill | <i>An Online Project Info Solution (Part 2)</i> <i>Single-Sourcing, XML, Alphabet Soup</i> <i>Dare to Be Dumb</i> <i>Acting Locally, Thinking Globally in Literacy Outreach Project</i> |
| March/April 2003 | Elaine Parrish Don Huntington Scott Wallace Linda Shaltz Susan Harlan | <i>Copyediting—Who Needs It?</i> <i>An Online Project Information Solution</i> <i>Style Guides to the Rescue</i> <i>What Does Video Capture Have to Do With Writing?</i> <i>Alternative Jobs or Alternative Job Search Methods?</i> |
| January/February 2003 | Gwaltney Mountford Melody Brumis Don Huntington Scott Wallace | <i>Contracting: Is It for You?</i> <i>You Have a Contract—Now What?</i> <i>A Plan for Creating Internal Newsletters</i> <i>Taming the Tech-Neologism</i> |

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| November/December 2002 | Don Huntington Adrienne Tange Don Huntington | <i>Responding to the Changing Face of the Tech Writer's Role</i> <i>Terminal Contract</i> <i>Staying Busy in a Slumping Economy</i> |
| September/October 2002 | Gwaltney Mountford Susan Harlan Scott Wallace | <i>Nashville Nuggets</i> <i>Trends in Technical Writing</i> <i>The Great "Web" vs. "web" Debate</i> |
| May/June 2002 | Don Huntington John Gallagher Ashwini Tharval & Dipali Godbole Scott Wallace Becky Rude | <i>It Takes a Sexually Stimulated Man...</i> <i>Cross-Cultural Interactions</i> <i>Home Away from Home</i> <i>Writing Effective Online Copy</i> <i>Spotlight on Wallace Clements</i> |
| March/April 2002 | Faraz Hoodbhoy Roz Rogoff Dan Day Ashwini Tharval Scott Wallace Adrienne Tange | <i>3G for Everyone</i> <i>Accessibility = Usability</i> <i>Characterizing Materials on the Nanoscale</i> <i>Technology Unraveled</i> <i>Web Usability</i> <i>Spotlight on Coralyn K. McGregor</i> |
| January/February 2002 | T. R. Girill Gwaltney Mountford Diana Wilcoxson Bill Ardis Scott Wallace Adrienne Tange | <i>Looking Back: Technical Writing in the Bay Area</i> <i>Morphing Through the Decades</i> <i>We've Come a Long Way</i> <i>DOS Revisited: 20 Years of C-Prompts</i> <i>Editorial Content on the Web</i> <i>Spotlight on June Schaefer</i> |
| November/December 2001 | Linda Shaltz Angelina Nachimuthu Terri Winters Liz Miller Bill Ardis Adrienne Tange | <i>Fight or Flight?</i> <i>Online Job Search: Some Tips and Techniques</i> <i>Resumes That Shine</i> <i>Punch Up Your Portfolio</i> <i>Diary of a Consultant</i> <i>Spotlight on Sue Phelan</i> |
| September/October 2001 (1.3 MB PDF) | Don Huntington Ashwini Tharval Patrick Lufkin Patricia Smith Rosalind Rogoff Richard Lederer | <i>Grasping the Essentials in Writing for an Online Audience</i> <i>An Introduction to XML</i> <i>Touchstone 2001 Seeks Entries, Volunteers</i> <i>Joys and Pitfalls of Contracting and Consulting</i> <i>Reinventing the Wheel</i> <i>Devouring Words</i> |
| January/February 2000 (1.5 MB PDF) | Lenore Weiss Rosalind Rogoff | <i>Stranger in Paradigm</i> <i>Is It Live or Is It Memorex?</i> |

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| <p>November/December 1999 (1.9 MB PDF)</p> | <p>Lenore Weiss & Judith Herr Dana Chisnell Judith Herr Lenore Weiss Judith Herr Judy Skinner</p> | <p><i>Technical Literacy Program at Fremont High School</i> <i>STC Outreach -- Where You Come In</i> <i>Art of Leading of an STC Chapter</i> <i>Lenore Visits a Class at Fremont High</i> <i>What Do You Want to be When You Grow UP?</i> <i>Eating Tomato Soup With a Fork</i></p> |
| <p>September/October 1999 (1.3 MB PDF - Not available)</p> | <p>Jane C. Frazier</p> | <p><i>Employees and Business Process: The Point of the Shared View</i></p> |
| <p>July/August 1999 (583 KB PDF)</p> | <p>Lu Rehling Lenore Weiss Alice Gallagher Rosalind Rogoff Anahita Wager Smith</p> | <p><i>It's Our Future, So Let's Make the Most of It</i> <i>Creating Partner Documentation</i> <i>Today's Technical Communications Job Market</i> <i>Technical Training: Help Authoring Tools</i> <i>Using Knowledge Management to Organize and Deliver Information</i> ▲</p> |

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