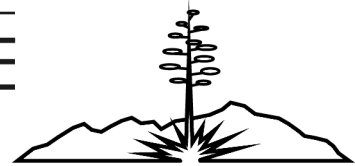




SOCIETY FOR TECHNICAL COMMUNICATION

THE BORDER LINE

News from the SOUTHERN ARIZONA CHAPTER



October 2001, Volume 6, Number 2

Welcome members

The following new members joined the Southern Arizona chapter since May:

- **Roy Armour**, transferred from the Willamette Valley chapter
- **Carol Crowe**, transferred from the Atlanta chapter
- **Russ Kessing**
- **Salette Latas**, transferred from the Snake River chapter
- **Moira McCord**, transferred from the Rochester chapter
- **Mike Quigley**
- **Robert Redding**
- **Bill Ryckman**
- **Betsy Woodhouse**

The chapter has 80 members.

Join now, reap year-end bonus

Interested in joining STC? Consider taking advantage of the year-end membership deal. New members who join during October, November, or December are paid in full through 2002. You can net a couple of free months if you join soon.

To join, contact membership manager Judy McCabe at 806-3276 (work) or 546-9004 (home), or mccabe@mmsi.com. Or, join online at the STC Web site: <http://www.stc-va.org>.

Join us October 18 for a RoboHelp review

Wondering about the latest help offerings from RoboHelp? If you are considering an upgrade from an older version or just looking for an introduction or a review of the basics, come to the October meeting, where John Ankiewicz will review RoboHelp's current offerings.

John's presentation will distinguish between the different "flavors" of RoboHelp and present tips and tricks for getting the most from the package you choose. As an added bonus, a limited number of RoboHelp Starter Kit CDs will be given away, which include a fully functional 15-day demo of RoboHelp version 9.1, white papers, and even more tips and tricks.

John Ankiewicz has an extensive background in computer science, digital technology, and usability. He is an experienced technical writer and has been architecting and implementing online help systems with RoboHelp for several years. He has 17 years' experience at IBM.

Meeting details

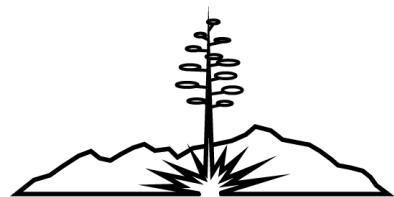
When	Thursday, October 18
Where	Viscount Suite Hotel, 4855 East Broadway
Registration	5:30 - 6 p.m.
Dinner	5 - 7 p.m.
Program	7 - 8 p.m.
Cost	\$16 members, \$18 nonmembers \$5 program only

To RSVP or to get more information, contact Pat Markey at pat.markey@prodigy.net.

Reserve by 4 p.m. Monday, October 15. Please reserve your meal preference of roasted vegetables over angel hair pasta with chicken or without chicken.

No-shows will be billed, and walk-ins are always welcome!

The mission of the Southern Arizona chapter of the Society for Technical Communication is to elevate the technical communication professions, increase public awareness of these professions, and serve as a resource to members.



THE BORDER LINE

About the newsletter

The Border Line is the official publication of the Southern Arizona chapter of the Society for Technical Communication.

Contributions

Contributions are welcome. Send mail to sarahbonati@captaris.com, or phone 320-7029. Include your name and telephone number with your submission.

For the publication of your first article, you'll be attending the Southern Arizona STC program of your choice as a guest of the chapter (workshops excluded).

Your submission should be factual, original, not previously published, and relevant to the field of technical communication; for example, describing tools, techniques, or tips for communicators.

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. With your submission, please notify the editor if the article has run elsewhere and if it has been submitted for consideration to other publications.

The newsletter editor determines the submissions that are appropriate for publication. We reserve the right to edit your text to conform to the style guidelines and space restrictions of the newsletter.

The deadline for time-sensitive submissions is the first Friday of each month.

Reprints

Reprints of *The Border Line* are not available, but back issues can be viewed at the chapter Web site.



Mailing list cleanup begins

The Border Line is available to nonmembers as a courtesy of the chapter. To keep mailing and printing costs down, the chapter will stop sending newsletters to nonmembers in three months (December will be your last newsletter).

If you are not a member and you want to continue receiving news of the Southern Arizona chapter, contact membership manager Judy McCabe at 806-3276 (work) or 546-9004 (home), or mccabe@mmsi.com. Or, join online at the STC Web site: <http://www.stc-va.org>.

Receive *The Border Line* via e-mail

To save paper, printing, and postage costs, *The Border Line* is available via e-mail in PDF format.

To sign up for this service, send a message to Sarah Bonati at sarahbonati@captaris.com.

Chapter contacts

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Administrative and program planning meetings for the chapter occur the first Tuesday of each month at 6 p.m. at Barnes & Noble Café at Broadway and Rosemont. Members are welcome to participate.

Society contacts

Society for Technical Communication

Designing the future of technical communication

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Single sourcing SIG debuts

The STC has formed a special interest group (SIG) to support issues in single sourcing.

The mission of the single sourcing SIG is to help STC members develop knowledge and practical skills for researching, developing, and implementing single sourcing solutions. The SIG communicates through a listserv, and a newsletter and Web site are planned for the future.

STC members can join the SIG at no cost for the remainder of 2001 by completing the SIG sign-up form. For 2002, the \$5 SIG administrative fee will be included on the annual STC dues invoice, which will be mailed in mid-November.

The sign-up form and a complete list of special interest groups can be found at <http://www.stc.org/sigs/>.

New treasurer reports status

By Carrie Cooper, treasurer

The transfer of duties of chapter treasurer from Helen Marty to Carrie Cooper is almost complete. Helen has trained Carrie in the system for keeping track of chapter funds, and Helen is finishing our annual report to the Society.

Carrie is establishing a budget spreadsheet to show income and expenses for the year at a glance.

Because the chapter has 75 members, we can expect a refund of about \$2400 by the end of the year. We start this fall with about \$2500 in our bank account, which allows us to put on a good selection of programs this year. Look for two workshops during the year, in addition to regular monthly meetings. If you have any questions about specific income or expenses, contact Carrie.

Network and Nibble nets a crowd

"Network and nibble" was the agenda for the evening that kicked off the chapter program year. The September meeting drew 34 people.

Several attendees said they were recently laid off, and they used the time to meet with managers of technical publications departments and share their resumes. Representatives from technical placement services also attended.

STC members attested to the many benefits of membership, especially with repeated success stories of a job found through an STC relationship.

The meeting drew 20 members and 14 non-members (including attendees from Sierra Vista and Casa Grande).

STC 2001-2002 schedule

Events are in Tucson unless noted

October 11-13	STC Region 5 conference in Houston. For information, http://www.stc-houston.org
October 18	RoboHelp Review, with John Ankiewicz
October 20	Phoenix chapter eLearning: When, Why, and How, a full-day workshop
November 13	Phoenix chapter Keys to Successful Palm Reading: Designing Information for PDAs with STC past president Lance Gelein
November 15	Program TBD
December 20	Holiday party
January 17	The Changing Role of the Technical Communicator, with Andrea Ames, past president of the Silicon Valley chapter
January 19	Prepare for the Future: Professional Development, Skills, Tools, and Industry Predictions for Technical Communicators, a half-day workshop with Andrea Ames
February 21	Program TBD
March 21	Whine and Cheese
April 18	Program TBD Chapter election
May 5-8	STC international conference in Nashville
May 16	Program TBD
June 20	End of year celebration

**For meeting details, go to
<http://www.stc-saz.org>**

**For Phoenix meetings, go to
<http://www.stc-phoenix.com>**



Excerpts from the reports of the meetings of the STC board

From J. Suzanna Laurent, region 5 director-sponsor

Following is a summary of the reports from the May and September board of directors meetings of the Society from Suzanna Laurent:

The board approved:

- The final budget for fiscal year 2002.
- The dues structure effective in January 2002.
- A new mission statement for the Society-level technical editing special interest group (SIG).
- Formation of the single sourcing SIG.

The following merit grants were approved:

- \$3,000 to the Northern New England chapter for a scholarship program at the University of Massachusetts. This scholarship will honor the founder of the chapter.
- \$2,000 to the Atlanta chapter to create a new résumé database.
- \$1,235 to the Central Ohio chapter to support its new High School Learning Program.

The following loans were approved:

- \$3,000 to the Southeastern Michigan chapter for the Region 4 conference.
- \$3,000 to the Canada West Coast chapter to host the Region 7 Conference in Vancouver, British Columbia, Canada, in November 2002, subject to formal approval of the conference budget.
- A financial recovery/special need grant of \$715 to the Netherlands chapter to cover past-due costs incurred for the March 2001 membership meeting and ensure the future of the chapter.
- An increase of the stipend for the Industry Fellowship for Faculty and for the Teaching Fellowship for Practicing Professionals to \$4,000 each.

If you would like to learn more about decisions made at the Society board meetings or if you would like to have a motion or discussion item brought forward, contact our region 5 director-sponsor Suzanna Laurent.

For an archive of Suzanna's articles and board reports, visit <http://www.pages.prodigy.net/slaurent>. You can reach Suzanna by e-mail at slaurent@prodigy.net by telephone at (405) 376-4210.



Treasurer reports fiscal health in 2000-2001

By Helen Marty, vice president and past treasurer

During its third fiscal year as a chapter, the chapter held one workshop and eight program meetings, and it hosted a holiday party and a year-end recognition party that were both free to members. Overall, we made a profit of \$386.47 for the year. Following is the chapter's financial summary for the fiscal year 2000-2001.

Beginning checking account balance	\$2,233.99
Income:	
Dues rebate from Society	\$2,013.00
Meetings	2,156.00
Workshop	810.00
Web hosting grant	240.00
Total income	\$5,219.00
Total	\$7,452.99
Expenses:	
Meetings	\$3,260.72
Newsletters	437.80
Workshop	503.53
Awards, prizes or gifts	204.60
Web hosting	234.50
Miscellaneous	191.39
Total expenses	\$4,832.54
Ending checking account balance	\$2,620.45
Total	\$7,452.99

I'm happy to report that the chapter is starting the 2001-2002 fiscal year with a healthy checking account balance of \$2,233.99. This balance is a long way from the \$350 start-up grant we received three years ago when I first took office. For the third year in a row, we received a larger dues rebate from the Society because of the chapter's continued membership growth. As of 6/30/01, the chapter had 75 members compared to 32 members in 1998. We will receive \$33.00 for each member and \$13.50 for each student member.

Hats off to our corporate sponsors

The chapter wishes to thank its corporate sponsors for their generous donations in 2000-2001.

- AlphaGraphics donated the printing of the chapter newsletter.
- Global Atmospherics, Inc., Modular Mining Systems, Inc., and Captaris donated giveaways for our Whine & Cheese meetings.
- Sunquest Information Systems, Inc. donated meeting space, speaker gifts, giveaways, and copying services.



Leaders light the way

By J. Suzanna Laurent, region 5 director-sponsor
slaurent@prodigy.net

Mentoring — A gentle alliance

Mentors. Role models. Idols. Call them what you like — chances are very good that one of them has impacted your life with such tremendous force that the reverberations of that influence affect the decisions you make to this day. Perhaps it was a:

- Demanding coach who always knew precisely which words would most encourage you.
- Favorite teacher who pumped a genuine love of learning into your heart.
- Devoted parent who not only spoke of virtues, but modeled them as well.
- Nurturing manager who offered you the gift of shared wisdom.

The pool of available mentors is made up of a diverse group of individuals. One common interest that unites them, however, is a desire to help their protégés reach their full potential. Successful people report that a large part of their success is due to the experience they gain through working with a mentor. Many of these mentoring relationships are informal — in fact, the mentor sometimes is unaware that he or she is fulfilling that role.

The mentor relationship has been called the "pinnacle of work relationships." A mentor is more than a peer, more than a coach, even more than a sponsor. Mentors typically have influence within the organization or community. They use this influence to empower their protégés. The mentor relationship is really a partnership — the mentor provides guidance and opportunities, the protégé provides energy and a fresh perspective.

Most effective mentor relationships vary in terms of length and degree of formality. They are initiated by the protégé. These relationships are true partnerships in which both parties contribute. They involve a mentor who has influence within the organization or community and is willing to use this influence to empower his or her protégé. Following are the specific behaviors that mentors should practice.

An effective mentor helps protégés think in terms of success. You can do this by holding visioning and goal-setting sessions with them.

Counsel protégés when they have problems. Guide protégés through the thought processes necessary for developing their own solutions; don't solve their problems for them.

Provide feedback. Tell protégés how they are doing. When negative feedback is necessary, don't preach or be overly critical. Instead, ask insightful questions such as "What could you do differently the next time?" or "Why don't you think the project turned out as planned?"

Provide information. Mentors should serve as informational resources. Success secrets, short cuts, information about office politics, etc., will help protégés learn the ropes.

Delegate authority and express confidence in the ability of protégés to take on new tasks. A protégé's greatest need is for experience. Look for ways that will help protégés practice new skills.

Encourage exploration. Give your protégés as many opportunities to experiment with new ideas as possible, but don't be surprised if you learn something from them.

Look for opportunities to showcase your protégé's talents. Place your protégés in positions where they can meet people who can help them meet their goals. Networking events are great for this.

It may sound as though the mentor-protégé relationship requires a great deal of involvement on your part — that's because it does. Many STC chapters have formal mentoring programs, because STC provides great opportunities for mentoring. Take advantage of STC membership by building a "gentle alliance" with another member who would benefit from your knowledge — you will both benefit from the experience.



How can the chapter serve you?

By Brenda Huettner, chapter president

Last month I wrote about ways that you can help the STC Southern Arizona chapter. I'd like to emphasize just a few of the ways that the chapter can help you. This chapter exists to serve you, its members. And to do that, we need to know what you want from the chapter.

The program planning committee works hard to bring interesting, relevant topics to our monthly meetings. Are there topics you'd like to see that we haven't done yet? Is there a particular topic you'd like to see again? A certain speaker we should bring in? We traditionally host a dinner followed by a speaker. Would a different time be better for you, such as a lunch or breakfast event? We are already investigating different locations for our meetings — do you have a place where you'd like to see us meet?

And, of course, the chapter offers more than just monthly programs. If the topic is too complex or involved to be covered in an hour or so, we sometimes offer Saturday morning workshops. Do you have an idea for a workshop you'd like to attend? Is there information you'd like to see in the newsletter? Are there features that would be helpful to you on our Web site? Is our jobs e-mail service working for you?

Send a note to me or to any member of the planning committee (listed on page 2), and we'll try to accommodate your needs.

In the meantime, don't forget to celebrate Arizona's official Technical Communication Week October 14 through 20. For ideas on how to celebrate, see the Phoenix chapter Web site, <http://www.stc-phoenix.com>.

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