



## Thanks to you

By Brenda Huettner,  
chapter president

Every November, I start to think about things for which I'm thankful (not original, maybe, but sincere.) I'd like to share with you some of the reasons I think our STC chapter is so terrific, and it all starts with our members. Our volunteers are accomplishing an amazing amount every month and have taken on a number of new, interesting projects. I don't know yet how many of them will be successful, but it will sure be fun finding out!

For example, we have a brand new "recognition" committee, headed by **Helen Marty**. Their goal is to evaluate our options (awards, scholarships, etc.) and create and implement a recognitions program.

We're also in the midst of talks with technical communicators down in Sierra Vista about starting a satellite group. There are lots of people working in the field down there (military, telecommunications, intelligence) but not very many who are STC members. I hope we can change this! Our membership manager, **Judy McCabe**, is spearheading this project.

We want our meetings to be accessible to as many members as possible, so **Pat Markey** and our facilities committee is looking into improving our location, food, and costs.

See *Thanks* on page 4 ...

## Join us November 15 Project management for the technical communicator with Lance Gelein

Project management is the key to success for any project. At the November meeting, Lance Gelein will discuss the need for each communicator to manage projects using the communication development life cycle (CDLC).

Lance will also look at how team leaders and managers can successfully manage large projects. The meeting objectives include understanding the importance of project management, introducing the CDLC, and an overview of the information plan, estimating projects, developing a timeline, and managing the process.

Lance has been a technical communicator for over 20 years. He is currently involved in technical and marketing communication, usability testing, Web site development, project management, and change management. He is founder of The Gold River Group in Sacramento, California. His list of clients includes Intel, Hewlett-Packard, Palm Inc., Kaiser-Permanente, Apple Computer, and Pacific Bell.

Lance also teaches project management for technical communicators at the University of California, Berkeley, and he contributed to the development of the University of California, Sacramento, certificate in technical information development program and currently chairs its advisory board.

He served as STC president in 1998-99, and Lance has served on the STC board of directors in several other roles.

### Meeting details

<b>When</b>	Thursday, November 15
<b>Where</b>	Viscount Suite Hotel, 4855 East Broadway
<b>Registration</b>	5:30 - 6 p.m.
<b>Dinner</b>	Fajita Buffet 6 - 7 p.m.
<b>Program</b>	7 - 8 p.m.
<b>Cost</b>	\$15 members, \$20 nonmembers \$5 program only

To RSVP or to get more information, contact Pat Markey at [pat.markey@prodigy.net](mailto:pat.markey@prodigy.net).

Reserve by 4 p.m. Monday, November 12.

No-shows will be billed, and walk-ins are always welcome! (A meal is not guaranteed to walk-ins.)



### 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 day of each month.

### Reprints

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



## Chapter limits newsletter mailing

*The Border Line* is mailed to nonmembers as a courtesy of the chapter. To keep mailing and printing costs down, the chapter will send newsletters to nonmembers for three months only.

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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## Education outreach update

Education outreach has been a component of the Southern Arizona chapter from its earliest beginnings. Before the chapter was formed, a small group of volunteers spoke at schools, developed and staffed a booth for Engineering Week, and invited students and instructors from the University of Arizona to participate in chapter activities.

A more formal education outreach committee formed last spring and is headed by Leslie Dupont, an instructor at the University. Its members will be looking for contacts in the university and community college systems and in the community. By reaching out, the committee members expect to keep the chapter updated on technical communication programs and to offer services in return.

The committee is beginning to plan a Web site space by gathering relevant materials such as links to tech writing articles and educational sites.

The next committee meeting is Tuesday, November 13, at 6:30 p.m., at Barnes & Noble Café at Broadway and Rosemont. Future meetings are tentatively planned for the second Tuesday of each month, 6:30 p.m., at the same location. To participate, contact Leslie (ldupont@dakotacom.net).

## RoboHelp review

IBM technical communicator John Ankiewicz hosted an open forum that provided insight to online help development and RoboHelp at the October chapter meeting.

A review of the history and basics of Windows help development laid the groundwork for the discussion. John showed the features of the current version of RoboHelp (9.0), and he discussed his experience with the tool over the years and how he uses it today.

A few attendees shared their experiences, and others got answers to questions concerning upgrading from older versions and the basics of help development.

Some comments gathered after the meeting:

- "This was helpful. I didn't know anything about RoboHelp before hand."
- "Very good."
- "Great!"
- "Good forum overall."

RoboHelp T-shirts and starter kit CDs were given away as door prizes. The meeting drew 23 people, 17 members and six nonmembers.

## STC 2001-2002 schedule

*Events are in Tucson unless noted*

November 13	Phoenix chapter Keys to Successful Palm Reading: Designing Information for PDAs with Lance Gelein
November 15	Project Management for the Technical Communicator with STC past president Lance Gelein
December 20	Holiday party
January 17	The Changing Role of the Technical Communicator with Andrea Ames, past president of the Silicon Valley chapter
January 18	Phoenix chapter Jazzing Up Your Web Site with John Hedtke
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>**



### ***Thanks, continued ...***

Our program committee is already going great, with a record-setting 34 attendees at our first program (including 13 not-yet-members.) In addition to some great monthly programs, they are hoping to offer two Saturday workshops this year. One will probably be a workshop by **Andrea Ames**, who has agreed to work with us to develop the exact information we want to see, tentatively titled "Prepare for the Future! Professional Development, Skills, Tools, and Industry Predictions for Technical Communicators." Even more exciting (to me, anyway) is the increase in volunteers — we had three new committee members begin work last month.

A position I'm personally thrilled to have filled is publicity manager, now filled by **Dennis Yannutz**. You may have noticed his first input in the drastic improvement in the look and feel of our publicity flyers.

But I'd be only telling half the story if I focused only on the new projects. Our underlying structure could not support anything new if we didn't have a cadre of continuing volunteers from year to year. **Leslie Dupont** is continuing her fine work with our education outreach committee as liaison with the University of Arizona. **Dirk Arnold** will be continuing as Web master, with a possible redesign in the works. **Bill Rost** still heads up our employment services and may be able to expand them as his committee keeps growing. And it is thanks to **Sarah Bonati**, our newsletter editor, that you are reading this column right now! I'm happy to report that she is planning to submit *The Border Line* to the STC newsletter competition for the first time. Another behind-the-scenes guy we depend on every month is **Larry Hammer**, who maintains our membership database.

All in all, pretty good for a chapter of only 80 members. Thank you all!

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