



## Join us March 21

### Would you like some whine with that cheese?

At the annual Whine and Cheese meeting (since 1997!), attendees have the opportunity to listen to and share technical communication successes or frustrations (whine about them, or tell what cheeses you off!)

The evening is carved into sessions that are guided by a moderator at each table. Move to a different table for a new topic, spend the entire evening at one table, or table hop to join all discussions.

Enjoy this chance to "whine and cheese" with the rest of us. You're sure to come away from this program with some fresh ideas and new insights. And free stuff — everyone takes home a gift from a Whine and Cheese program. A light buffet meal also will be served.

Planned topics are:

- **Usability** with Lenore Mackey

Lenore is a human factors engineer at IBM where her primary responsibilities are designing ease of use into the total user experience for customers of large tape storage systems. For the past ten years, she's improved software products and systems by working with multidisciplinary teams to implement usability programs and user-centered design practices. Lenore is working toward a Master's at Rensselaer Polytechnic Institute, focusing on human/computer interaction.

- **Instructional design** of computer-based training with Dr. Peggy Raisglid

Peggy is vice president of course development at Mentix, makers of Accelerate·r+, an easy-to-implement learning management system. Dr. Raisglid has worked as an instructor at the University of Arizona and has done research and conducted technical training for International Sorbent Technology. Prior to receiving her doctorate, Dr. Raisglid worked for many years as an engineer with Mobil.

- **Indexing** with Nan Badgett

Nan is a professional indexer with experience in editing, book production, and other aspects of communication. She indexes a variety of publications, including how-to books and technical manuals. She has experience creating embedded indexes in both FrameMaker and Word.

- eHelp's **WebHelp** with Salette Latas

Salette is a technical writer at Misys Healthcare. She introduced WebHelp at Micron Technology, where it has become the standard. Salette is currently completing a Master's in technical communication management through Mercer University School of Engineering.

- **Graphics** for print and online use with Dirk J. Arnold

Dirk is the senior multimedia designer at Captaris. Dirk's background in design and art direction includes Web, multimedia, print, architecture, filmmaking — even Yellow Page ads.

See **page 6** for meeting logistics.

### Society honors distinguished service to the chapter

by Helen Marty, recognition committee chair

At the January meeting of the Society Board of Directors, our chapter nominees were unanimously approved as recipients of the Distinguished Chapter Service Award (DCSA).

Our first DCSA recipients are **Dirk Arnold** and **Sarah Bonati**. This award is the highest honor bestowed to members by STC at the chapter level.

Sarah and Dirk will each receive a plaque. Also, all DCSA recipients will be announced in the March issues of *Intercom* and *Tieline* (the newsletter for chapter leaders).

We'd like to share a few excerpts from Suzanna Laurent's, director-sponsor region 5, announcement of the awards. "I share with you a strong appreciation for their contributions over the years."

See **Honors**, page 3 ...



### 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](mailto: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.

## Newsletter subscription notes

*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.

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](mailto:sarahbonati@captaris.com).

## Chapter contacts

President	Brenda Huettner 749-0747 <a href="mailto:bphuettner@aol.com">bphuettner@aol.com</a>
Vice President	Helen Marty <a href="mailto:helen.marty@misyshealthcare.com">helen.marty@misyshealthcare.com</a>
Secretary	Pat Markey <a href="mailto:pat.markey@prodigy.net">pat.markey@prodigy.net</a>
Treasurer	Carrie Cooper <a href="mailto:carrie.cooper@midsinc.com">carrie.cooper@midsinc.com</a>
Member database	Larry Hammer <a href="mailto:larry.hammer@misyshealthcare.com">larry.hammer@misyshealthcare.com</a>
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Hospitality	<i>open position</i>
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Publicity	Dennis Yannutz <a href="mailto:dyannutz@knowledgecc.com">dyannutz@knowledgecc.com</a>
Web site	Dirk J. Arnold <a href="mailto:dirkarnold@captaris.com">dirkarnold@captaris.com</a>

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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### ***Honors, continued ...***

Suzanna also thanked the recognition committee, consisting of **Helen Marty** and **Pat Markey**, "for nominating candidates for this honor. I'm sure you'll agree that being able to honor distinguished members in such a way is quite a reward for the effort!"

Thus, February 14 marked a special day for the Southern Arizona chapter. Helen presented Sarah and Dirk with certificates (created by **Carrie Cooper**) and bags of "loot" (Valentine candy).

The recognition committee would like to share our recommendations for these awards and the plaque citations:

"Sarah was instrumental in getting the chapter established. She was involved in every facet of the chapter. She arranged to have Lance Gelein present a workshop to potential chapter leaders."

Her citation reads, "For leadership in establishing the Southern Arizona chapter and for your continuing contributions to the chapter."

"Dirk served as our first chapter president and did an outstanding job. He did whatever it took to get the job done: picking up speakers at the airport, bringing needed audio visual equipment to the meetings, tallying feedback forms, making name badges for members, and creating a logo for the chapter."

His citation reads, "For your outstanding leadership as Southern Arizona chapter president and for your enthusiasm, creativity, and dedication."

Both Sarah and Dirk were quite surprised, and that made the event even more special. Congratulations Sarah and Dirk!

### **STC 2001-2002 schedule**

***Events are in Tucson unless noted***

March	Education outreach committee Contact Leslie Dupont ldupont@dakotacom.net
March 12	Phoenix chapter XML: Why and How? with Phebe Packer and Jim Cox
March 21	Whine and Cheese
April 9	Phoenix chapter Indexing with a Vengeance with Bonni Graham
April 18	Program TBD
May 5-8	STC international conference in Nashville
May 14	Phoenix chapter A Book of Your Own: How to Write and Publish It with Jim Morgan
May 16	Program TBD
June 11	Phoenix chapter Awards banquet
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>**



## Elections committee proposes slate of nominees

The elections committee has prepared a slate of candidates for the upcoming election for the 2002-2003 chapter administrative council. The nominees prepared the following statements.

### **President**

In accordance with the chapter bylaws, the office of president will be assumed in 2002-2003 by current vice president **Helen Marty**.

### **Vice president**

The office of president will be assumed by the elected vice president in 2003-2004.

**Beth Kane** has been a tech writer for ten years, including five years at Artisoft, where she produced online help systems and award-winning manuals. She is currently an internal docs tech writer, editor, and Web content provider at NCS Learn. During the (approximately) nine years she has been an STC member, Beth served one year as secretary of the chapter and attended numerous planning meetings. As vice president, Beth would like to help ensure the chapter continues to serve all members by providing excellent program meeting topics every month.

**Pat Markey** has been a technical writer and trainer for over 11 years. She is a senior member of STC and is currently the chapter secretary and the facilities committee chairperson. She also serves on the awards and education committees. Pat works for a software development company training clients and producing documentation and online help. She is also the company's representative to the ANSI standards committee X12, which standardizes business document exchange. Previously, she provided technical support for a major value-added network and for mainframe computers for a computer manufacturer. For over 20 years Pat and her husband had a publishing company focused primarily on the linguistic market.

**Dennis Yannutz** has computer science and writing degrees and a background in graphic design and printing. This started him off as a technical publications manager with software development companies. He now works with a startup company developing web-based law enforcement data warehousing software where areas of focus include technical marketing development and design, Web site creation, and online product documentation. Dennis is a strong supporter of STC with five years' membership and has most recently served in publicity and employment committee roles. He is running for the

post of vice president to become more directly involved with STC and pledges to manage STC business responsibly and expeditiously, as well as work to expand the member base.

### **Secretary**

**Dave Carlson** has been a member of STC for three years, is an engineering fellow at Raytheon, and now addresses quality assurance (not assurance) as a Raytheon Six Sigma expert. A professional aerodynamicist, he has worked on the most exciting NASA and defense programs of the last 40 years, including Saturn/Apollo, almost every Hughes missile over 18 years, and the B-2 Spirit stealth bomber during its development. As a sideline, he does technical editing for any program he works on, and teaches a regular seminar to the Raytheon engineering community on clarity in technical reporting. His primary current interests are quality of documentation and knowledge capture, archiving, and dissemination. If he ever retires, he will be a freelance technical editor.

### **Treasurer**

**Carrie Cooper** has over eight years' experience in technical communication. Areas of interest include policy and procedure writing, information design, and indexing. Carrie works as a technical writer for ACS, documenting the MIDAS+ healthcare information system and clinical decision support software. She has been a member of STC since 2000 and is currently serving as treasurer. During her first year as treasurer, Carrie has developed extensive electronic reporting and spreadsheet solutions for tracking the chapter's income and expenses to the penny.

Chapter members still have time to submit nominations. The nomination must be made in writing, and it must be signed by five voting members of the chapter. Send the nomination to chapter president Brenda Huettner (P.O. Box 14333, Tucson, 85732-4333). Nominations must be received by March 27.

Watch for these dates:

**April 1.** The election committee mails ballots to chapter membership.

**April 15.** Ballots must be postmarked or received by the election committee no later than April 18.

**April 18.** Election Day (votes are counted.)

**April 25.** Deadline for notifying chapter membership of election results.



## In transition? Support can be found in STC

by Brenda Huettner, chapter president

*Transition*, n. *Passage from one place or state to another; change or process of change.*

I'm seeing transitions everywhere lately. Our days are getting warmer; the sun sets a little later; more and more people are out walking and bicycling and enjoying the weather. The climate of our working community is in transition too, and it doesn't always seem to be change for the better. Agencies are going out of business; long-time contractors are scrambling for permanent positions; many of our members are currently unemployed.

Change can be difficult, and if you are struggling to pay the bills, there is nothing I can write in this column to help with that. But STC does offer some great services that might help in other ways.

First of all, know that you are not alone! Come to a meeting, even if it is just to stay connected with the local technical writing community. We always offer a very reasonable program-only fee (usually \$5) for those who don't join us for dinner.

You can also participate on any of the chapter committees (see the list of committee heads on page 2) or join us for the monthly planning committee meeting at 6 p.m. on the first Tuesday of each month at Barnes and Noble on Broadway. Be aware, though, if you come to a planning meeting, you might just leave with a few action items!

The program planning committee tries to focus our meetings on topics of interest to local members. I always want to hear specific ideas or suggestions for topics you'd like to see at future meetings. Our last two meetings (on building a portfolio and acing an interview) were very well-attended. I'd like to hear about any success stories you may have had relating to these topics.

As an added bonus, if you write an article that is published in *The Border Line* newsletter, you'll get a voucher for your next STC meeting for free! (See page 2 for details.)

And I hope you all know about our employment service, managed by **Bill Rost**. When Bill gets information about job openings around town, he immediately sends an e-mail with the contact information to everyone who's on the list. Drop him a line with your current e-mail address if you'd like to join the list. And if you happen to be looking for help, send the info to Bill — we have lots of highly qualified candidates on our list, and the service is free.

Try to keep a positive attitude. After all, not all change is bad. Some unexpected changes work out wonderfully (like my move to Tucson — I love it here!) The good news about change is that it is constant — expect things to change again, and then change some more.

### ***Are you in transition?***

Promotion? New job? Job seeking? Receive an award, or that degree in higher education?

*The Border Line* would like to print news from chapter members. To pass along a story, contact editor Sarah Bonati at 320-7029 or SarahBonati@Captaris.com.



# Whine and Cheese meeting information

## When

Thursday, March 21

## Registration

5:30 - 6 p.m.

## Program

6 - 8 p.m.

## Cost

\$7

## RSVP

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, March 18.

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

## Carpool

Send a note to Pat Markey before the RSVP deadline. Specify whether you need a ride or would like to drive.

## Parking

The conference center will place sandwich boards showing you where to park.

***See you there!***

## Location

The University of Arizona Science and Technology Park  
9040 South Rita Road

The Donald Pitt Technology Education and Conference Center  
Building 9040, in the Atrium

When you reach the gatehouse for the park, specify that you are attending the STC meeting at the conference center.

## Approach from the north

The park lies between and can be accessed from Kolb, Houghton, Valencia, and I-10.

## Approach from the south

Take I-10 to the Rita Road exit. Go north on Rita Road, over the overpass, to the park's main gatehouse on the left. Follow the signs to the visitor's parking lot for building 9040.

## Map

[http://uaii.arizona.edu/PDF\\_files/Maps/techpark-map.pdf](http://uaii.arizona.edu/PDF_files/Maps/techpark-map.pdf)

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