2010 Spotlight Awards Banquet

By Carrie Damschroder, Public Relations Manager

STC Southern California Technical Communication Competition

The documents and help files have been received. The judges have reviewed and critiqued all of the entries. Now it’s time to celebrate the STC Spotlight Awards Technical Communication Competition participants and winners at the 2010 Spotlight Awards Banquet!

If you entered the competition, if you’d like to see who entered and what they submitted, if you volunteered, or if you judged competition entries, you’re invited to attend the banquet on Saturday, March 6, in San Juan Capistrano, CA. This special evening will feature a presentation of all of the award-winning entries while we honor the technical communicators who created them. We’ll start with some friendly mingling and, of course, a cash bar! Then we’ll sit down for a delicious dinner and the awards presentation. Afterward, we’ll open the floor to a discussion about the competition. There will also be plenty of time for viewing the winning entries. The evening promises to be a lively event that you won’t want to miss!

The event’s details are listed below.

What: 2010 Spotlight Awards Banquet
When: Saturday, March 6, 2010, 6 p.m.–9 p.m.
Cuisine: Your choice of a meat, chicken, seafood, or vegetarian entrée, which includes a salad, coffee, tea, iced tea, and your choice of one of two desserts
Where: Sarducci’s Capistrano Depot
26701 Verdugo St.
San Juan Capistrano, CA 92675
(949) 493.9593
http://www.capistranodepot.com/index.html
Cost: This year only, we’re offering reduced pricing to help our attendees during frugal economic times!
$35/person with early bird reservations by February 14
$40/person with reservations by March 1

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President’s Message

By Betsy Malone, OCSTC Chapter President

I’m sure this is old news by now, but I think it’s worth repeating. The Society for Technical Communication (STC) is in financial trouble and is in the process of trying to raise funds through various efforts. Because of these financial troubles, STC has informed the chapters and SIGs that we won’t receive any dues rebates in 2010 and beyond. The chapters and SIGs must sustain themselves on a zero-based budget and find ways to earn their own revenues.

While it certainly is important to sustain STC as our international professional society and advocate for technical communicators, I want a local technical communication resource where I can meet and hear about the latest topics and tools, network and bounce ideas off of peers, and learn about employment resources and opportunities. If you would like OCSTC to be your continued resource, then I urge you to do the following to help our chapter:

- If you haven’t yet done so, please renew your STC membership and, if at all possible, include the extra $25 to belong to OCSTC. (If enough people do not join the chapter, STC may revoke our charter.)
- If you need to shop on Amazon, go to http://www.ocstc.org and click the Amazon link. Amazon counts the click-throughs from our site and sends us a rebate check each month. Ask all your family members and friends to do the same.
- If you are looking for a tax-deduction, please consider making a donation to OCSTC. (Your check should be payable to OCSTC, and you’ll receive a receipt for your tax records.)
- If you have any ideas about raising funds for the chapter, please share them with the OCSTC council by sending an email message to pres@ocstc.org.

While it seems like a big hurdle that we need to overcome, with your ideas and assistance, we’ll succeed!

Thank you to all OCSTC members and supporters for sticking with us through these challenging times. T5
Next Meeting

Topic: The Best Tech Comm Deal from Adobe You've Never Heard About…

Speaker: Matt Sullivan

When: Tuesday, February 16, 6 P.M.–9 P.M.

Where: DoubleTree Club Hotel
7 Hutton Centre Drive
Santa Ana, CA 92707
714.751.2400

Cost: Members with reservations $26
      Students with reservations $20
      STC member, speaker-only $12
      Nonmembers with reservations $31
      Walk-ins, or those registering after
      the deadline $35
      No-shows billed $26

Reservations:
Due by midnight, Sunday, February 14

Registration:
Online at http://www.ocstc.org/dinres.asp

Directions to the DoubleTree Club Hotel
Map of the I-405 and SR-55 area. The star below indicates the hotel location. Parking is FREE.

Not Getting Your TechniScribe?
Are you an OCSTC member, but not receiving your copy of TechniScribe by mail? We may have an incorrect address for you. You can update your information online at http://www.ocstc.org/changeform.asp.

Also, we’ll be purging inactive members from our mailing list this month. So, if you’re no longer a member and would like to continue receiving TechniScribe by mail, please consider rejoining OCSTC, or you can subscribe to the newsletter for $10 per year. Just send a subscription request to http://www.ocstc.org/changeform.asp.

Going back to school and need textbooks? You can find what you need at Amazon! Shopping at Amazon is not only a great place to find books and other items, it’s also a great way to give back to OCSTC! The next time you shop at Amazon, please access the site via http://www.ocstc.org. Amazon donates a percentage of your purchase to the chapter. Thank you!

If you would like to receive e-mail notifications about upcoming OCSTC meetings, sign up at http://mailman.stc.org/mailman/listinfo/stcocc-l.

Enter your email address, create a password, and click Subscribe. This list broadcasts only meeting notices and STC announcements.
Publication Policies

*TechniScribe* is published 12 times a year as a benefit to the members of the Orange County Chapter of the Society for Technical Communication. The goal of the publication is to reflect the interests, needs, and objectives of OCSTC members. *TechniScribe* strives to be an advocate for, and an inspiration to, technical communicators by keeping them connected to each other and to opportunities for professional growth.

Articles published in this newsletter may be reprinted in other STC publications if permission is obtained from the author, credit is properly given, and one copy of the reprint is sent to the *TechniScribe* managing editor.

Submission Information

The editorial team retains and exercises the right to edit submitted and requested material for clarity, length, and appropriateness.

When submitting material, please remember to:

- Include a 25-word biography about yourself.
- Send articles in Word (doc), Rich-Text Format (RTF), ASCII (txt), or in the body of an e-mail message.
- Send material to the managing editor (*techniscribe@ocstc.org*) five weeks before the date it will be published.

Editorial Staff

**Managing Editor** Jennifer Gardelle

**Copyeditor** Teresita del Sol

**Copyeditor** Anne Stratford

**Copyeditor** Barbara Young

**Proofreader** Michael Opsteegh

**Proofreader** Suzanne Madison

**Web Version** Jeff Randolph

Monthly Advertising Rates

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Subscriptions

$10 a year to members of other STC chapters.

Printer

PrintWorks, Irvine, CA

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**Editor's Desk**

*By Jennifer Gardelle, TechniScribe Managing Editor*

It's that time of the year again—time to renew your dues! There has been a lot of discussion about this among friends, among colleagues around the water cooler, and on the professional networking site, LinkedIn (http://www.linkedin.com).

Suffering from an acute case of writer’s block, I was delighted to find STC France member Destry Wion’s discussion on LinkedIn. “That’s it,” I thought, “I’ll write about this.” Not only was this great timing for me and my sad dilemma, but it was great timing for this sort of frank discussion. In his post, he discussed what he feels he gets out of being a member of STC—in his case, not much more than what he puts into it. This is an interesting point, and isn’t it true of any organization we belong to or any activity we engage in? What do you get out of being a member? Personally, I get a lot out of being a member because I’m part of a great team here. I love going to the OCSTC meetings and seeing friends and colleagues and meeting new people. And I love putting this newsletter together (okay, nearly all the time). I’m happy with the organization, and the people I see most often at the meetings are, in fact, the ones who are most active in the organization.

This is by no means intended to browbeat you into joining the council or even attending every single meeting, but rather to reflect on what the chapter means to you. Why did you join in the first place, and why do you keep coming back? I joined STC (and OCSTC) after hearing someone rave about STC meetings being the place to find job leads. He was, of course, talking about the chapter during the dot com era when OCSTC was thriving. The dot com bubble burst, and the job leads have dropped off significantly, but there are other reasons to keep coming back, such as networking—not just to land a job, but to maintain a colleagueship—we’re all here for each other.

Of course, there are many people who say that their companies won’t pay for them to join this year. With times as tough as they are, this is a real concern, but there are many members (including me) who have always paid for their memberships out of their own pockets. Many of us will do this again, and I hope you’ll be able to, too. When you renew your membership, please pay the extra $25 to include OCSTC chapter membership.

I look forward to watching STC pull itself out of its financial problems, and I hope it happens soon. Until then, we need our professional network more than ever. So, I’ll see you at the next meeting. T5
Process Requirements

This EduNote concludes the story about you as a technical communicator thrust into a high-visibility project management position. It all started when marketing received a most welcome request for proposal (RFP). A significant contract award would rescue the floundering company. Unfortunately, an important company process specified in the RFP was unstable. Lack of documentation for this ad hoc process appeared to be a contributing factor.

The previous segment of the story included three project management decisions: you were to ask marketing and QA to obtain audit check-list information from the auditor; publish a weekly one-page project status report; collect formal process requirements from each of the seven principal groups. These groups include auditors, stakeholders, process owners, operations department, QA department, marketing department, and the tech comm department.

Your Strategy

Your strategy might include the following:

- Inform everyone about the importance of the process for the company’s future. Your objective is to maximize cooperation and minimize conflict within the organization.
- Obtain auditor’s guidelines. Your objective is to document the operational process in a manner that meets or exceeds the auditor’s guidelines.
- Obtain sufficient information to specify the process. Your objective is to let all parties express an opinion about what the process should accomplish.
- Leverage cooperation. Your objective is to discover why the process is unstable.
- Assign accountability. Your objective is to prepare an in-house team to take full operational responsibility for the process.
- Accurately document the improved process. Your objective is to identify and document each procedure and each explicit operational interface.

Your Implementation

Your project newsletter was a success. You announced a contest to name the project. The award was dinner for two at Chez Ritz. You also asked for process requirements within five days. At the next project meeting, you asked the employees to vote for the project name. The winning name was “Project Success.”

The marketing manager introduced the QA manager to the auditors. The auditors recognized that your company was serious about the competition. You soon received a copy of the auditor’s guidelines.

Your inbox was full of written requirements. Based on these requirements, and using Visio, you developed a multipage cross-functional (swim lane) model. With the model as a guide, you asked tech comm procedure writers to meet with the various SMEs. Each evening, you refined the model to incorporate the latest information. Then, an editable review copy was sent to each department. At the end of two weeks, you had mutual agreement on a fully documented the process. You were pleased on the first day of testing when the process ran according to the documentation.

An Unstable Process

Around noon on the second day of testing, the process crashed. You called a meeting of senior personnel. Examination of events leading up to the crash was inconclusive. However, the system log revealed a “smoking gun.” System updates were scheduled for midnight, not at noon the following day. Process crashes usually occurred about 12 hours after the most recent update. Data corruption during active process calculations resulted in process instability!

The problem (root cause) was a bug in the commercial software. The designer used a.m. and p.m. instead of 24-hour time. A coding error in a software timing module changed p.m. to a.m. In the program, midnight became noon. Consequently, system updates happened at noon, not midnight.

Conclusion

The operations department assigned three experienced personnel to manage the stable process. By the time the auditors arrived, there was proof of reliable process operation. The process operations mirrored the process documentation. The auditors were pleased to see well-prepared documentation for each procedure. They were delighted the Visio cross-functional diagram identified each procedure and decision point. A few weeks later, an exuberant GM announced your promotion and predicted the company would be in business for a long time, thanks to Project Success.
When you tell your friends and family that you are a technical writer, what’s their reaction? To me, they say that it sounds like an important job and probably isn’t easy. When I tell them I write online help as part of my job, they often tell me that Help doesn’t help. Unfortunately, this is sad but true. People get frustrated when they read poorly written documents and can’t find the information they need.

This is why I’m running for the STC nominating committee. I want to make a difference. From here, I could tell you my interesting biography, list awards I’ve received, accomplishments, extensive work history, decision-making processes, and reasons for running. But, this is all in my candidate statement on the STC web site. Here is the stuff I could not include:

Reliable
I strongly believe in accountability and follow-through. If I say I will do something, I make sure it gets done (or tell people early enough in the process if I can’t do it, so we can go to plan B). I also believe in following directions and meeting deadlines. At the same time, if I don’t understand the process or don’t believe that the rule applies, I will ask questions until I am satisfied that this is the best way to go ahead.

Critical Thinker
When I was a lead judge for the STC international tech pubs competition, a new procedure was initiated that required writing at least 24 comments on the judging form. Thinking that this would be too onerous, I asked to see if this was a hard and fast rule. The spirit of the procedure was to ensure that submitters received sufficient written comments and not just numbered ratings. Thus, I wrote critiques to help the submitters, not always conforming to the 24-comments rule.

Innovator
My company recently started translating documents into foreign languages. My manager gave me the task of creating a new procedure for labeling them, putting them through the approval process, and posting them on our web site for customers to download. Tracking and classifying over a hundred documents with different versions and languages could potentially fall into disarray. I was careful to think things through before taking action. I asked appropriate personnel for their input and drafted a formal procedure, which management approved. Although the procedure continues to get revised even to this day, I am proud that I was part of the first effort to formalize it.

You can also get to know me at LinkedIn (http://www.linkedin.com/in/nathaniellim) and on Facebook (http://www.facebook.com; search nathaniel lim impac).

Starting March 9, please take a minute to cast your vote for Nathaniel Lim. I would be grateful for your vote for membership on the Nominating Committee.
A helpful trend in OCSTC is to cross-pollinate with experts from other professional disciplines that have transferable application to the discipline of technical communication. The speaker and topic of the January meeting is a perfect example. Thomas Cutting works primarily in the sphere of project management. He spoke to us on how people in organizations can use authority to accomplish collaborative work.

Cutting’s title for his talk, “Grabbing Authority,” wasn’t suggesting we grab authority out of someone else’s hands. What Cutting was stressing was that authority is rarely placed in our hands. If you want authority, you have to recognize it, and take it when the opportunity arises.

What does wielding authority have to do with technical communication? A lot. Some technical communicators may assume because they don’t have a high-profile position with a menacing title, they don’t have any authority. For me, one of the most helpful takeaways from Cutting’s talk was that authority comes in a variety of flavors. Even though I don’t have advanced degrees and a corner office, there are situations where I can legitimately “grab” authority and gain “access to the right resources and the license to do things the way they should be done.”

Many technical communicators engage in highly projectized work. They may not have the title “project manager,” but they take on the role of project manager to complete a document or a set of documents. As a project manager, they must work from a position of dependency. Those of us who are constantly sending queries to subject matter experts for verification of content, realize how dependent we are. The more we understand the dynamics of authority, the better we will negotiate the rapids and pitfalls of collaborative work.

Authority is a capricious thing. It comes and goes. You may have it for a season, but no one has it indefinitely. It can be nurtured or squandered. Some carry authority like a club with the implicit threat of a beating if the authority is challenged. Others graciously wear their authority like a mantle.

**Types of Authority**

Cutting cataloged four main categories of authority pertaining to the work place:

- **Positional authority.** This is formal authority based on your position in the organization chart.
- **Referent authority.** This is the ability to influence others through your charisma, personality and charm.
- **Reward/Penalty authority.** This type of authority uses both negative consequences and positive reinforcement to motivate people.
- **Expert authority.** This is the highest level of authority you can achieve, based on the respect gained for your abilities.

Each type is legitimate. Certain circumstances and personalities respond better to certain types of authority. For each type, Cutting described how to grab it, how to abuse it (or really how not to abuse it) and finally some of the challenges associated with each type.

Cutting kept the presentation lively by interspersing stories from his own career. He also did a good job of interacting with attendees who had questions and comments.

For more information, you can find Cutting’s presentation at [http://ocstc.org/meeting_archive.asp](http://ocstc.org/meeting_archive.asp).

**Bill Henderson is a content development analyst with the proposal unit of Prescription Solutions in Irvine.**

**Note from VPs, Programs**

Wasn’t January’s meeting terrific? If you were there, you got a fantastic opportunity to closely examine the concept of authority. How we manage it for ourselves, how those we work for and with manage it as well. And maybe even look at it beyond the office… Information all of us can think on and apply—whether we manage, whether we drone or whether we want to be one or the other and need a little boost to get there.
Meet Brenda

It was my love writing that inspired me to become a technical writer. I graduated from California State University at Fullerton (CSUF) with a bachelor’s degree in Communications in 1990. In 1990, we were in the middle of a recession much like today. I looked for work as a writer—any type of writer—advertising copy writer, marketing writer, public relations writer or technical writer. I could not find a job as a writer, and I had to become a writer—not a media planner, nor a public relations spokesperson, etc.

Torn between going back to school to get a Master’s degree or a Certificate for Technical Writing, I made an appointment to talk with the coordinator of the Technical Writing Certificate program at CSUF. When I was an undergraduate student at CSUF, I took Dr. Mirshafiei’s English 360 Technical Writing class. I remembered all of his success stories about his students who had received the Certificate for Technical Writing. All of them seemed to find jobs as technical writers.

When I talked to Dr. Mirshafiei, he encouraged me to sign up for the Certificate program. I signed up and obtained my Certificate for Technical Writing in December 1991.

For a couple of years after that, I worked as a bank teller and then in Loan Servicing at Bank of America. I had really not bothered to look for a new job using my newly acquired writing skills until the day I ran into Dr. Mirshafiei.

I was at the gym riding a recumbent bike. Dr. Mirshafiei was riding the bike next to me. He looked at me and said, “You look very familiar.” I replied, “Yes, I was in your technical writing class a few years ago and I obtained the Certificate for Technical Writing. He said, “Are you working?” I said, “Yes, but not as a technical writer.” He said, “I have two job leads for technical writers and no one to refer.” Call me at my office and I’ll give you the phone numbers to call.” Dr. Mirshafiei had no one to refer because it was intersession break. I was still riding the bike when he rattled off his office phone number to me.

I applied for both positions and received an interview for one of them. A few weeks later, I landed the job—my first job as a technical writer—for a start-up computer software/hardware company. I started my career as a technical writer at the beginning of 1994, and I’ve been doing it ever since. I was in the right place at the right time and consider Dr. Mirshafiei my mentor to help me enter the field of technical writing.

I was sad to recently hear about the Certificate Program for Technical Writing ending with the retirement of Dr. Mirshafiei.

Currently, I am unemployed and actively looking for work as a technical writer. I’ve worked as a technical writer in the finance, mortgage, insurance, software/hardware, IT, biometrics, and forensic technology industries. Some of the companies I’ve worked for are Avco Financial Services, Washington Mutual, New Century Mortgage, Pacific Life, Printrak International, and Motorola.

My specialties include software user manuals, system administrator manuals, IT procedures, policies and procedures, online help, reference guides, quick reference guides, release notes, system diagrams, and process flowcharts.

I am a big-time Angel’s Baseball fan. I attend as many Angel’s games as possible each season. I also really enjoy watching the Anaheim Ducks play hockey at the Honda Center. My other hobbies include reading, creative writing, exercising, walking, watching movies, and jewelry making.

Spotlight Awards

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5. Park in the Plaza or along the area by the railway tracks. Sarducci’s is the brick building to the left of the railway cars.

Because the restaurant is actually in the train station, consider making your commute easier by riding the train to and from the banquet!

Train schedules from the north (Los Angeles, Orange County)

Amtrak 582 arrives in San Juan Capistrano at 5:23 P.M.
Amtrak 595 departs San Juan Capistrano at 9:41 P.M.

Train schedules from the south (San Diego)

Amtrak 785 arrives in San Juan Capistrano at 5:26 P.M.
Amtrak 592 departs San Juan Capistrano at 9:48 P.M.

For more information and to RSVP, go to http://www.stcspotlightawards.org/banquet.html. We’ll see you in the spotlight! TS
OCSTC Employment Information

Our job listing is entirely online at the OCSTC web site. Pages are updated as jobs are submitted.

Staff Jobs
http://www.ocstc.org/employme.asp

Contract Jobs
http://www.ocstc.org/contractme.asp

Free Job Posting
http://www.ocstc.org/jobsubmit.asp

Inquiries
If you have an inquiry, e-mail our employment manager, Betsy Malone, at betsybythebeach@adelphia.net.

Society-Level Job Listings
STC maintains job listings on the Internet. You can download the listings from the STC web site at http://jobs.stc.org.
STC Nominee, Steven Jong

By Steven Jong

STC Secretary

Thanks for your consideration! I’d like to tell you a little about my background, describe my experience and why I’m a good fit for STC Secretary, and list what I see as the society’s issues and my ideas to help.

My Background

In 30 years as a technical communicator, I’ve done a little bit of everything, including editing, illustrating, and training, but mainly writing and managing. Currently I work as a documentation manager.

Outside of work I’ve written professional papers, magazine and newspaper articles, fiction, poetry, and a trade paperback. I’ve designed and delivered courses, seminars, and workshops, in the US and Europe, on technical and professional subjects. I’ve been a law-school instructor, a freelance proofreader for the Dummies Press, and a compositor for an academic book. Finally, I’ve led three other non-profit organizations (including a stint as secretary) to long-term stability.

I’m an active member of the Boston chapter. For nearly 20 years, I’ve served the chapter competitions as a judge, lead judge, best of show judge, and judge trainer. In 2001, I was elected to Boston’s administrative council. Then, in 2002, I was elected second vice president, and served in automatic succession as first vice president, president, and immediate past president. During that time Boston won three chapter Awards of Distinction. I was given Boston’s Landers/Carbrey Spirit of Volunteerism award in 2007. I also belong to the Northern New England chapter, the Management SIG, and the Information Design SIG.

At the Society level, I am in the final year of my term on the Board of Directors. I am the chair of the Certification Task Force. I’ve participated in the International Technical Publications Competitions as a judge, lead judge, and best-of-show judge. And I’ve presented at eight annual conferences.

The Secretary’s Role

The secretary assembles and distributes the agenda and materials before meetings, takes minutes during meetings, and distributes them to members afterwards. A secretary must be highly organized and detail oriented. But a good one also keeps the group on agenda, manages time, and reminds people of previous actions and decisions.

As a member of the Executive Committee, the secretary has the dual role of officer and voting board member. You have to know when to take notes and when to speak up. All board members must focus on strategy, not tactics. You can’t micromanage; you have to set goals and directions for the good of the entire society, and leave the implementation to the staff or volunteers.

Society Issues

Today, STC’s biggest issue is existential: will we be around next year? We’ve taken huge steps to reach 2010, and I think we’ll be around in 2011. But there are still major issues to resolve, such as next year’s chapter business model. We need to rebuild our membership, and to do that we need coordinated membership drives that reach out locally to lapsed members and globally to new demographics and new areas of practice.

I also think a serious communication gap exists between the society, chapter leaders, and members. I’ve seen first-hand how messages can be both miscommunicated and misinterpreted. Our relationships need repair; good communication helps, and the Secretary plays an important role.

Finally, we need for STC to set the standards in the field for everyone—practitioners, clients, and consumers alike. I support initiatives that would raise our value to employers.

I have a three-part platform:

- Speed: I want to collect and post information faster, both before Board meetings for directors and afterwards for members.
- Transparency: I want to share as much information with members as we can within the legal constraints of an association.
- Communication: I want to ensure that we send out a steady, clear, and consistent message on multiple channels, including our Web site, our blog, and appropriate social media. Also, I think community secretaries need the same kind of support that community presidents and treasurers get now, and I’ll work to establish that standard.

Summary

I have a great deal of relevant experience, not just at the chapter and Society level but also at other nonprofits. I’ve worked with good secretaries and bad, so I know what’s important in the role. I am an excellent communicator, well organized, and process and detail oriented, which are all critical traits in a secretary. And

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February Meeting Topic

The Best Tech Comm Deal from Adobe You’ve Never Heard About...

About the Presentation

How much would you pay to:

- Create PDF files on a machine without access to Acrobat or Acrobat Distiller?
- Conduct online reviews of PDF or distribute and collect data file forms without managing network access and server locations?
- Help someone with remote tech support on their computer?
- Do a small presentation or an impromptu live collaboration with folks outside your immediate work area?
- Navigate uploaded PDF files with other users to create a virtual brainstorming/whiteboard session?
- Deliver large files to others without clogging email servers, setting up ftp transfers, or splitting the files into small pieces?

And just for kicks, would you find it convenient to:

- Collaborate on documentation in real time using simple (MS Office-like) online applications?
- Use your web-enabled phone to search, browse, or view files or generate and send links to—rather than attaching—bulky files?

This free service from Adobe does all of the above! And you say you still haven’t signed up at https://acrobat.com?

Join Matt Sullivan to discuss some of the most useful aspects of acrobat.com, including file sharing, web conferencing and collaboration, and presentations. Those with mobile wireless connections on their laptops (Verizon, etc.) will be able to participate in the examples used in this presentation. To get the most from the presentation, Matt suggests you spend the three minutes it takes to get your free account and familiarize yourself with some of the basic services available there, such as file sharing.

About the Speaker

Matt Sullivan currently holds the position of Director of Training at roundpeg, Inc. (www.roundpeg.com), a company that specializes in training and development for Web technologies and desktop publishing.

Previously, Matt served as Chief Executive at GRAFIX Training, Inc. (www.grafixtraining.com), a company that specializes in training and consulting for Adobe’s Technical Communication Suite and Creative Suite products.

Matt has been delivering classroom training for over 13 years and has presented at numerous STC chapters, including OCSTC. As a nationwide Adobe representative, Matt participated at print and users assistance conferences. Additionally, Matt presented at the 2008 and 2009 STC Summits. He can be reached at matt@roundpeg.com or matt@grafixtraining.com. 

Orange County Chapter Society for Technical Communication

STC Nominee, Steven Jong
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because I’ve observed the exemplary work of Char James-Tanny, I already know what to do.

For more information, go to http://www.Steven-Jong.net. In March, please cast a vote for me.

Thanks in advance! 

STC Nominee, Steven Jong
Orange Slice: Calendar of Events

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<td>February 2</td>
<td>OCSTC Council Meeting</td>
<td>Airport Executive Suites, Irvine</td>
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<td>March 16</td>
<td>Field Trip to the New Microsoft Store!</td>
<td>The Shops at Mission Viejo, # 578 Mission Viejo, CA 92691</td>
<td>6 p.m.–9 p.m.</td>
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Fellow Organizations

OCSTC has been trying to offer collaborative meetings with other organizations in the area. I’ve listed some of them here. Like OCSTC, these organizations offer great professional growth and networking opportunities. This list is, of course, not exhaustive. So, if you belong to an organization besides STC, and want to mention it here, please e-mail me at techniscribe@ocstc.net.

American Medical Writers Association, http://www.amwa-pacsw.org
Project Management Institute, http://www.pmi-oc.org