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Can Automation Replace Technical Writers?

By Andrew Warren

A posting on the Techwr-L listserv asked if anyone was familiar with Doc-o-Matic (<http://www.doc-o-matic.com>), billed as "a single source ... tool for source code documentation and help authoring." Managers and IT supervisors might be attracted to its automatic features. Andrew Warren, whose post on dysfunctional specifications was featured in TechniScribe's September issue, posted the following reply.

I haven't used Doc-o-Matic, but from the description on the web site, it seems to be an automated documentation-extraction tool like Doxygen: You feed your software team's source-code files into one end, and it excretes documentation from the other.

If it works like Doxygen (open source, <http://sourceforge.net/projects/doxygen>), some of the generated documentation—call trees, dependencies, symbol tables, function-parameter lists, etc.—comes from analysis of the code, and the rest comes from comments (which may include special formatting codes for the documentation generator) placed in the source-code files by the software developers.

For the software-development team's internal use—as a development tool—I guess Doc-O-Matic could be helpful, although modern text editors make it largely unnecessary.

However...

If the generated documentation will be distributed beyond the development team, or if it will be controlled in the same way as other documentation (for example, if it's assigned a document number or has to be checked in/out of a repository), there are a *lot* of issues to think about. Here are 10 to start with:

Front- and Back-end Issues

One: If any of your code is written in a language that these kinds of document-generation tools do not understand, the tools won't be able to parse it.

It's possible to add new language front-ends to Doxygen (if your company agrees to fund that development and your legal

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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 format, RTF (Rich-Text Format), ASCII, 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.

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President's Message

By Jeff Randolph, OCSTC Chapter President



In my September column, I reported that the 2007 WritersUA Conference would be in San Diego. There has been a change, and it is to our benefit. The conference will be in downtown Long Beach at the Hyatt Regency, on

March 25-28, 2007. Registration will begin on Nov. 1, and substantial discounts are offered for early registration. To get the latest details and updates, check out the WritersUA web site at <http://www.writersua.com>.

By the time you receive this issue, you will probably have received at least one renewal notice from STC for 2007. I encourage you to renew. We continue to offer a good set of services.

I have written previously that STC has additional tax deduction benefits. As a 501(c)(3) non-profit educational association, you can take advantage of organizations like the United Way to make tax-deductible contributions to Orange County STC. If you want to see your money work for you, direct contributions will benefit you. And since you are close to the source—after all, anyone can attend any Council meeting—you can influence the direction we take.

To continue our discussion of the best-selling business book by former General Electric CEO, Jack Welch, another section of *Winning* involves leadership. Welch discusses leadership from the standpoint of employees and managers. There is a difference, and Jack Welch boils it down to a simple distinction: Leadership is about growing yourself, and when you are a manager, leadership also involves growing others.

In this highly competitive and global economy, we need to continually grow ourselves. Management will continue to look for the people who will help fulfill the organization's mission. Managers also need to encourage risk-taking where workers can extend themselves without fear of retribution.

Welch offers his eight rules of leadership for managers. If you are clear about the mission, and you

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Next Meeting

Topic: **White Papers in Your Future**

Speaker Beau Cain

When: Tuesday, Nov. 14, 2005, 6-9 p.m.

Where: DoubleTree Club Hotel
Hutton Centre Drive
Santa Ana, CA 92702
714.751.2400

Cost: Members with reservations.....\$22
Students with reservations.....\$16
Nonmembers with reservations.....\$27
Walk-ins or those registering after
the deadline.....\$31
No-shows billed.....\$22

Reservations:

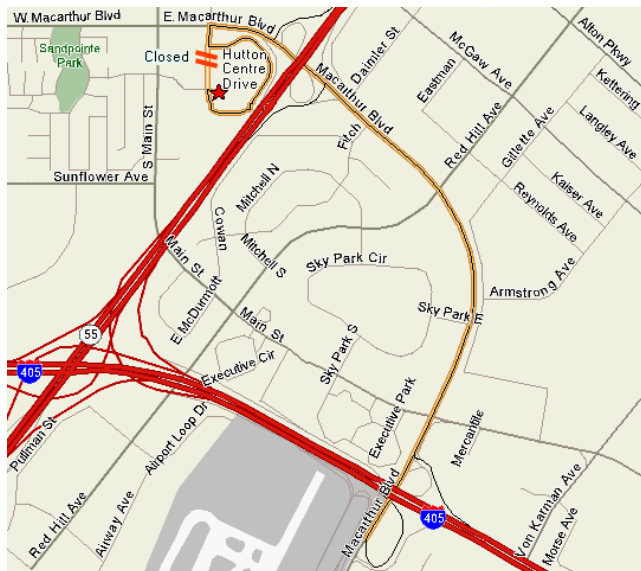
Due by midnight, Friday, Nov. 10.

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.



Colophon

TechniScribe is produced using Microsoft Word 2003 SP2 for PC. Arial and Palatino Linotype are used for heading and text fonts.

PDFs are produced using Adobe Acrobat Standard version 6.0.5

Editor's Desk

By Jim Marchant, *Techniscribe* Managing Editor



We're poised to begin another adventure in newsletter production for *TechniScribe*. You may recall that in my inaugural column, I described how former editors relied on Adobe PageMaker, but a Microsoft Word template and styles were replacing it.

That's how the last six issues have been created, proving that it can be done, but not always easily.

Word can work well for book-style documents, where text flows from page to page consecutively. But when articles continue to random pages, Word's preference to flow runover text to the next page can create chaos. This can be magnified when some pages use a column format and others do not.

Word doesn't always play nicely with pictures. When text spills over to an adjacent page, pictures already there can relocate to bizarre places—such as the end of the document—or even disappear entirely, then reappear upon output.

Exchanging Word documents for editing and proofreading using "track changes" works somewhat. However, changes are still manually transcribed into a parent document. The hope for a semi-automatic table of contents has not been fulfilled—it is assembled manually.

Therefore, a robust page-layout application has been needed, and the OCSTC chapter is in the process of obtaining Adobe Creative Suite Pro, to allow *TechniScribe* to be produced in Adobe InDesign.

This means another learning curve, but as an old QuarkXPress hand, I don't expect it to be steep.

The benefits of Acrobat 7 will be brought into play for editors and proofreaders, because new capabilities in the free Acrobat Reader allow comments and notations to be added to a PDF document.

As I mentioned in my inaugural column, the best compliment would be to hear that you don't notice much difference.

InDesign-produced issues should appear around the first of the year.

Send your articles and ideas to Jim at techniscribe@ocstc.org ♦15♦

STC Supports World Usability Day



World Usability Day 2006

14 November 2006 • Making life easy!

The national headquarters of the Society for Technical Communication (STC) has announced its support for World Usability Day (www.worldusabilityday.org), which is Tuesday, Nov. 14.

Primarily sponsored by the Usability Professionals' Association, World Usability Day is a series of events that promote the values and benefits of usability engineering and user-centered design. The events will take place over a 36-hour period in more than 30 countries..

"STC's involvement in World Usability Day is a logical extension of technical communication," STC President Paula Berger said.

"Everything that technical communicators do is about usability, whether making instructions more usable through better writing, interfaces more usable because of better labeling and navigation, or products more usable because of user testing. It's all part of the same continuum."

As part of World Usability Day, STC and CM Pros (www.cmprofessionals.org), an organization of content management professionals, are organizing a

global online card-sort exercise.

The exercise is made possible by the donation of WebSort software (www.websort.net) from Parallax, LLC.

Card sorting is a quick, inexpensive, and reliable technique for determining how people categorize information.

This knowledge helps information architects and usability professionals create structures for print and online information that make products and technologies more usable.

STC's card-sort exercise will be carried out by participants on five continents.

The exercise will provide insights about regional variations in the ways people organize information. Anyone interested in participating in this valuable exercise can sign up at www.stc.org/wud.



Usability Professionals' Association

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Listen to Chapter Presentations On the Go

By Tom Johnson, STC Suncoast Chapter President,
St. Petersburg, FL

About a year ago I decided that exercise would be more pleasant if I had a podcast to listen to. So I ordered an iRiver MP3 player from eBay, strapped it to my arm, and before I knew it, I was hooked on podcasts. I soon started scouring the web for interesting audio to listen to—not only while jogging on the treadmill, but also while driving in my car, shooting baskets, fishing, running errands, painting, formatting documents, and even mowing the lawn. Podcasts refer to audio content you can listen to on the go—usually while performing another task that requires only minimal concentration, such as driving or exercising. Although you can certainly listen to podcasts at your computer, usually you might listen while surfing the web or working on some other project. In short, it won't be the only task you'll be doing. If you don't already have one, go out and get an MP3 player at your local electronics store, load it up with podcasts, and then take that content with you as you go about your day.

Podcasting has a tremendous potential to increase the amount of useful information you can absorb during the week. Podcasts like Photoshop TV reveal the power of communicating how-to content. Dozens of other technology-focused podcasts speak to their ability to communicate conceptual information.

Right now there is a wide-open opportunity for technical writers to jump into podcasting. In early September, I started up Tech Writer Voices (<http://www.techwritervoices.com>)—specifically for technical writers. I am forming a team of podcasters to post interviews, news, tips, and information for technical writers. The availability of Skype to make free global calls, and the ease of recording these digital calls, has opened the landscape for potential interviewees to an astonishing scope.

Other resources for podcasts include the scores of experts presenting at STC chapters every month. These meetings need not be limited to the participants who are physically present. By recording your chapter's presenter, you can preserve the content and make it available to a global audience.

Doug Kaye, founder of IT Conversations, says he started IT Conversations with a similar purpose. He says, "I realized that every day on the planet there are thousands of really valuable events that disappear,



that evaporate, because nobody is capturing them, nobody is recording them. It could be the greatest speakers of our times, it could be the school board in Kuala Lumpur, but it's important to somebody."

I realize there may be some reluctance to record your chapter presenters. Some may feel that recording and distributing a presenter's content lessens the appeal of that presenter, making the content stale and reducing the demand for the presenter to make chapter appearances.

Actually, presenters who allow their information to be reproduced in this way can tap into a much larger audience for their content than if they were to limit it to the chapter members present. If you podcast a presentation, Kaye says the number of listeners grows by two orders of magnitude. Instead of 50 listeners, you get 5,000.

Additionally, Paul Colligan points out that the 5,000 listeners are people who voluntarily select to listen to your podcast, who went to the trouble to download it. They can seek you out if interested in your services. And you can include links to sales literature in the same posts where they get the audio download. You can also mention your web site, and establish yourself as an authority on a wider scale.

Essentially you trade some intellectual capital for promotion of yourself and your services. Even if you explain DITA for 30 minutes, people aren't going to know how to implement it. They'll probably walk away thinking, "I need to have this guy help me set this up."

Concerning timeliness of the material, you can always remove a presentation that becomes dated. More likely, though, your podcast will live immortally online, being continually available to new users who discover you with eagerness even years after you delivered your presentation.

If you are interested in joining the Tech Writer Voices podcasting team, send me an e-mail at tj@techwritervoices.com. If you are just interested in finding technical-writing-related podcasts, go to <http://www.techwritervoices.com>. ♦TS♦

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October Meeting Review

By *Bill Henderson*, OCSTC Member



Bill Henderson

A foundation of technical communication is "Know your reader." When designing a web site, a variant might be: "Know your Googlebot."

Google is one of the few companies whose name has become a verb, synonymous with "search." More web searches are initiated with

Google than all other search engines combined.

At the October meeting, Chapter President Jeff Randolph presented the case for creating web pages that are Google-friendly.

Jeff knows whereof he speaks. He and his colleagues at Beckman Coulter have transformed pages of the corporate web site (including the home page) that were nearly invisible to Google. Now, a search for a Beckman Coulter product or process routinely shows a Beckman Coulter web page (or PDF document) in the top five results. Screen shots of search results provided ample proof that Google and the web site of Jeff's company are now buddies.

Here are Jeff's "Seven Steps to Make Your Site Google-Friendly."

- Analyze your site and your site's content.
- Structure your content consistently throughout the site.
- Analyze how to use images.
- Link to additional content on your site.
- Create a site map linkable from your home page.
- Update your site continually.
- Monitor the location and frequency of access by "googlebot," the Google web robot that surveys sites, leaving its tracks in web page statistics.

Jeff also spoke about how to ensure that PDF files are seen and indexed by Google. Jeff counsels, "Make sure you complete the PDF properties for your document as completely and accurately as possible in Acrobat."

To emphasize the wisdom of logically linking key elements in your web site, Jeff concluded with a paraphrase of the lyrics from a 1983 pop song by The Fixx: "Mean what you say/Say what you mean/One thing leads to another."

Bill can be reached at wwhenderson1023@yahoo.com

◆TFS◆

Upcoming STC Seminars

STC offers a number of ways for technical communicators to further their education and expand their skill sets. In addition to the STC annual conference and various regional conferences, the Society offers seminars conducted over the Web and telephone.

What is a Web-Telephone Seminar?

In a Web-telephone seminar, participants listen to the presenter over the telephone (much like a conference call) while viewing presentation materials over the Web. This format provides easier access to materials for reference during the presentation, as well as a more intimate, "classroom" setting than the typical telephone seminar.

Registrants are provided with a toll-free number, a secure URL, and passwords to access both the audio and online elements of the presentation. You then sit back, listen and view the presentation, and join in the lively Q&A discussion that follows.



Benefits

- No travel time
- Pay per site and not per person (See below.)
- Train without leaving the office

Costs

- \$99 (STC Members)
- \$149 (Non-Members)

One site can have only one phone connection and one computer connection. You will be issued an enrollment ID, passcode and phone number when you register and pay for the seminar. If you forward your ID, passcode and/or phone number to others or use it on more than one computer or phone connection, you will be billed \$150 for each additional connection used.

Please note that registration closes 24 hours prior to each event.

Choosing the Right Usability Technique (to answer the right question)

Nov. 8

Presenter: Whitney Quesenbery

Level: Intermediate

Selling Technical Communication Services Both Inside and Outside Your Organization

Nov. 22

Presenter: Robert Dianetti

Level: Intermediate/Advanced

Creating Training that Sticks

Dec. 6

Presenter: Maggie Haenel

Level: Beginner/Intermediate

◆TS◆

Put it before them briefly so they will read it, clearly, so they will appreciate it, picturesquely, so they will remember it, and above all, accurately, so they will be guided by its light.

Joseph Pulitzer

Can Automation Replace Technical Writers?

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department is happy with Doxygen's open-source license requirements), but it's not easy. Doc-O-Matic doesn't seem to offer the option at all.

Two: If the tools do not output documentation in your preferred file format, you are out of luck. Doxygen allows new output capabilities to be added, but the cost is significant.

Three: Setting up and configuring Doxygen is a pain, and people disagree vigorously about Doxygen configurations.

Single-Sourcing Issues

Four: Since source code and documentation coexist in the same file, fixing even a minor punctuation or spelling error in the documents means a new version number for the source. If the product has already been released when this happens, it can be a huge issue, especially if your product IS the source code:

- Someone has to update internal and external web pages, training materials, knowledge bases, CDs, and application notes with the new code.
- All of the printed and CD-based documentation you've published suddenly goes out of date.
- People call from all over the world asking for the new version of the software.
- Customers get the impression that you cannot get software right the first time, or the second, or ...

Five: Since software developers generally do not write polished documentation, the comments they embed in the source code must be edited by a technical writer. That tech writer must be trusted (and willing) to modify software source-code files without messing anything up.

Six: If your shop uses a version-control system such as Visual SourceSafe (which allows a file to be checked out by only one person at a time), the document-editing process cannot begin until the code writing is done.

As an Internal Development Tool

Seven: Every day I see code with comments that haven't been updated when the code has. Automatically generating documentation from comments that are wrong will not make them correct, useful, or up-to-date.

Unfortunately, the high quality of the generated output's *presentation*—it's usually really pretty, with nicely formatted tables and lists—gives the illusion that its *content* is of similar quality.

Eight: High-quality source code is easy to read.

Your programmer may always keep his comments correct, and he may even be one of the rare ones whose comments were written well enough to stand alone as software documentation. However, if the programmer is forced to splice in your document-generator's messy formatting codes, the code will never be easy to read.

Nine: Relieving a programmer of the busywork "burden" also relieves him or her of its benefits.

I used to own a car with an oil-level gauge on the dashboard, but I still checked the oil manually because opening the hood let me glance around in the engine bay and maybe see if there was anything going wrong in there. Looking "under the hood" in order to manually document his code gives your programmer the same opportunity.

Ten: Similarly, one of the best ways to debug code is to go through it step by step, explaining it to someone else, even if that other person never speaks.

Invariably, the explanation that begins, "This code should be working! Look, all it does is..." ends with something like, "...and it's OK that I'm casting it to a char here, because it'll never be larger than... Oh."

Using automated tools to do all the busywork means that the programmer rarely goes through the code step-by-step even to explain it to him- or herself.

Finally...

The automated documentation-generation tools seem to focus on things like automatic spell check, thoroughness of the code analysis, and the ability to generate visually pleasing output in lots of formats. This misses the point, which is that good documentation is about *way* more than that.

Correctness and clear presentation of the information is important, of course, but so is writing from the reader's point of view instead of the author's. A "User Manual" needs to explain how to *use* your software, but developer comments are likely to explain only how it was *built*. It's not the same thing at all.

I wouldn't hire a poet to write software for me, and I don't expect most software developers to write good documentation. The availability of automatic document-extraction tools doesn't change that.

P.S. Actually, I *might* hire a poet to write software. But I wouldn't pay him much.

This article was originally published on the TECHWR-L (www.techwr-l.com/techwhirl/) e-mail list. Reprinted with permission of the author and publisher. Andrew can be contacted at awarren@synaptics.com ♦T♦♦

Fresh Faces at the October Meeting

Newcomers and members who have not attended for some time were present at the October OCSTC meeting.



Allison McMillan-Lee, Celeste D. Mookherjee, Peter Lake, James Roeder, Joe Chrostowski, Jayne DonVito. Not pictured: Jill Morrill.

President's Message

< Continued from Page 2

follow the rules, the so-called hard decisions are not so hard after all.

Leaders relentlessly upgrade their team, using every encounter as an opportunity to evaluate, coach and build self-confidence. The team with the best players wins. Leaders must evaluate, coach and build self-confidence. This needs to occur continually and not just at the time of the performance review.

Leaders make sure people not only see the vision, they live it and breathe it. Leaders set the vision, so they also must make it come alive. There needs to be real, tangible, measurable benefits from the vision.

Leaders get into everyone's skin, exuding positive energy and optimism. If you are upbeat, the workers will be more upbeat and help defeat "the nattering nabobs of negativism." The energy needs to be sincere.

Leaders establish trust with candor, transparency, and credit. Everybody needs to have their mind in the game, and you never take credit for a subordinate's ideas as your own.

Leaders have the courage to make unpopular decisions and gut calls. Welch comments here that this item has the most questions about how to balance paradoxical situations, and his response is, "Welcome to management!"

Leaders probe and push with a curiosity that borders on skepticism, making sure their questions are answered with action. Team members have the answers, but leaders have the questions. "What if?"

"Why not?" and "How come?" should be operative phrases. However, the questions are hollow if they don't stir further debate.

Leaders inspire risk-taking and learning by setting the example. Don't pay lip service to risk-taking, then punish workers by whacking them if they fail. Managers have to continue to learn and grow just as everyone else does.

Leaders celebrate. Recognition and celebration creates further positive energy. As an example, celebrating our newsletter team members at the June OCSTC meeting encouraged some new volunteers!" Welch concludes with an answer to the age-old question whether leaders are born or made. IQ and energy "come with the package," but other skills, like self-confidence, are taught in the home.

With interpersonal skills you also try something, learn from it, and do it again, but better. ♦T♦

Software suppliers are trying to make their software packages more user-friendly. Their best approach, so far, has been to take all the old brochures, and stamp the words user-friendly on the cover.

Bill Gates

Society Pages



STC Mission Statement

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

Positioning Statement

STC helps you design effective communication for a technical world through information sharing and industry leadership.

The Society for Technical Communication (STC) is the world's largest organization for technical communicators.

Its more than 15,000 members include writers, editors, illustrators, printers, publishers, photographers, educators, and students.

Dues are \$55–150 per year. Membership is open to anyone engaged in some phase of technical communication, interested in the arts and sciences of technical communication, and in allied arts and sciences.

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If you would like to receive e-mail notification about upcoming OCSTC meetings, visit http://www.ocstc.org/list_redirect.asp.

Click **Join**. This list broadcasts only meeting notices and STC announcements

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/employe.asp>

Contract Jobs

www.ocstc.org/contractme.asp

If you have an inquiry or a job to post, e-mail Jeff Randolph at erandolp@ix.netcom.com.

A limited number of printed copies of the OCSTC web site listings are available at monthly chapter meetings.

Society-Level Job Listings

STC maintains job listings on the Internet. You can download the listings from the STC web site at <http://www.stc.org/jobsdatabase.asp>.

Meeting Fees Increase in January 2007

Due to an increase in meal rates by the Doubletree Club Hotel, the OCSTC chapter council has approved an increase in meeting fees, starting with the January 2007 meeting.

The increase will be \$1 more than the current fees for all attendee categories. Here is the new schedule:

Members with reservations	\$23
Students with reservations	\$17
Nonmembers with reservations	\$28
Walk-ins or those registering after deadline	\$32
No-shows billed	\$23

This is the first increase in student fees in about five years.

Orange Juice:

Membership News

By Michael Opsteegh, OCSTC 2nd Vice President, Membership

OCSTC Members: 276

STC Members: 15,202



Wow! Thanksgiving is almost here! Not far behind are the holidays and then the new year. It's amazing how quickly time races by. Since the new year is almost here, it's also time to start thinking about renewing your STC membership.

Each time we pay our dues, we weigh the benefits of STC membership against the amount of hard-earned cash we must pay in order to remain members.

In my opinion, the choice is easy. STC has helped me in my professional and academic growth, and I don't see how I could get by without it. I hope that you reach the same conclusion and choose Orange County as your chapter.

In my last two columns, I discussed the first of the major values OCSTC brings to our professional lives. That first major value is networking. The second value OCSTC affords us is access to online job postings. You can search for jobs nationally on STC's web site, or you can look for local positions on OCSTC's web site. We list staff and contract positions in a members-only area of the site, which means you need to be a current, paid-up member to sign in. OCSTC members can view as many jobs as they want and as frequently as they want through the Web.

Posting open positions is free and open to the public so that any employer, regardless of member status, may post positions for you to view.

Another great employment feature, offered only to members who select Orange County as their chapter, is the ability to post a résumé on the OCSTC site. The

résumés posted on the site appear in internet search results; therefore, if an employer is searching for key words that appear in your résumé, you just might get that phone call you've been waiting for!

Occasionally, OCSTC also offers workshops to help you dust off your résumé or spruce up your portfolio. Frequently, recruiters attend OCSTC meetings to announce job openings, pass out business cards, and collect résumés. The basic employment services offered by STC and, in particular, the Orange County chapter, are reasons why I think deciding to renew dues next month is a no-brainer.

If OCSTC were to disappear, who would offer these types of services to professional writers and editors in Orange County?

For membership information, please e-mail Michael Opsteegh at octechwriter@yahoo.com. ♦T5♦

New Year Events of Note

The 53rd Annual Reliability and Maintainability Symposium (RAMS) will be held at the Rosen Shingle Creek Resort and Golf Club in Orlando, FL, Jan. 22-25, 2007. For more information, see:

<http://www.rams.org>

ASTD (the American Society for Training and Development) will hold the ASTD TechKnowledge 2007 Conference and Exposition at the Riviera Hotel and Casino in Las Vegas, NV, Jan. 30-Feb. 2, 2007. For more information, contact:

ASTD

(703) 683-8100, www.tk07.astd.org

The American Association for the Advancement of Science (AAAS) will hold its 2007 annual meeting at the Hilton and Towers and Hotel Nikko in San Francisco, CA, Feb. 15-19, 2007. The meeting theme is "Science and Technology for Sustainable Well-Being." Visit:

http://www.aaas.org/meetings/Annual_Meeting/ ♦T5♦

A banner for the Technical Communication Summit. On the left is a logo featuring a globe with green and blue lines. To the right of the logo, the text reads "TECHNICAL COMMUNICATION SUMMIT" in large, bold, blue letters. Below "SUMMIT" is a blue bar with the text "STC's 54th Annual Conference" in white. At the bottom of the banner, it says "Ascend the Summit • May 13-16 2007 • Minneapolis" in blue text. The background of the banner is a light blue gradient with a subtle grid pattern.

Calendar of Events

- Nov. 6 OCSTC Administrative Council Meeting, 6 p.m., Airport Executive Suites, Irvine
- Nov 8 San Diego STC Chapter Meeting, 5 p.m., Marriott Courtyard, Kearny Mesa
- Nov. 14 OCSTC Chapter Meeting, 6 p.m., Doubletree Club Hotel, Santa Ana
- Nov. 14 Los Angeles STC Chapter Meeting, 6 p.m., Truxton's American Bistro, Westchester
- Nov. 16 Inland Empire STC Chapter Meeting, 6:30 p.m., Peking Chinese Restaurant, Riverside

November Meeting Topic

White Papers in Your Future



Beau Cain is a technical communication consultant who teaches part time at San Jose State University's Professional Development Center (PDC) and at San Jose City College's Institute for Business Performance (IBP). Beau is the STC Director of Region 8.

In his presentation, "White Papers In Your Future," he offers both fresh and updated insights from ongoing research for his college course, "Writing White Papers for Product Development and Sales."

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