

Lines & Letters

Northeast Ohio STC Newsletter



Society for
Technical
Communication

April 2010 • Volume 26 Issue 7

Page 1

May seminar: Awards banquet

Please join the Northeast Ohio STC community for its May 13th, 2010 meeting. We will hand out awards and recognize those volunteers who have helped our chapter during the past year.

We will also introduce the Executive Committee members for the 2010/2011 year.

- ◆ Date: Thursday, May 13th, 2010
- ◆ Location: Bar Louie, 24337 Cedar Road, Lyndhurst, OH 44125, (216) 325-1120

Online registration is available at <http://www.neostc.org/calendar/20100513.html>.

If you plan to attend, email the Programs Committee by May 7th. Or, call Denise at 216-251-0716. Please include menu selection.

Hope to see you there!

Upcoming events

NEO STC events

Unless otherwise noted, see NEO STC calendar for detail about an event.

- ◆ 5/13/10: NEO STC Awards dinner. <http://www.neostc.org/calendar/20100513.html>>
- ◆ 5/19/10: Networking lunch. Abuelo's Mexican Food Embassy, 26100 Harvard Rd., Warrensville Hts., 216-360-9030.
- ◆ 6/5/10: Hike in Cuyahoga Valley National Park and dinner. Watch your e-mail for details!

Other events of interest

- ◆ 5/2 — 5/5/10: Technical Communication Summit 2010 in Dallas, Texas.
- ◆ 5/4/10: Kanban Explained (Speaker: Jon Stahl from LeanDog.com). <http://www.neospin.org/spin-meetings/rsvp/details/19-neospin-event-series>
- ◆ 5/15/10 (RSVP by 5/7): Online learning by Radcom, Inc. <http://tinyurl.com/radcomtraining>
- ◆ 5/18/10: Adobe InDesign CS5 features. See <http://www.indesignusergroup.com/> (see the Upcoming Meetings tab).
- ◆ 5/19: "Creating and managing requirements for a new content strategy," presented by John Hawkins. See <http://www.stc.org/edu/seminars01.asp> Note:

This will be hosted locally by Radcom if at least four participants sign up. Contact nschafer@radcomservices.com before 3:00pm the Tuesday before the Webinar.

- ◆ 5/19/10: SWO STC: "Workplace ethics" at Indiana Wesleyan, West Chester, OH. See <http://www.swo-btlines.com/swostc/meetings-and-events/>.
- ◆ 5/26/10 (RSVP by 5/19): Instructional design by Radcom, Inc. <http://tinyurl.com/radcomtraining>
- ◆ 5/26: "Sketching User Experiences with Design Studio Method," presented by Brian Sullivan. See <http://www.stc.org/edu/seminars01.asp> Note: This will be hosted locally by Radcom if at least four participants sign up. Contact nschafer@radcomservices.com before 3:00pm the Tuesday before the Webinar.
- ◆ 6/1/10 (RSVP by 5/25): Introduction to Captivate by Radcom, Inc. <http://tinyurl.com/radcomtraining>
- ◆ 6/9/10 and 6/16/10 (RSVP by 6/2): Fundamentals of technical writing by Radcom, Inc. <http://tinyurl.com/radcomtraining>
- ◆ 06/15/10 (RSVP by 6/8): Intermediate Adobe Captivate by Radcom, Inc. <http://tinyurl.com/radcomtraining>

Go NEO STC! We are a Community of Excellence!

STC has awarded our community the Community of Excellence award for 2009-2010.

The citation on our certificate reads:

"For working hard to maintain your community in challenging financial time and encouraging the future of the society by supporting students through collaboration with university technical communication programs and scholarships."

NEO STC will be recognized during the Leadership Day event on Sunday, May 2, at the Summit in Dallas. At that time, we will receive the CAA certificate.

Congratulations to all members of the STC Northeast Ohio Community. And thank you to all the people who made it possible!

All-Ohio scholarship winner announced

We are pleased to announce that Rachel Thompson is the winner of the recently-awarded All-Ohio Scholarship in Technical Communication. This was the first year that the NEO, Central Ohio, and SW Ohio communities combined to make the award. The award amount was \$1000, split between the NEO and SW Ohio communities. A thank you goes out to all of the judges and Sarah Burke in particular as she coordinated much of the draft work and judging efforts.



Having completed courses such as Design of Manuals, Technical Communication, Technical Editing, Style for Technical Communicators, and Communication Theory, Rachel Thompson is currently a student in Technical and Professional Communication at Cedarville University.

She holds a GPA of 3.75 and expects to graduate in May, 2012.

She has already worked as a contract team designer/technical writer with Chicago-based Opportunity International, designing a user manual for a Web Content Management System with a team of other students. She also worked as a contract designer for the Criminal Justice Department at Cedarville.

Concerning a possible career interest, Rachel writes in her application "The non-profit organization interests me as a neglected frontier, largely untouched by the influence of technical communication. Many non-profit organizations communicate with good intentions, but seldom have a real communication strategy. They feed the poor, heal the sick, and provide opportunities for advancement ... imagine the impact they could have with the help of an effective communication strategy!"

Professor Sandi Harner of Cedarville recommended Rachel. As stated by Professor Harner, "I am confident that Rachel has the potential to make a significant contribution to the field of technical communication, her chosen major. Surely, she is the kind of student your scholarship was meant to honor."

Attending the Summit? Connect with NEO STC members there!

If you plan to attend the STC Summit in Dallas this May, consider adding your name to the NEO STC Summit contact list. In past years, the list has come in handy for reaching other NEO STC members during the conference, making plans for meals and sight-seeing

and making arrangements to sit together at the banquet. We plan to schedule an informal lunch, Dutch treat, for NEO STC members in Dallas.

To be added to the list, contact Ginny Haas.

Summit news and notes

See <http://conference.stc.org/hotel-travel/transportation/> for airfare, care rental, taxi, and shuttle discounts and information.

Annual WritersUA Conference

By Paulette Henning (pmhenning@ra.rockwell.com)

The annual WritersUA Conference took place March 21-24, 2010 in Seattle Washington. WritersUA is a conference that specializes in providing training and publications for user assistance professionals.

At this year's conference, attendees could choose to attend sessions that covered 42 topics that focused on the following disciplines.

- ◆ eLearning tools and techniques
- ◆ DITA, XML, and Information Architecture
- ◆ User assistance for mobile devices
- ◆ User-centered design and usability
- ◆ Adobe, Microsoft, and Google
- ◆ Case studies
- ◆ Hands-on computer tutorials

Some of the highlights of the conference included an interactive opening session. Survey questions were shown to the audience. The audience used monitors to respond to the questions in real time, and then the results were posted immediately for the audience. The results from the survey revealed that although we are a diverse group, we tend to show common trends when it comes to our use of flex time on the job, search engines, and cell phone use. Another highlight was the closing sessions that included an all-women panel (the first for the WritersUA conference) who predicted future trends in technology and our industry.

Personal highlights for me were three sessions in particular. Dave Gash provided a good overview of the value of using controlled language. Another session given by Leah Guren discussed results from a usability test she conducted. She gave some practical suggestions on how user assistance can be improved overall, one of

those suggestions being by using controlled language. Finally, Matthew Ellison in his session entitled Enabling Feedback and Collaboration within Help provided some practical ways to easily implement feedback options within help projects.

There was a 20% increase in attendance at this year's conference compared to last year's conference. As in previous years, there were exhibits and product demos that attendees could view between sessions or doing other free time. The Peer Showcase provided an opportunity for attendees to demonstrate their work and how they tackled certain problems. There were also several social events that attendees could attend in the evening to network or to simply get to know their fellow user assistance professionals better.

As in previous years, attending the WritersUA conference this year proved to be a rewarding experience for me, both professionally and personally.

The talk of the town:

Tricia Spayer is now an STC Director at Large!

Congratulations to Tricia on her recent election to STC Director at Large! Tricia says, "I'm pretty excited about this! This is the next logical step in my serving STC. I've worked hard for the last 10 years for NEO STC. Now it's time to step up to the International level. I feel privileged to have this opportunity to serve on the STC Board of Directors. I'm extremely grateful to all those with whom I've worked, those who believed in me, and those who have helped me come so far. This will be an interesting year, and I'm sure I'll learn a lot. I will do my best to bring the NEO STC spirit to STC International, and will do my best to make you all proud. Thank You!"

Congratulations to conference registration winners!

Congratulations to Paul Holland and Colleen Price for winning the raffle for the chapter-renewal challenge prizes! They each won a free registration to the STC Technical Communication Summit in Dallas, TX.

In the spotlight: Jennifer Beaujon

By Jeanette Evans (jeanette.evans@sbcglobal.net)

Jennifer Beaujon currently works as the QA/Operations Manager for Radcom. Radcom is a training and documentation company located in Hudson, Ohio. In her present position, Jennifer continually reviews company processes and recommends improvements. She is

responsible for all company editing and overseeing project staffing, trends, and status. She also writes technical documentation and provides instructional training for Radcom's clients. She has been providing in-house software and process training for five years.

Jennifer joined Radcom in April 2004 as a project writer and was quickly promoted to Project Services Manager. She was promoted again to QA/Operations Manager in December 2008.

Prior to joining Radcom, Jennifer was the editor and technical writer for aerospace projects for GGS Information Services, located in York, Pennsylvania.

Jennifer is also the writer of two blogs, each with a respectable following. One is a literary blog containing book reviews, literary news, and writing exercises. Her other blog is on fabric and needlework arts. She provides helpful instructions and tips, mostly for non-traditional techniques.

Currently residing in Stow, Jennifer earned a B.A. in English from the University of Akron. You can reach Jennifer at JBeaujon@radcomservices.com.

Handy hint: Create a Word TOC that spans multiple documents

By Lisa Mileusnich (lmileusnich@parker.com)

Suppose you have a large Word file that you have split into separate chapter documents. You need a table of contents that spans all of the individual documents. And you're wondering, how on earth do I set that up? Read on! (Note: This process works in Word 2007 but should also work for other versions.)

1. Create a separate document that contains your cover page, TOC, and other introductory material you may require.
2. Save the TOC document. Verify that all of your chapter documents (and the TOC document) are saved in the same folder.
3. In your TOC document, add the table of contents where you want it to appear. On the References tab, click **Table of Contents > Insert Table of Contents**.

You will probably get an error message because you do not have any headings in your TOC document. This is normal. Next, you will insert the RD fields to represent the chapter documents.

Lines & Letters

Northeast Ohio STC Newsletter



April 2010 • Volume 26 Issue 7

Page 4

4. Press <Alt> + <F9> to display the field codes in the document. The TOC field will look something like this: { TOC \o "1-3" \h \z }
5. Move the cursor to the end of the document, and press <Ctrl> + <F9>.
6. Inside the pair of empty braces that appears, type **RD \f chapter1.doc.** (Assuming that the first file you want to reference is named **chapter1.doc.**)
7. Insert as many RD fields as you need for your chapter documents. You must insert them in the order in which they should appear in the table of contents.

If you cannot see the RD fields (this may happen if you save and close your TOC document and come back to it later), turn on your invisible characters by clicking the Show/Hide Paragraph Marks button on the Home tab in the Paragraph section. Displaying the hidden characters will make the RD fields visible.

8. Press <Alt> + <F9> to hide the field codes.
9. Place your cursor in the table of contents and press <F9> to update it.

Your TOC should update automatically and include entries for each of your chapters.

This tip was condensed from a longer article that also describes other methods for creating a "spanned" TOC. [Click this link](#) to access the full article from Tech Trax.

Also note that a "spanned" TOC will not be clickable if you convert it to PDF.

Chapter reminders

Are you following STC on [Twitter](#) yet?

Amazon.com helps fund STC

Reaching Amazon.com through the portal on the home page of STC's website (www.stc.org) contributes to funding programs that have no direct revenue stream, such as committee work. STC receives a small percentage from every purchase made through the portal.

Join NEO STC on LinkedIn

Our chapter now has a group on LinkedIn named Northeast Ohio STC Community.

Join our LinkedIn Group on <http://www.Linkedin.com> (you must be a member of LinkedIn, which is free for a

basic membership). FYI : There will be waiting period while your membership is approved.

NEO STC listserv

[NOTE: As of 2015, the chapter listserv has been supplanted by our LinkedIn presence. Please refer to the [current chapter website](#) for details.]

To subscribe or change your settings for the Northeast Ohio STC listserv, see <http://mailman.stc.org/mailman/listinfo/stcneohio-l>.

Please let Kris Henige, the NEO STC Listserv Administrator, know if you have any questions.

Premium pages for members

[NOTE: As of 2016, the current NEO STC website does not have password-protected content.]

NEO STC has some Premium pages for NEO STC members only. These pages include links to our very own Wiki, an Employer Directory — a listing of businesses that hire technical communicators — and more.

To enter the Premium pages, you will need a user name and password — this is different from the STC International site. Please contact our Webmaster for password information.

Change of address? Remember to tell the STC office

Send new addresses to the STC office to avoid interrupted delivery of *Intercom* and *Technical Communication*. Some members assume that informing the post office of their new address is enough to ensure that all of their mail is forwarded. However, the United States Postal Service forwards only first-class mail, not publications such as *Intercom* and *Technical Communication*.

Members may also update their contact and mailing information on the STC website.

Lines & Letters

Northeast Ohio STC Newsletter



April 2010 • Volume 26 Issue 7

Page 5

Lines & Letters information

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Love it? Hate it? Let us know! Contact us:
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See something interesting? Tell us about it!

Many of our NEO STC members are also members of another STC community or SIG. If you receive a newsletter and find an interesting article, please consider passing it on to the Lines and Letters editors at newsletter@neostc.org.

You can also submit articles directly through
<http://www.neostc.org/lines/submit.html>.