Byline

Newsletter of the Society for Technical Communication – Chicago Chapter

STC WINNER

Inside this Issue

STC SOCIETY FOR TECHNICAL COMMUNICATION

March/April 2007

Volume 48

Number 10

Winners of the Annual Chicago Technical Art, Publications, and Online Communication Competition Announced

Winners of the annual Chicago Technical Art, Publications, and Online Communication Competition and their award-winning entries will be honored at the Chicago STC Awards Banquet on Wednesday, March 14. Come and view the winning entries before dinner, then meet this year's winners.

When: 5:30 p.m. (dinner at 6:30, ceremony at 7:30). Full dinner (including non-alcohol beverages) will be served family style. Cash bar is available.

Where: : Francesca's Amici, 174 N. York Road, Elmhurst.

Register at: www.stc-chicago.org (click the "Meeting Registration" link). Please register by Friday, March 2, or pay full price (cash or check only) at the door.

For directions: Call 630-279-7970 or visit Francesca's web site: www.miafrancesca.com/restaurants/amici/location.asp.

Distinguished Awards

Angie Antonopoulis, John Herrin, and Michael Jasiak
Online Communication
Indiana University Global Research Network Operations Center

Sana Ann Sandler and Renée M. Nault
Technical Art
Basic Research Needs for Superconductivity: Report Cover

Michele M. Nelson, Karen Haugen, and Patricia Weikersheimer
Technical Art
Murdock Groundwater Cleanup Project: Signage & Visitor's Guide

Cheryl G. Drugan, Sana Ann Sandler, and Mary L. Kmak
Technical Publications
Argonne's 2006 R&D 100 Award Winners

Donna Jones and Tony Brown
Technical Publications
Zebra® RFID Programming Guide

Donna Jones, Jeff Rufenacht, and Carla Martinek
Technical Publications
Zebra® XiIIIPlus™ User Guide

Excellence Awards

Maria Morris, Chris Eller, and Julie Wernert
Technical Art
Pervasive Technology Labs at Indiana University Program Report

Jill Spealman, Debbie Richards, and Simon Lacey
Online Communication
MOTOKRZR K1m Web Tutorial

Margaret Dawn and Kate Carmichael
Technical Publications
Guide to CourseTracks Remote Buyback

Dr. Susan Feinberg and the Fall 2006 IPRO 329 Team at the Illinois Institute of Technology
Online Communication
Scholars of the Lost Exhibit

Sana Ann Sandler and Renée M. Nault
Technical Art
Argonne National Laboratory's 60th Anniversary Open House

Sana Ann Sandler and Kevin A. Brown
Technical Art
Preventing Terrorism at Argonne

MaryKay Grueneberg
Technical Publications
BLUE User Guide, v1.1

Miriam B. Kapfer and Merrilee A. Potdar
Technical Publications
STARS Com

Miriam B. Kapfer and Lynne M. Gotsch
Technical Publications
UPPSdate

Eric Thomas
Technical Publications
FTD Mercury Quick Reference Guide

Elizabeth L. Burke, Jim Bodine, and MaryKay Grueneberg
Technical Publications
Apropos and Third-Party Installation Guide for Windows 2000/2003

Elizabeth L. Burke
Technical Publications
System Planning: Configuring Force Mode Agents

Elizabeth L. Burke
Technical Publications
System Management: Localizing the Apropos Client Applications

Hewitt Associates, HRO Learning and Development
Online Communication
Multi-Process HRO Overview Learning

Carla Martinek
Technical Publications
Zebra® Safety Guide

Heidi Colonna, Steve Sweeney, and Leo Lowy
Technical Publications
ZPL II® Programming Guide for Firmware x.14 and Above

Jesse Dember and Dave Womack
Technical Art
Raptor Product Photograph

Media 1 under the direction of Merrill B. Clark, Hewlett-Packard Company
Online Communication
HP Indigo Partner Solution Training Tool

Merrill B. Clark, Hewlett-Packard Company Media 1
Online Communication
HP Indigo Partner Solution Training Tool

Merit Awards

Garland C. Elmore, Jan R. Holloway, and Sue B. Workman
Technical Publications
Customer-centered IT Support: Foundations, Principles, Systems

Nancy Carpenter
Technical Publications
Using the Unmatched Invoice Wizard

Joseph Fairless
Technical Publications
HOTmesh Trade Show Tri-Fold

Joseph Fairless and Aimee Babcock
Technical Publications
Flash Newsletter

Renée M. Nault, Mary R. Moniger, and Vicki L. Skonicki
Technical Publications
Basic Research Needs for Superconductivity

Mary L. Fitzpatrick, Sana Ann Sandler, and Vicki L. Skonicki
Technical Publications
Laboratory Directed Research and Development Program Activities: FY 2005 Annual Report

Richard P. Boyce and David S. Crooks
Technical Publications
Easy Pay User's Guide

MaryKay Grueneberg
Technical Publications
BLUE Sales Information Slick

Elizabeth L. Burke
Online Communication
Configuration Manager Help

Elizabeth L. Burke
Online Communication
System Manager Help

Elizabeth L. Burke, Frank Kramarski, and MaryKay Grueneberg
Technical Publications
Avaya/Definity PBX Integration Guide

Paula Ludmann and Michelle Quick
Online Communication
Public Resource Newsletter

Hewitt Associates, HRO Learning and Development
Technical Publications
Validating the Managed Payrun

Jesse Dember and Carla Martinek
Technical Art
Stripe® Quick Reference Guide

Robert Wilson, Carla Martinek, and Donna Jones
Technical Publications
S4M™ Maintenance Manual

Jesse Dember and Dave Womack
Technical Art
Kevlar Project Logo

Media 1 under the direction of Ronna Parish & Robyn Walters, Hewlett-Packard Company
Online Communication
HP Indigo Production Manager Online Learning

Ronna Parish & Robyn Walters, Hewlett-Packard Company Media 1
Online Communication
HP Indigo Production Manager Online Learning

WordSmith Creative, Inc.
Technical Publications
Electronic Thermostats and Controllers Selection Guide

WordSmith Creative, Inc. Siemens Building Technologies, Inc.
Technical Publications
Electronic Thermostats and Controllers Selection Guide
Ω

President's Message - Fortunate Events

By Chris Hester

Signs tend to comfort me. If I make it through several green lights in a row, I like to believe something good is going to happen. And if my cable modem gets moody and stops working for a while, I figure I should take a break (so it's old, and I may be getting older, too, but hey, more coffee!). Superstition says 13 at the table is unlucky, but I saw 13 at the table recently. It was anything but an unfortunate event.

A few months ago, our Vice President, Linda Jansak, proposed *Thursdays at STC Chicago* as informal get-togethers for technical communicators who live and work throughout the metropolitan Chicago area. These events were designed to be open to all, with locations anywhere volunteers were willing to coordinate them, and discussion topics that could include anything. The goal is to bring technical communicators together and get them talking – if at least two people show up, the meeting is a success.

Thirteen people attended our first *Thursdays at STC Chicago* in February in Schaumburg. When we held our next *Thursday* event in March, we had varying attendance at the dinner in the city and lunch in Downers Grove but – get this – 13 attended the Schaumburg lunch. At the first lunch, I talked with another tech writer about preparing for parent-teacher conferences, and it turned out she was once a junior high teacher. Her advice evolved to insight about my son (who recently turned **13**), and I went home that day with some effective strategies for helping him organize his homework. I sat next to a former member who has published a book and whose uncle was a Nobel Prize winner – I learned many interesting things from her, including why she's no longer a member. At another event, we discussed potential program ideas for next year, and I finally talked with a well-regarded chapter member with whom I've corresponded occasionally via e-mail but hadn't seen in years.

For those of you who are new to the chapter, I encourage you to meet up with a *Thursday* group and grab some food, even if it's just dessert, and get to know us. If you're a long-term member who has been taking a break from chapter activities for a while, use these events to get reacquainted with us. Remember, these are informal gatherings – the only cost is what you spend on your meal, and it is OK if you can't stay for the entire time – we scheduled "longer" lunches to be flexible with lunch schedules. Bring a co-worker, drop in if your plans change at the last minute, and if it looks like the table is full, pull up a chair anyway.

For more information on dates and locations, including instructions on how to organize a *Thursday* event in your area, visit the *Thursdays at STC Chicago* page on our web site (available from the home page). If you have questions or want to host a lunch at your location, send an e-mail to thursdays@stc-chicago.org.

Cheers!Ω

Chicago STC Membership at a Glance

As of December 1, 2006:

Total Members: 404
Associate Fellows: 7
Fellows: 6
Senior Members: 238
Members: 141
Student Members: 12Ω

Upcoming Meetings

Thursday, March 8: SpeedNetworking

The popular SpeedNetworking events expand to the western suburbs.

When: 5 p.m. (structured networking begins at 6). Appetizers are included. Cash bar is available.

Where: DuPage Club, 1901 S. Meyers Road, Oakbrook Terrace

Register at: www.speednetworking.com.

For directions: Contact Glory Borgeson at 630-653-0992 or glory.borgeson@borgesonconsulting.com.

Wednesday, March 14: Awards Banquet

Meet winners from the chapter's annual awards competition and see their winning entries.

When: 5:30 p.m. (dinner at 6:30, ceremony at 7:30). Full dinner (including non-alcohol beverages) will be served family style. Cash bar is available.

Where: Francesca's Amici, 174 N. York Road, Elmhurst

Register at: www.stc-chicago.org (click the "Meeting Registration" link). Please register by Friday, March 2, or pay full price (cash or check only) at the door.

For directions: Call 630-279-7970 or visit Francesca's web site: www.miafrancesca.com/restaurants/amici/location.asp.

Wednesday, April 18: Just-in-Time Training and Documentation

Longtime technical communicators David Orr and Jacqueline Napier will discuss ways to deliver information when people need it most.

When: 6 p.m. (presentation at 7). Buffet supper (with non-alcohol beverages) is included. Cash bar is available.

Where: Carleton Hotel, 1110 Pleasant St., Oak Park

Register at: www.stc-chicago.org (click the "Meeting Registration" link).

For directions: Call 708-848-5000 or visit the hotel web site: www.carletonhotel.com/directions.asp.Ω

STC Membership at a Glance

As of February 1, 2007:

Total members: 16,354
Members residing in the U.S.: 13,833
Members residing in Canada: 1,489
Members residing elsewhere: 1032
Total communities*: 153

*Includes 104 professional chapters, 30 student chapters, and 20 SIGs.Ω

Upcoming Software Workshops

STC Chicago is pleased to offer two more opportunities to learn to use software that technical writers need to know, in hands-on workshops at College of Lake County in Grayslake, with lab space provided by CLC. Workshop topics are:

- Saturday, March 3 – "Intermediate RoboHelp" presented by Pete Wagner of Siemens
- Saturday, March 17 – "Advanced FrameMaker Templates" presented by Betsy Maaks of Tellabs

Both workshops are from 9 a.m. to 3 p.m. in Room B253 of the Paul W. Brandel Campus Wing (B Wing) on the CLC campus at 19351 W. Washington St., Grayslake. For directions, visit www.clcillinois.edu/aboutclc/grayslake.asp. To register for either workshop, visit www.stc-chicago.org (click on "Workshop Registration" under "Education").Ω

The Value of Volunteering - Candidates Sought for Chapter Offices

By Bob Slocum

Serving your STC chapter, like most things done for a good cause, is not a financially lucrative undertaking. But the value that STC provides to you—to all of our members—depends upon the efforts of those who volunteer their time and talents.

This effort should not be thought of as entirely selfless, especially for newer members of the organization. Volunteering with STC Chicago lets you get an inside look at how your professional society really works. When you volunteer with STC Chicago, you will also better appreciate all of the effort that goes into keeping STC vibrant.

Each spring, STC Chicago elects (1) a slate of administrative council officers (AC) composed of President, Vice President, Treasurer, Secretary, and (2) a four-member Nominating Committee. The STC administrative council is a governing board—setting goals and policies, planning activities to support those goals, budgeting, and coordinating the efforts of committees that contribute to the strength and well-being of the organization.

All Administrative Council members, except the immediate past president, are elected by the membership for one-year terms (even though the chapter vice president ascends to the president's position, the vice president must be listed on the ballot as the candidate for president per the chapter bylaws). Newer chapter members may consider the position of secretary to be an excellent introduction to serving on the AC and learning about its responsibilities. Treasurer is also a rewarding position for those who have some accounting or bookkeeping experience.

The Nominating Committee recruits candidates for the chapter election and nominates members for STC honors. It is generally composed of a good mix of newer and more experienced members. Participation in the Nominating Committee will help you develop your personal and professional network and learn more about STC Chicago's membership and history (people who might have difficulty attending regular meetings may note that serving on this committee is not a large investment of time).

A key benefit that you derive from participating in chapter offices and other positions is mentoring, according to Russ Friend, a longtime STC member and past president of the Chicago Chapter. "I've found that serving in a chapter office is a great way to give something back to all the folks who helped me along the way," he notes, "teaching others some of the things that I've learned."

My own experience is that serving on the AC is an excellent introduction to board-style leadership—not just the nuts and bolts of meeting management and procedures but prioritizing goals and delegating responsibilities. As two-term secretary, I had the opportunity to work with some of the more experienced (and connected) members of the chapter, and learned much that was useful for my later participation in board of education governance and other community leadership roles. There's one other thing you'll learn from joining in—what a great time you can have working with your peers. I found that what I had taken on with a grim sense of responsibility (after receiving "that call" from a Nominating Committee member) actually became one of the highlights of my month. It's a chance for serious business but also serious camaraderie—and developing the personal and professional relationships

SIG Membership

If you're interested in meeting other members of a SIG, send an e-mail to info@stc-chicago.org, and we'll help you plan a SIG-centric *Thursdays at STC Chicago* networking event.

Academic	21
AccessAbility	6
Canadian Issues	3
Consulting & Independent Contracting	78
Emerging Technologies	33
Environmental, Safety & Health	13
Illustrators & Visual Designers	20
Information Design & Architecture	72
Instructional Design & Learning	75
International Technical Communication	31
Lone Writer	33
Management	33
Marketing Communication	34
Online	60
Policies & Procedures	24
Quality & Process Improvement	16
Scientific Communication	22
Single Sourcing	25
Technical Editing	63
Usability & User Experience	61

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Welcome New Members

Chicago STC welcomes the following new members.

Elaine F. Baxa
Susan D. Cothern
Thomas L. Croak
William Gatewood
Adam E. Grabowski
John D. Harris
Joyce A. Heflin
Julia S. Lee-Kim
Ericka L. Loynes
Alton Norris
Jill E. Zadik
Ω

Welcome Senior Members

STC Chicago is pleased to announce the following members have attained the rank of senior member (those who have held membership in STC for five years).

Peter G. Argondizzo
Jeff T. Bennett
Thomas C. Benson
Sheow Curran
Gina M. Godalia
Perry E. Greene
Kris E. Horgen
Will Husa
Cynthia Laughlin
Jo Mackiewicz
Mary N. Martino
Steven W. Smith
Lori A. Volheim
Ω

STC Chicago Scholarship Announced

By Francis Bao

The College of Lake County has announced the 2007 STC Chicago scholarship winners. Two undergraduate students, Steven Napora and Linda Maki will receive $500 scholarship award checks for their academic achievements.

STC Chicago congratulates the recipients of 2007 scholarship program. Ω

that keep you connected to STC and STC Chicago.

Please feel free to ask any questions about running for STC Chicago office by sending an email to nominating@stc-chicago.org.Ω

STC Online Seminar Schedule

International STC regularly offers instructor-led seminars presented online, with registration available on a per-site rather than per-student basis. All seminars are from noon to 1:30 p.m. Chicago time.

Upcoming seminars are:

- Wednesday, March 14 – "Everything You Always Wanted to Know About Content Management, But Were Afraid to Ask" presented by Rahel Bailie
- Wednesday, March 28 – "Visible: The New Valuable" presented by Austin Skaggs and Christine Granger
- Wednesday, April 11 – "Creating Interactive CBTs with Captivate in Half the Time" presented by Kevin Siegel
- Wednesday, May 2 – "Choosing the Right Usability Technique (to Answer the Right Question)" presented by Whitney Quesenbery

For more information, email seminars@stc.org. To register, visit www.stc.org/edu/seminarsList01.asp.Ω

International Officers to be Elected

Elections for international STC offices will open in early March. Ballots will be sent to STC members by email or postal mail. The contested offices in this year's election are:

Second vice president, who traditionally becomes first vice president the following year and president the year after that (two candidates are seeking this position)

Director, for which six candidates are seeking three open seats on the Board of Directors, which sets international STC policy

For candidate biographies, or to submit questions to candidates (and view their responses), visit www.stc.org/candidatesFAQ/index.asp.Ω

Chapter Leaders 2007

President
Chris Hester
president@stc-chicago.org

Immediate Past President
Judy Rosenberg
ipp@stc-chicago.org

Vice President
Linda Jansak
vicepresident@stc-chicago.org

Secretary
Malcolm Culbertson
secretary@stc-chicago.org

Treasurer
Dan Dornbrook
treasurer@stc-chicago.org

Chapter Historian & Advisor
Bill Leavitt
historian@stc-chicago.org

Consulting and Independent Contracting SIG
Eric Schieler and Mary Sojoodi
cicsig@stc-chicago.org

Region 4 Director
Robert Dianetti
dir4@stc.org

Institute for Professional Development Liaison
Philip Eubanks
institute@stc-chicago.org

Competition Committee
Betsy Maaks and Carla Martinek
competition@stc-chicago.org

Education Committee
Francis Bao and Jim Jones
education@stc-chicago.org

Employment Committee
Karleen McCallister
employment@stc-chicago.org

Regional Conference Committee
Betsy Maaks
global@stc-chicago.org

Web/Online Committee
Open
web@stc-chicago.org

Membership Committee
W. Kelly Oja and Chad Jordahl
membership@stc-chicago.org

Newsletter Committee
Tom Lunde
byline@stc-chicago.org

Nominating Committee
Bob Slocum
nominating@stc-chicago.org

Program Committee
John Hartigan
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Publicity Committee
Linda Jansak
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Science Fair Committee
Francis Bao
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