

The Quill



The Newsletter for the Southwestern Ontario Chapter of the Society for Technical Communication
September 2003 (Volume 15 Number 1)

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September Means Back to School STC

Find out what a new STC year, Huntsville, and school supplies have in common for our chapter's president. [\[More\]](#)

The STC Makes History - 50 Years and Still Counting

IBM just released its first mainframe computer the year that the STC began. Could this be a coincidence? Learn more about the history of the STC and the time when the Southwestern Ontario Chapter's newsletter was called The Goose. [\[More\]](#)

Getting Graphic for the Newsletter Banner Competition

Graphic artists, the time to be creative is near. We need a new banner to complement The Quill's new look and format. Check out the contest rules and requirements. [\[More\]](#)

Technical Communications Competition 2003-2004

Once again we are providing people with the opportunity to have their online and technical publications judged. Discover the process for these competitions and find out how to submit your work to see if it is award worthy. [\[More\]](#)

Upcoming Meetings

Meetings are a valuable source of information. Check out the meetings for the next few months. [\[More\]](#)

From Writer to Illustrator

Many of us would consider ourselves writers, but we would consider it to be out of our comfort zone to be an illustrator. Find out how to make effective use of graphics without being a graphic artist. [\[More\]](#)

Telephone Seminars

The Editor's Message:

Welcome to the first issue of The Quill for the 2003-2004 year. My name is Debbie Kerr, and I am this year's Quill editor. This promises to be an exciting year for The Quill, including a new look, new content, and new volunteer opportunities.

The Look

One of the first exciting changes for The Quill is its format: you'll notice that the newsletter is now in HTML. Each month, chapter members will receive an e-mail with a link to the latest issue of the newsletter. There are a few reasons for this change in format: the new format provides a more contemporary image for our chapter to more accurately reflect our online savvy as technical communicators; and provides a more cost-effective and efficient way to distribute the newsletter.

The Content

To reflect the wide range of skills in this profession, The Quill will contain a wide range of topics. While there will continue to be meeting announcements and summaries, as well as information about upcoming

September marks the beginning of a new series of telephone seminars. [\[More\]](#)

The Consulting and Independent Contracting Corner

Consulting and Independent Contracting (CIC) is a Special Interest Group (SIG).

If you are already a contractor, or if you are considering whether to try this type of work, this is the place to look for relevant information. Elaine Garnet, the CIC-SIG Manager, writes about Starting a Business. [\[More\]](#)

Portfolio Opportunities

Don't loose out on a job because you haven't written for a newsletter or have never done work for a not-for-profit organization. Build your portfolio as you volunteer to produce submissions for The Quill. [\[More\]](#)

Contact Information

Council members are a source of information. Find out how to contact them. [\[More\]](#)

In the News

Several STC members provided the information that was used to create the cover article about technical communicaton that appeared in the August 2, Grand River Life section. This section was included in the Kitchener Record, Guelph Mercury and Cambridge Times. [\[More\]](#)

seminars and workshops, there will also be some new features. Watch for these additions over the next couple of months!

Volunteer Opportunities

To help build your portfolio or share your knowledge, why not look at the [Portfolio Opportunities page](#). The Quill is not just a source of information; it is an opportunity for development worth exploring.

Thank You

I want to take this opportunity to thank everyone who contributed to this issue of The Quill. I especially wanted to thank Opal Gamble, Shannon Hilker, and Margie Yundt for their assistance, which was offered even before I asked. In addition to answering my many questions, Opal also worked with me to come up with the layout for this newsletter.

September Means Back to School STC



by Heidi Marr, Chapter President

I know many of you dread September, but I love it. I always have.

As a kid, September meant a trip from the cottage to Huntsville (the closest thriving metropolis in our corner of Muskoka). My brother and I raced around Zellers to stock up on shiny new pencil cases, smelly pens, and special, fluorescent erasers.

In years past - when Labour Day landed later than September 1st - my Mom and I would made the trek to Yorkdale Shopping Centre for a "girlie day", where I carefully selected my new back to school outfit and updated my look with a fresh hair style.

These days, August blends into September, and it can be difficult to tell the difference. In my company, software releases are cyclical, not seasonal, so until I became active in the STC, September didn't indicate anything special in my professional life. For STCers, though, September is a time of renewal, so I'd like to take a minute to reflect on what September has to offer each and every one of us.

As a member of STC's Southwestern Ontario chapter, this September you will enjoy:

- new program offerings
- new volunteer opportunities
- new networking events
- a new Management Special Interest Group (SIG)
- a new look to our Website
- a new electronic Quill
- a new automated job bank

Through all this flurry of excitement, you might even find a renewed commitment to your career, and we hope you will enjoy a renewed commitment to our chapter!

This year, the chapter has an excellent council lined up, and I'm confident we will not disappoint you. We met in mid-August to discuss how we can provide the very best value to our membership throughout this STC year. In a goal-setting meeting lead by an outside facilitator (our very own Lynda Baxter's husband, Brian), we identified the following four main categories for focus:

- programming and member services
- communication (within our chapter)
- community involvement
- volunteers

After we did a SWOT analysis (where we identified our chapter's Strengths, Weaknesses, Opportunities, and Threats), we established some concrete goals (things we will do this year to add value to you), objectives (how we will measure success for each goal), and strategies (who will do

what, when).

We now feel equipped to provide the maximum benefit to our membership through all the channels you've come to expect - including an excellent program, newsletter, Website, competition, workshop(s), job bank - and more.

As we move into the 2003-2004 STC year, you might want to act on that inkling to get involved more at the chapter level. It's not too late to join the council (there are still key spots available), volunteer for a one-off event, suggest a meeting topic, etc. Please don't be shy - help us help you enjoy the best STC year yet.

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The STC Makes History - 50 Years and Still Counting



by Carol Lawless, Chapter Treasurer

It's our Golden Anniversary! Fifty years ago, two groups of technical writers and editors, on the US east coast, formed associations dedicated to improving the growing field of technical communication. A year later, a third was founded on the west coast. These three - The Society of Technical Writers (STW), the Association of Technical Writers and Editors (TWE) and the Technical Publishing Society (TPS) - eventually merged to form what was renamed, in 1971, the Society for Technical Communication (STC).

Fifty years ago technical documentation was written predominately by engineers and technicians; IBM just released its first mainframe computer; the Polio vaccine was on the verge of development; and "Silicon Valley" was soon to create a new generation of transistors using silicon.

This year we're celebrating fifty years of making the technology revolution accessible to its users. Whether we communicate for the software, medical, financial services, or mechanical industry, we're still united in our goal to write it right!

The Southwestern Ontario Chapter isn't 50 years old - yet - but we're still proud of our history and traditions. Fourteen years ago, Jack McFadden, our founding president, wrote in The Goose (yes-The Quill was briefly named the Goose) that the chapter was "in a growth year, not just in membership but in the potential growth of each member". Membership sat at a whopping 37 (just three shy of the 40 writers and editors who formed the TWE in 1953), with as many on the "may be interested in becoming a member" list. Today we're over 150 members with a solid tradition of excellence and innovation.

Half a century of international growth; fifteen years of local growth. Yes - that's something to celebrate.

Source: www.stc.org/STC@50/history.asp



Editor's Note:

It's not until you remember where you've been that you realize how far you have come. Why not take this opportunity to share some of those memories so that everyone can appreciate how our field has changed over the years? Submit your ideas and stories to quill@stc-org.ca.

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Getting Graphic for the Newsletter Banner Competition



While being graphic can have negative connotations, in this case, being graphic, or at least a graphic artist, is just what we need. The Quill's newsletter committee is having a competition to find a new banner for the HTML version of our newsletter. And, because we are eager to use it as soon as possible, we would like your submissions by **September 23, 2003**.

Don't let the "technical" in technical communication keep you from using your creative side. Think of how great it would be to add being the winner of this competition to your résumé and the banner you created to your portfolio. Show us your skill and get the recognition you deserve.

Content of the Banner

The banner must include the words, "The Quill" and "The Newsletter for the Southwestern Ontario Chapter of the Society for Technical Communication". Information like the date, volume and number will have to be changed each month, so they should not be included. You have the option of including the Southwestern Ontario Chapter's logo, but it is not required. There are no colour restrictions because we can adjust the current colours in The Quill to suit the banner.

File Requirements

The banner that you submit must be:

- in a jpg, gif, or png format
- 700 pixels wide, but the height is at your discretion
- small enough to load quickly, keeping in mind that some people still have dial-up connections

Where to Submit Entries

Submit entries to quill@stc-org.ca by **September 23, 2003**. Dial-up access will be used to download the submission (and verify the load time).

Selecting a Winner

All entries will be judged by a panel of your peers (fellow communicators—yet another volunteer opportunity). Where insufficient entries are received, we reserve the right to request more submissions before a winner is declared.

Questions

Email any questions to quill@stc-org.ca.

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Technical Communications Competition 2003-2004



by Lori Shantz, Competition Manager

Have you or your company produced technical communications that you think are worthy of awards? Would you like your work to be recognized by your peers? Would you like to have your work critiqued to find out what areas need improvement? These are all reasons why you might want to participate in one or both of these Society for Technical Communication (STC) competitions:

- Online Communication Competition (with categories like help systems, demonstrations, and technical marketing)
- Technical Publications Competition (with categories like software guides, quick reference guides, and annual reports.)

Who is eligible?

Anyone is eligible to submit entries. You do not have to be a member of the STC. You may enter your own work or the work of a colleague or subordinate.

What can be entered?

Entries must:

- Contain sufficient technical, scientific, medical, or similar content to qualify as technical communication.
- Have been produced or substantially revised **on or after September 1, 2001**.
- Have been originally prepared and accepted for publication by a client, employer, or publisher.

How are the competitions structured?

The STC's competitions recognize and encourage excellence in online communication and technical publications.

When you submit your work, it will be entered in the local/regional competition, which is the first level of competition. A local competition is held by a single chapter, while a regional competition is held by two or more chapters, usually in the same STC region.

The international online communication competition (IOCC), and the international technical publications competition (ITPC)—are the second and final level of competition. Local/regional entries that receive a Best of Show or Distinguished Technical Communication award are automatically submitted to the appropriate international competition.

What awards are given?

Entries are eligible to win one of these awards:

- Best of Show (one for Online Competition and one for Technical Publications Competition)
- Distinguished Technical Communication (DTC)
- Excellence
- Merit

Local/regional entries that are awarded a Best of Show or DTC award are automatically entered in the STC's international competitions.

Deadlines, Fees, and Where to Submit

All entries must be received by **5:00 p.m. October 8, 2003**.

Visit <http://www.stc-soc.org/competitions.php> for entry forms (including all categories of competition), fee structure, and how to submit.

Judges

Chapter competitions cannot happen without local judges to evaluate the entries. If you are interested in helping to judge this year's entries, please go to our Website to find information about the qualifications that you need, the judging process, and how you can sign up. We need your help to make the 2003-2004 competition a success!

Questions or More Detail

For additional entry rules, category descriptions, and entry forms, please visit <http://www.stc-soc.org/competitions.php>.

If you have any questions about submitting an entry, or being a judge, please contact Lori Shantz at competition@stc-soc.org.

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Upcoming Meetings and Presentations



September

Red Wine and Popcorn: Doing Business the Bohemian Way

by Elaine Garnet, Consulting and Independent Contracting SIG Manager

Come and hear Laurie Soper talk about how she has grown her business over the last 11 years as a plain language consultant. She will narrate how her business grew by itself in spite of all her best efforts (and expenses) in sales, marketing, and networking. Her secret? Relationships. All kinds of relationships. You've heard it before, and it's true. Laurie will offer you insight on how to develop and nurture rich relationships you think might have nothing to do with your business—but they do!

Topics include:

- Discover your inner Newfie
- Living like a lily
- The magic of magnanimity
- Become one of your own clients
- The Columbo factor
- Double up and scrounge
- Stress? What stress?

Laurie began her career in 1991 as a consultant with the Canadian Legal Information Centre, simplifying legal documents for the Ontario and Canadian governments. As director of Precise Communications since 1992, she has worked in non-profit organizations, financial service firms, law firms, and high-tech firms. She has moved from guides, statements, forms and legal contracts to specializing in sales strategies for large corporations and million-dollar deals. She knows what it's like to scrape the bottom of the barrel and live high off the hog—kinda like Robert Service did in *Ballads of a Bohemian*.

This free presentation is sponsored by your local [CIC SIG](#), and will be held on Wednesday, **September 10, 2003 at 7 p.m** at the **Games Room at Doon Pioneer Park Community Centre**, 150 Pioneer Dr., Kitchener, Ontario.

Mark your calendars and we'll see you there.

October

General Meeting: Résumé Workshop

Does your résumé have what it takes to make the cut?

by Opal Gamble

Keeping your résumé current and polished is always a good idea—even if you aren't in the market for a new job. Many of us have felt the consequences of the dotcom fallout and the stockmarket slide. The climate of the corporate world is volatile and unpredictable, and it's wise to "be prepared for anything."

October's meeting focuses on teaching you tricks and tips that will help get your résumé and cover letter noticed. Join us as we welcome SunLife Recruiter, Val Slomke, who will share advice and details about what goes on behind the scenes when you send your résumé out for consideration.

Bring along a draft of your current résumé, a pen, and any questions you might have for our expert! This workshop includes some hands-on peer editing, and promises to be both instructive and fun! If you don't have a current résumé to bring, or just feel shy, don't worry—we'll have some activities for the résuméless too.

Watch for more details on our Website and in a future e-mail.

To Be Determined

First Meeting: Management Special Interest Group

by Holly Curtis, Mgmt SIG Manager

Attention all team leaders, project leaders, coaches, educators, senior writers and managers!

The STC Southwestern Ontario Chapter has a new Management Special Interest Group (Mgmt SIG). Its purpose is to provide a forum for:

- exchanging management information that is relevant to technical communication
- determining trends and issues that are related to managing publications projects
- discussing practices that will result in high-quality technical materials

The Mgmt SIG meets every few months (or more often, if necessary) and exchanges some e-mails. By sharing experiences and lending advice, this SIG helps each member find answers and solve problems in a confidential environment. As a minority group within the larger technical communicator community, this is a great way to develop good peer relationships and build a network of reliable and trustworthy contacts.

For more information about this SIG, or to register with the Mgmt SIG e-mail list, contact Holly Curtis at mgt-sig@stc-soc.org. Stay tuned for more details about the first Mgmt SIG meeting of the year.

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From Writer to Illustrator



Applying Technical Writing Theory to Visual Information

by Patrick Hofmann

For technical authors, writers, and developers of hardcopy and online information, one persistent challenge is to augment and balance the textual information with meaningful visuals. Unfortunately, not all technical writers have a graphic artist or technical illustrator on their teams. If they do, the artist or illustrator is often either:

- a draftsperson or engineer who produces complex technical illustrations, schematics, or exact representations of physical objects
- a graphic artist who produces stylized conceptual graphics that meet the requirements of the corporate style guide.

Either way, the result is often the same: the visuals do not meet the requirements of the user or reader. As technical authors, writers, we invest considerable time and effort in crafting instructions and information so that they are meaningful and memorable to the reader. Why do we not do the same for visual information?

To address this question, one could recruit a technical illustrator or graphic artist and teach them the values and virtues of technical writing: to optimise the visual information so that finding, reading, absorbing, digesting, and learning is maximised. Conversely, as technical authors and writers, we could learn the skills of basic illustration and visual design.

Whatever the approach, the mission is identical: by applying our values and virtues to visuals, we become the architects of both the textual and visual information in our documents.

But what values and virtues of technical writing can we apply to visuals? To find out more, plan on attending the following workshop.

A One-day Workshop with Patrick Hofmann

- When:** Wednesday, October 29, 2003
- Where:** The Pines Banquet Facility (formerly the Knotty Pine Restaurant)
115 Fountain Street, South
Cambridge, ON
Check out The Pines at www.pinesbanquetfacility.com
- Schedule:** Continental Breakfast — 8:30 a.m.
Workshop — 9:00 a.m. – 4:00 p.m. (lunch included)
- Cost:** \$165.00/ members
\$225.00/ non-members

Contact Information: For more information, please contact Elaine Ruddock at 519-239-3382 or education@stc-soc.org.

To register, please contact Carol Lawless at 519-888-3900 ext. 3776 or treasurer@stc-soc.org, with:

- Name
- Mailing address
- Member/non-member
- Phone/Fax numbers
- Email address

About the presenter: As a Visual Interaction Designer, Patrick Hofmann is "a man of few words." At Quarry Integrated Communications in Waterloo, he builds award-winning visual design strategies to improve online, hardcopy, and interface information.

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Telephone Seminars



A telephone seminar is much like a large conference call where the speaker makes his or her presentation over the phone. You then sit back and listen to the presentations, follow along with the comprehensive handouts, and join in the lively Q&A discussion.

The following is a description of an upcoming telephone seminar. As the Southwestern Ontario Chapter offers more telephone seminars to its members, the details will be announced in an e-mail and will be posted on our Website at <http://www.stc-soc.org>.

September 10: Paper Prototyping

Are you weary of explaining hard-to-use interfaces? Have you ever itched to rewrite a cryptic error message? Would you trade your favourite dictionary to be on equal footing with other members of the development team? Once considered a fringe usability technique, paper prototyping is now an accepted practice at many mainstream companies.

In paper prototyping, representative users interact with a paper version of an interface that is manipulated by a person "playing computer." By drafting rough interfaces on paper—even hand-drawing them—you can conduct quick but effective usability tests before implementation begins. Apply your communication skills where they'll do the most good—right in the interface. And for those issues that still require help or documentation, you'll discover what information users need.

You'll learn the following:

- What a paper prototype is, including case studies and examples
- What kinds of issues paper prototypes will (and won't) help you uncover
- Situations where paper prototypes are most likely to save you time and aggravation
- How to include documentation and help in paper prototype tests
- How paper prototyping can change your relationship with the development team (Hint: You'll hear the word "proactive" a lot.)
- Tips for introducing paper prototyping into your organization

When?

Wednesday, September 10, 2003 12:00-3:00 PM EDT

Where?

Waterloo Recreation Complex, 101 Father David Bauer Drive, Waterloo (see the white board in the front lobby for room number).

Speaker Information

Carolyn Snyder spent the first ten years of her career developing hard-to-use software, first as a software engineer and then as a project manager. After her epiphany that real people actually had to use what she designed, she became a usability consultant, specializing in usability testing and paper prototyping. She spent six years at User Interface Engineering and then started her own company, Snyder Consulting, in 1999. For the past decade she has helped development teams create more usable interfaces. Carolyn has conducted several hundred usability tests, including

more than 100 using paper prototypes. Her book, Paper Prototyping, was published by Morgan Kaufmann in April 2003.

Cost?

There is no cost for members and a charge of \$35 for non-members. You can bring a cheque with you on Wednesday, payable to STC Southwestern Ontario Chapter. A light snack, refreshments, and handouts are included in the price.

RSVP and/or Questions

Please RSVP to Ted Edwins at pastpresident@stc-soc.org by Tuesday, September 9, 2003. In your e-mail message, please state the names of attendees and membership status.

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The Consulting and Independent Contracting Corner



Starting a Business 101

by Elaine Garnet, Consulting and Independent Contracting (CIC) SIG Manager

Dear Entrepreneurial Spirit:

I hear you are tired of the corporate rat race and want to be your own boss. Are you considering the leap into contracting or independent consulting? I often get email from writers who want to know how to get started.

Risk Tolerance

My first response is always, "How much risk are you prepared to take?" If you are addicted to a monthly paycheck, the risk may seem too excessive. If you have a working partner or a good line of credit, the risk is much less. The key is "Do you have the 'stick-to-it' attitude to make your business successful and are you prepared to rack up some debt?" The first year or two can be financially trying as you strive to build up a clientele.

Services Provided

My second response pertains to your services and the marketplace. "Have you carefully defined your services?" And, "Have you researched the marketplace to determine if your services are required?" From my own experience, the services I started out providing are not the services I provide today. You should expect to be flexible as you encounter the twists and turns of fate. In many cases, synchronicity or blind luck, are big factors.

Training and a Business Plan

If you are in a complete fog, I suggest taking a small business-training course. In the K-W area, there are a number of options. Lutherwood-CODA, in cooperation with HRDC, runs eight-week training courses that cover subjects such as sales, marketing, accounting, financial planning, taxes, legal matters, personality assessment, setting up the home office, insurance, and much more. At the end of the eight-week session, you will have accumulated the wisdom to write a business plan. The business plan is critical in convincing a bank that they should give you a line of credit. If you can do without the credit, the business plan is still a useful tool for reviewing and updating your goals, which you should do on a yearly basis.

Business Name and Image

I also suggest that you develop a professional image by selecting a business name. Search for the name in the provincial registry and, if no one else has picked the name, register it and apply for a GST number. Have a set of business cards professionally printed. The tear-off kind will look amateurish. A web page may be useful if the design looks professional. At some point, you may find it beneficial to hire a designer for both business cards and a Web page. The trick is to develop an image and stick with it. There is nothing more confusing than a business that keeps changing its look!

Finding Clients

Most importantly, you have to find clients. There's no escaping the inevitable. You will have to get used to cold calling. You have to be prepared to step out of your comfort zone and develop a script

that will get your foot in the door and give you an opportunity to display your portfolio. I have to confess to having had limited success with cold calling. I didn't start to get assignments until I began to network. You should network as widely as possible and at every opportunity. Since networking is a two-way street, be prepared to help others as you expect them to help you.

Future Editions

In the coming months, I will address all the aspects of starting a small business in more detail. I will try to pass on information that I gathered from my small business training, my personal experience, and the experiences of my colleagues. It's not easy. It's definitely not cheap. But, it is a great deal of fun.

Until the next issue,

Elaine Garnet
CIC-SIG Manager

Editor's Note:

You might also be interested in a [free presentation](#) about how to maintain your business once you have it started.

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Portfolio Opportunities



Here's an opportunity to expand your portfolio and share your experiences with other technical writers - write an article for The Quill! The following are just a few ideas for submissions.

Corporate Spotlights

Every company addresses their communication roles and responsibilities in a different way. Why not tell people about where you work, what you do, and how you do it?

Success Stories

Ever accomplished something at work that you wanted to share with everyone, only to realize that only another writer, editor, graphic artist, could possibly understand what it means? Well, now you can share that success with a captive audience. People learn from other people's mistakes; why not let them learn from your successes as well?

Tricks of the Trade

What you consider easy to do may not be easy for someone else to do. If you don't have time for an entire article, think about sharing a tip or trick that you may have just discovered. Don't assume that everyone knows the same tricks. Being a member of the STC means sharing information with others, and learning from their experience(s).

Articles About Different Industries

If you have ever read The Quill and thought, "None of this information applies to me. I work in an entirely different industry." then here's how you can make a difference. While many of the communicators in the Southwestern Ontario chapter produce documentation for software products, there are many other types of industries that employ technical communicators. Write an article about the industry where you work - manufacturing, ISO, financial services, insurance, research and development, and so on. Tell us about your industry and how you contribute as a technical communicator.

Acronyms

Information is not always spread by "word" of mouth; in today's times, it's usually an acronym for many words. Why not submit some industry-specific acronyms? Write out some clues and see if people who are not in that industry can figure them out. After all, in this profession, we love a challenge!

Word Searches, Word Origins, Your Funniest Typo or Wrong Word

Feed our fascination with words. Create a word search or research a word origin. Share a sentence with a wrong word or typo that gives it a whole new meaning. Words are our life, so it's not surprising that anything word related can be fun.

The options are endless. The topics we can include in this newsletter are limited only by your imagination. Do you have something that you would like to see covered in the newsletter? New ideas are always welcome.

Where to Submit These Items

Please submit your articles and ideas to quill@stc-org.ca.

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Contact Information



For more information about the Southwestern Ontario Chapter STC, contact any of our Council members in the following list:

President	Heidi Marr
Vice-President	Vacant
Past President	Ted Edwins
Treasurer	Carol Lawless
Secretary/Recorder	Darlene Wood
Competition Manager	Lori Shantz
Education Manager	Elaine Ruddock
Email List Manager	Paul Kostiuk
Employment Manager	Ursula McCloy
Membership Manager	Tina Chonko
Program Manager	Vacant
Public Relations Manager	Andrea Braniff
Quill Editor	Debbie Kerr
Student Awards Manager	Christy Simard
Volunteer Co-ordinator	Lori Shantz
Webmaster	Shannon Hilker
Consulting and Independent Contracting SIG Co-ordinator	Elaine Garnet
Management SIG Co-ordinator	Holly Curtis
Online SIG Co-ordinator	Vacant
Faculty Liaison, Fanshawe College	Otte Rosenkrantz
Student Liaison, Fanshawe College	Catherine Haycock
Faculty Liaison, UW	Deb Maskens

Student Liaison, UW

[Lindsay DeClou](#)

[Sally Heath](#)

Faculty Liaison, WLU

[Dr. J. David Black](#)

Student Liaison, WLU

Vacant

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In the News



With so many people not clear about what technical communicators do, the "Tech Talk" article in the August 2 issue of the Grand River Life section provides some clarity. The author of the article, Johanna Weidner, writes the article using information that she received from Patrick Hoffman, Deb Maskens, and Debbie Kerr, who are all members of STC chapters in this region.

Since the STC is a not-for-profit group, Carol Jankowski, an editor for the Kitchener Record, agreed to post a link to this article where subscription access is not required. To read the article, go to http://www.therecord.com/links/links_03081175436.html

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