

Stimulus

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From the President

President's message

by John Holgate

John Holgate is our chapter's President. He is currently working as a technical writer for data-analysis software at Cognos.

The 2000-2001 season for the Eastern Ontario chapter is just around the corner. Last year, we had many successes, including our web site, newsletter, competitions, program and social events, education days, job bank, financial management, and membership administration.

How can we make sure that this year is even more successful than last year? Now is the time when the chapter executive plans out the entire year. Send in your suggestions, complaints, or ideas to one of the chapter leaders listed on the back cover of *Stimulus*. Volunteer to help out with a small or large task. We need people to

make telephone calls, set up meeting rooms, greet people at the door, help with *Stimulus*, and perform a hundred other tasks too. Please don't hesitate to contact any chapter leader. You'll receive a warm welcome!

The international STC's President, Mark Hanigan, has declared this year's theme to be "Adding value". Part of this theme is to show how technical communicators add value to whatever it is that they're communicating about. But the main focus will be to show how every member can contribute to the entire Society for Technical Communication.

In our region, the chapters will soon be asked how they can participate in a regional conference to be held sometime in the next year or so. You'll be hearing more about this soon. Please consider how our chapter can contribute, or add value, to this endeavour.

I wish you all a safe and sunny month of August. Stay tuned for information about this year's great programs. I hope to hear from you soon. ☺

Society News

New Financial Industry SIG

Would you like to become a member of a special interest group (SIG) devoted to the issues unique to technical writers and instructional designers connected to the financial industry? The Society is currently in the process of forming such a SIG, and is seeking members to get it started.

Technical communicators should consider joining the SIG if they work for the following types of organizations:

- ♦ Accountancy Firm
- ♦ Business or Economic Analysis Company
- ♦ Commercial Bank
- ♦ Credit Union
- ♦ Investment Firm

- ♦ Loan Broker
- ♦ Loan Servicer
- ♦ Mortgage Broker/Banker
- ♦ Private Mortgage Lender
- ♦ Real Estate-related Company
- ♦ REIT
- ♦ Stock Brokerage Firm
- ♦ Thrift
- ♦ Or any other company related to the financial industry.

If you're interested, and you're an active STC member, please e-mail your expressed interest (or questions) to Steven Marshall at steven_marshall@indymac.com. Please include your name and e-mail address. ☺

inside

From the President
President's message ----- 1

Society News
New Financial Industry SIG -- 1

Members' Corner
Introducing the 2000-2001
Executive ----- 2-3

Awards
STC honoured in Apex 2000
awards ----- 3-4

Feeling behind the times because you missed out on the 47th Annual STC Conference in Orlando, Florida? Then be sure to visit <http://www.stc.org/47th/confinfo/postconf.htm>, where a growing collection of post-conference documents and handouts are available. Act quickly, though. Links are only guaranteed through to September! ☺

Introducing the 2000-2001 Executive

by Fawn Vo

A consultant, Fawn Vo has recently started a new project at the Canada Customs and Revenue Agency (CCRA). She is the lead writer in charge of delivering Online Reference for CCRA's new Automated General Ledger (AGL) system.

John Holgate, President

John has been in technical communications and a member of the STC for four years. He holds a college diploma in computer programming and systems analysis. He works at Cognos Incorporated as a technical writer for data-analysis software. Previously, John worked in field-testing and customer education groups at Cognos. He has extensive experience in adult education.

Visnja Beg, Vice-President

Visnja has worked in the area of Technical Communications for 12 years and has been a member of the STCEO for the past three years. This is also her second year on the STCEO Executive. She holds a Bachelor of Journalism with Honours degree from Carleton University's School of Journalism. Currently, Visnja works at Alcatel as a Senior Information Developer in the Service Management and Open Interfaces Technical Communications Group.

Rick Lorenz, Treasurer

Rick holds a B.A. in History and Politics from Trent University and has a degree in Technical Writing from Algonquin College. Rick has previously served on the Executive as Algonquin Student Representative, Secretary, Webmaster, and Treasurer. Rick is currently working as a Technical Communications Analyst for MOSAID Technologies Inc., developing paper and online documentation for its Systems division. A member of the STCEO since 1993, Rick's goals are to continue to improve and enjoy his work.

Scott Wahl, Secretary

As Manager of Customer Documentation and Training at Bridgewater Systems for the past two years, Scott is responsible for the development of policy management and control software documentation for mid to large-sized Internet service providers. An English Literature, with Honours, graduate from the University of Waterloo, Scott is currently working towards an M.A. in Technical Communication from Utah State University. In his spare time, Scott enjoys listening to blues and roots music, reading, cycling, swimming, and cooking.

Robin Kelsey, Web Manager and Employment Manager

Robin holds an Honours B.A. in English from Queen's University, and is a recent graduate of Algonquin's Technical Writing Program. Robin works as a Documentation Specialist for Ivation Datasystems in Ottawa, and since 1999 has served as Webmaster and Employment Manager for the STCEO. Robin hopes to one day (soon, please) repay his student loan, find love, and discover the meaning of life.

Andrew Panciuk, Membership Manager and Volunteer Co-ordinator

Andrew has a B.A. in English from STFX University in Antigonish, Nova Scotia. A recent graduate of ITI's (Information Technology Institute) Software Development Program, Andrew is gaining valuable experience in Silicon Valley North as a Technical Communications Analyst. This is Andrew's first year with the STCEO and when he is not working as our Membership Manager and Volunteer Coordinator, he enjoys fly-fishing, woodworking (he takes requests!), and Ultimate Frisbee.

Gordon Brown, Competition Manager

A project leader and information designer with Nortel Networks, Gordon is proud to have been part of the STCEO Executive that recently received the Chapter Pacesetter award for innovations in the 1999-2000 awards event from STC Region 1 office. His current goals are to learn more about project management; travel; and golf once a week.

Theresa Peddle, Canadian Issues Committee

Theresa has worked in technical communications for thirteen years, particularly in the telecom and Internet subject areas. She holds a Masters degree in Language and Professional Writing from the University of Waterloo, and has been a member of the STC for the past four years.

Marnie Connolly, Program Manager

Currently working at Nortel Networks, Marnie's consulting experience includes working as a publisher, business writer, and technical writer. Marnie is proud to share the position of Program Manager for a second year at the STCEO and aspires to work as a technical writer for the National Aeronautics and Space Administration (NASA).

Doreen deMunnik, Program Manager

An educational consultant for ten years, Doreen has extensive experience in cognitive therapy, curriculum development, and writing. She is currently a technical writing student at Algonquin College and has a B.E. in Education and a B.A. in English Literature from Queen's University.

Jeannie Bacon, Education Manager

A graduate from Algonquin College's Technical Writing program, Jeannie has been working in technical communications since January 1999. She holds a combined Honours B.A. in English and Women's Studies and is currently completing her Masters degree in English Literature.

Mindy Sichel, Public Relations Manager

A Maritimer, Mindy holds a B.A. in Economics and is currently developing online help and paper documentation for Cognos Incorporated. An STC member for a few years now, Mindy has recently joined the Executive in the hopes of raising the profile of Technical Communication within the community. Her main goals as Public Relations Manager are to promote the importance of a technical writer's role and promote Technical Communication as an interesting and rewarding career choice.

Tahirah Shadforth, Editor

A technical communications consultant with Meta-Business Advantage, Tahirah has been on assignment at the Canada Customs and Revenue Agency (CCRA) for the past three years. Her current project involves building web-based help for a national helpdesk system. This is Tahirah's second year as Editor for *Stimulus*. She holds a B.A. in English Literature and Classical Translation and a B.Soc.Sc. in Political Science and Sociology from the University of Ottawa. 🐾

Awards

STC honoured in Apex 2000 awards

Five STC entries were honored in this year's APEX 2000 publications competition. *Intercom*, STC's magazine, won a Grand Award in the "Magazines and Journals" category. The STC office Web site earned an Award of Excellence in the "Web Sites" subcategory. *Technical Communication*, STC's journal, was a "triple winner" in three categories. *Technical Communication* won an Award of Excellence in the "Magazines and Journals: Online" subcategory. In addition, the joint issue of

Technical Communication and the IEEE *Transactions on Professional Communication* received an Award of Excellence in the "One-of-a-Kind Publications: Printed" subcategory, and George Hayhoe's editorial "Technical Communication: A Trivial Pursuit?" published in the February 1999 issue of *Technical Communication*, won an Award of Excellence in the "Columns and Editorials" subcategory.

(continued on page 4)

The STC Eastern Ontario Chapter thanks its generous sponsors:

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executive

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Society honoured

(continued from page 3)

The APEX 2000 awards were based on excellence in graphic design, editorial content, and success in achieving overall communication effectiveness and excellence. APEX 2000 received 4,932 total entries in eleven major categories; of these, 66 (slightly more than 1%) won Grand Awards and 1,274 (26%) won Excellence Awards. Of 689 entries in the "Magazines and Journals" category, seven (1%) received Grand Awards and 183 (26%) received Excellence Awards.

Of 341 entries in the "Web and Intranet Sites" category, five (slightly more

than 1%) won Grand Awards and 85 (25%) won Excellence Awards.

The APEX competition has been conducted annually since 1989 by Communications Concepts, Inc., the Springfield, Virginia, publisher of *Writing That Works: The Business Communications Report*. The judges for APEX 2000 were John De Lellis, Communications Concepts' editor and publisher, Nancy Rathbun Scott, contributing editor of *Writing That Works*, and Dr. Paul Fisher, Communications Concepts' senior evaluator and former professor of journalism at the University of Missouri. 🏠

STC Eastern Ontario Chapter

Mission Statement (2000/2001)

Our chapter's mission is to work together in a spirit of community to promote and develop professional technical communication.

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