

SuperScript

Volume 14, Issue 1



Babel Not: Machine Translation for the Technical Communicator

- Sandra Bologna, Translation Project Manager, WTB Language Group

Editor's note: This is the second of three parts. The third will appear in September.

What is MT used for?

Gisting

Using MT to obtain a rough idea of the source text content is called "gisting" (from the phrase "get the gist of it"). Individuals or corporations who must obtain information from documents in a foreign language use MT for gisting purposes when they don't need an official translation, or to determine if an official translation is necessary. Gisting is the most popular use of MT in use today.

Real-Time Translation

Depending on the language, a translator can translate approximately 250 words per hour. Let's say that you outsource your weather report indicating a sunny forecast to a French translator. Two hours later you receive the translation, but now it's raining. You outsource again. Let's face it—data is constantly changing. MT provides translation of real-time data, such as weather reports and stock prices, quickly. For real-time information, delays are not acceptable, and the cost of human translation would again be enormous due to the high volume of data.

Communication

Think about the dozens of e-mails you receive and send in one day. Now think about a US company which receives hundreds of e-mails weekly

from its international client in Italy who doesn't know English. This demonstrates only one instance where human translation would be out of the question.

E-mails, instant messaging, and chat all require extremely fast turnaround. Translation needs to be immediate and needs to be available 24/7. Since translators cannot produce immediate translation, do not work for free, and live in different time zones, it is impossible to have these forms of communication translated by human translators. MT is available 24 hours a day regardless of multiple time zones and can produce the high-volume automatic translations necessary for real-time communication. MT for communication purposes also increases privacy of confidential information by eliminating third parties such as translators and editors. It is ideal for companies working with international vendors who receive e-mails and data in foreign languages.

Assimilation

Assimilation refers to translating material from a variety of languages into one target language. Translating foreign text into your language is necessary for intelligence gathering. MT allows you to identify which information is relevant in documents written in a foreign language with little to no delay. MT can automatically

translate large volumes of material that would be impossible, time-consuming, or prohibitively expensive for human translators.

Dissemination

Dissemination is the need to translate material in one language into several other languages. The traditional process of localization is a prime example. MT for this purpose is used as human-assisted MT. It can speed up the localization process by providing a

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A Word From Our President

- Ruth Maryniuk, New President

Hello, STC Alberta members. I hope you are having a safe and fun summer! My name is Ruth Maryniuk. I have been a member for over 12 years and I am looking forward to serving as your president this term. I would like to extend my gratitude to our outgoing STC Council, who did an outstanding job last year. Thank you for your dedication and time in managing our STC events and day-to-day business.

Many of last year's executive are staying on for another term in the same or new roles, and we are joined by many new faces. There are still several executive positions open as well: Vice-President, Secretary, and Coordinators for Workshops, Mentorship, Volunteers, and Competitions. Most of these positions require minimal time commitments and result in huge benefits for your career as a Technical Communicator. If you are interested in any of these positions and would like to volunteer please contact me at president@stc-alberta.org.

I anticipate a busy year ahead and want especially to tell you about two exciting events that we have planned. The first event our 25th year anniversary as an STC organization and the Alberta Centennial. The celebration is on September 22nd at the Glencoe Club in lieu of our usual fall "meet and greet". The STC Executive invites all STC members to celebrate our past achievements as an STC and Alberta community organization. It will also be a stepping stone into the next 25 years. Come out to meet old friends and make new ones.

The second event we have planned is our annual New Heights seminar for Calgary and Edmonton. Plans are well under way. Ken Schatzke, our New Heights Seminar Coordinator, has secured Mr. Bill Gribbons who is an exceptional and sought-after speaker. This promises to be a sold-out event.

Please watch for announcements and register early as space is limited.

I also want to remind you about a few of our regularly scheduled events:

- **Executive meetings** are held every 2nd Thursday of the month at the Calgary Technologies Centre at 5:30 pm. Our first meeting is August 11th. All members are welcome to attend all regular meetings and I would like to encourage you to attend at least one to meet our executive.
- **Programs** are held monthly in both Calgary and Edmonton on the 3rd Thursday of every month. Check the website for details. For about the same price as a specialty coffee, you can enjoy a two-hour presentation related to the field of technical communication and network with other members.
- **Video conferences** are new to our community. We held our first video conference in May and it was very well received. We plan to make this a regularly scheduled event. Please check our Web site for the date and location of the next one.

These are just a few of the events we are offering our members, in addition to our monthly newsletter and Web site. I encourage you to bookmark our Web site www.stc-alberta.org and visit it often to check for upcoming activities and for ways to become involved and benefit from your membership. We are always looking for volunteers to introduce new and creative ideas into our community. I hope to meet you at our next event. 

STC Alberta Community Administrative Council 2004-2005

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Information Architecture for Content Management Workshop

Presented by The Rockly Group

Seattle, September 17-18, 2005

About the Workshop

Presented in association with Puget Sound STC, Information Architecture for Content Management introduces you to concepts required to develop an information architecture for your content management strategy. Information architecture is a key component of a successful content management strategy. It is the backbone of your strategy and formalizes the structure of your content, helping you to determine rules for identifying, managing, retrieving, and delivering your content. In this workshop you will learn how to design your information architecture to support the user experience. It covers the concepts of content modeling, metadata, content management business rules, repository structure, and workflow. Learn more about the workshop at:

[http:// www.rockley.com](http://www.rockley.com)

About the Author

Ann Rockley, president of The Rockley Group, Inc., has an international reputation in the field of content management. She is an associate fellow of the Society for Technical Communication, has a Master of Information of Science from the University of Toronto, and teaches Enterprise Content Management at the University of Toronto. Rockley is also involved in the founding of Content Management Professionals.

About The Rockley Group

The Rockley Group helps content managers and authors meet the increasing demands of creating, distributing and managing the content they create. Our team of experienced analysts bring a wide variety of expertise to the table and can help you avoid expensive pitfalls. Organizations of all sizes—from small, privately-owned firms to multi-national Fortune 500 companies trust us with their most important content projects. We serve clients in the financial, life sciences, and high technology industries, as well as others in the communication, marketing and retail sales markets. We've developed content reuse solutions that reduce the cost and effort of producing complex information products including marketing collateral, software documentation, online help, customer support materials, human resources content, as well as regulatory documents for pharmaceutical and medical device manufacturers.



Information Architecture of Content Management

- Anne Rockley, The Rockley Group

This article originally appeared in the subscription-only publication, The Rockley Report and is reprinted here with permission. Learn more about the Rockley Report here: <http://www.rockley.com/TheRockleyReport/>

When people think about content management, they generally think about it from a systems perspective, focusing primarily on tools and technology. While it is true that content management usually requires a technological solution, it also requires that content be designed for reuse, retrieval, and delivery to meet your authors' and customers' needs. Content management requires that tools be configured to support authoring, reviewing, and publishing tasks, but first those tasks must be designed. Designing content and the processes to create, review, and publish it is what information architecture is all about.

This article is meant to serve as a primer for those interested in understanding information architecture as it relates to content management. Whether you use Adobe FrameMaker or some other authoring tool, developing insight into

information architecture will help you improve your chances for content management success.

Information architecture has become synonymous with information architecture for the Web. However, as more organizations are adopting content management systems to manage both Web and enterprise content, there is a new area of information architecture emerging—the information architecture of content management. One of the key factors for a successful content management implementation is a solid information architecture. Too often, organizations implement content management without identifying the authors' needs, without looking closely at the content to determine how it could be most effectively structured to support user/customer needs, and without analyzing their current and desired content life cycle. This results in resistance to adoption, increased costs, and failure to achieve the desired results. Information architecture can make a significant contribution to the success of your content management solution.

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to edit instead of requiring them to start from scratch. Since MT automatically maintains consistency of terminology, it also saves translators time in having to re-search and check terminology.

Right now you're probably wondering why you should still bother using human translators; MT easily replaces them, right?

No. MT will not replace human translators. As I mentioned before, MT works well for technical documents because they use controlled authoring, and the MT dictionary can be tailored to their specific terminology. MT does not work as well for literary works. The machine translation of *Romeo and Juliet* would produce a trainwreck of text, leaving Shakespeare that much more difficult to understand. It is difficult for MT to properly translate such documents because literary texts are not structured and often use word play, metaphors, or other non-literal phrases. Human translators, on the other hand, have the ability to grasp the message of the text, and can properly translate the material even if it is conveyed imprecisely.

This is not to say that human translators always create perfect translations, for even the best-qualified translator will not know the source text better than the author. Still, using highly qualified, professional translators will produce better translations than MT software. MT systems have a more limited knowledge of grammar and vocabulary than human translators, and MT dictionaries are limited to what developers were able to implement, which is generally much less than what is necessary. It is important to determine what your needs are and what you plan to accomplish with a MT system.

What are the Costs of MT?

When you purchase your MT system, the initial costs will be in the licence, customization, annual fees, and maintenance fees. Initially, the cost is high, but using MT regularly for repetitious, large-volume documents pays off quickly.

For five languages, the initial cost and maintenance could be close to \$154,000, but let's look at the long-term cost. Let's say that in one year you translated a million words. After only the second year of using MT, the total cost for a million words would be \$116,450 (\$100,000 for revision, \$7,000 for maintenance, \$9,450 for the annual fee) and would take about 250 days to complete. The cost to have the same 1,000,000 words translated by human translators into five languages at a rate of \$0.10 per word would be \$500,000 and would take about 400 days to complete.


MT runs at a fixed cost independent of volume; this means you can end up saving money over time due to reduced translation cost, reduced delivery time, around the clock availability, and consistency in terminology.

Most commercial MT systems are Transfer-based MT systems. This type of MT lets linguists build grammar rules for the system. The system can then analyze the source language text, map grammatical structures to the target language, and then generate the translation.

However, Transfer-based systems are time-consuming and expensive to develop. When the rules have not yet been developed, poor analysis of sentences will result. Also, this approach can take up to two years to develop since it is knowledge-intensive.

Another type of MT system is Data-driven MT. Only a few commercial MT systems

use this method. This method uses statistical methods to calculate which parts of the source and target languages match by gathering large numbers of example translations. The dictionary and translation correspondences are built automatically, since text can range from single words to entire sentences. This method may only take a few weeks to develop, but the output is generally of lesser quality.

It is also important to realize that MT systems cannot handle every language combination. Generally, MT systems can translate common language combinations such as French to German or English to French. But rarer language combinations such as Japanese to Swahili have not been developed. 

E-mails, instant messaging, and chat all require extremely fast turnaround. Translation needs to be immediate and needs to be available 24/7. . . it is impossible to have these forms of communication translated by human translators.

Got a Great Workshop Idea?

Are you an expert in a particular subject? Think you'd be interested in sharing your expertise with fellow STC members at a four-hour workshop? Know someone who might be?

Contact workshops@stc-alberta.org with your workshop ideas.



Information Architecture

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This is a view supported by Lou Rosenfeld, (www.louisrosenfeld.com), an information architecture consultant and co-author of *Information Architecture for the World Wide Web: Designing Large-Scale Web Sites* [1]. Rosenfeld has been instrumental in establishing the industry of information architecture for the Web and points out:

When it comes to making content accessible, content management and information architecture are two sides of the same coin. Authors and end users alike benefit from intelligent design and well-organized processes. [2]

People like Lou Rosenfeld, Peter Morville, Christina Wodtke and others in the information architecture and information design industry have laid the groundwork for a move to information architecture for content management beyond the Web.

Components of Information Architecture

There are a number of components of information architecture that are key in building a solid base for a content management implementation. They include analysis, content models, granularity, metadata, reuse and repository architectures, reuse management, and content management.

Analysis

Good information architecture requires that you start with a thorough analysis of your organizational needs, your current and desired content life cycle, your customers' needs, the state of your current content, and your technological requirements. During the analysis phase, you need to look at your content very closely to determine how it's put together and the types of content it contains. This will help you to determine opportunities for reuse. You also need to talk to the people who create and use the content to learn what their issues are. This will help you to determine problem areas in work processes that can be addressed in workflow.

Content models

One of the most critical phases of your information architecture is building the content models on which your content management strategy is based. Content modeling involves identifying and documenting the structure of your content in detail. During the content modeling phase, you determine the elements required for each information product (or output) and how each information product will be designed for optimum usability and reuse. Content models define the structure and organization of your information products, indicating which individual elements they contain, their frequency, and their usage (e.g., is an element optional or mandatory). Models become the road map for your content and are used to develop DTDs/schemas (if you are using XML), or content frameworks and templates.

Granularity of content

Designing the granularity of your content can sometimes be problematic. Authors typically like content very granular so they know exactly what to put into an element (e.g., overview, procedure step). Very granular content usually results from more semantic models (models with tags that indicate the meaning of the element such as "overview" instead of tags with generic names such as "body" or "para"). Highly semantic models are more problematic for style sheet designers because all

unique elements require an individual style. Because semantic names by their nature are unique, all semantically-named elements require their own styles.

When it comes to making content accessible, content management and information architecture are two sides of the same coin.

Granularity also affects how you reuse content. Content that is too granular can be difficult to manage in your content management system, but content that is not granular enough may not be as reusable. Accordingly, CMS developers may push back on the level of granularity, opting for content that is not granular. Analysis of reusability, authoring processes, and tools is important when determining granularity and as you develop your information architecture, you will make changes to your granularity as you determine the optimum level of granularity for everyone.

Metadata

There are typically two types of metadata: categorization metadata and element metadata. Users tend to retrieve information based on categorization metadata, whereas authors tend to retrieve information based on element metadata. Categorization metadata is used extensively on web sites to categorize content for effective retrieval. It is also used extensively in document management to classify documents for storage. Authors, on the other hand, use element metadata to classify elements of content for reuse, retrieval, and tracking. Care should be taken to ensure that you can retrieve your elements once stored. Your ability to reuse information is only as good as your ability to find it. And if you employ systematic reuse (see *Reuse architecture*) your metadata must be very thorough so that the system can correctly find and populate the content into the required information products and into the required places within information products. Like granularity, metadata design also continues to develop as you refine your architecture.

Reuse architecture

Content can be reused within an information product, across information products, and potentially across the enterprise. Traditionally, the most common form of reuse has been opportunistic, meaning that authors make a decision whether to reuse content or not. However, opportunistic reuse is also the least efficient because it requires that authors know a

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reusable element exists and what it is called, then find the element and reuse it in their information product. In addition, if authors are not aware that an element already exists, they may recreate it causing multiple elements to proliferate in your content management system. This also makes it difficult to know which of the multiple elements is the definitive one.

Alternatively, systematic reuse is automatic reuse. Once specific content has been identified as reusable in a specific location, it is automatically inserted (auto-populated) into the appropriate locations. Authors do not have to determine if the reusable content exists or search for, retrieve it, and insert it into the appropriate places. Systematic reuse ensures that content is automatically reused where necessary, thus reducing the burden on authors. When designing your reuse architecture, considerable analysis of information products is required to decide which elements are systematically reusable and where.

Once you've decided which elements are systematically reusable, you create content and structure reuse maps as part of your reuse architecture. The content reuse maps identify where content can and should be reused and if it should be reused identically or can be used derivatively (with change). Content reuse maps are used by your content management system to programmatically (automatically) ensure that content is reused. In addition to identifying content reuse, you need to identify structural reuse as part of your reuse architecture. Structural reuse identifies where common structures are reused. For example, you might have a product description element in a brochure, but you would also have a product description element on the Web. Even though those product description elements may be structurally the same, they may contain different content. Structure reuse maps are used by DTD/template developers in creating consistent structures for authors to follow.

Repository architecture

The repository architecture defines how you will structure your repository. For example you may have "building block" directories that include content that is frequently reused (e.g., glossary, procedures, product descriptions) and the remainder of your content stored in information product directories (e.g., all brochures) that are further organized by product. Or you may decide to organize your content by product with each of the information products as a subset of the product. You need to determine what is the most effective repository structure for your needs. Note, however, that the identified structure is not a physical file structure. Content is stored in the database, not in directories. The repository structure enables your authors to easily find information.

An area of information architecture that is frequently overlooked is that of reuse management. If authors opportunistically reuse content and create derivatives of the content, it quickly becomes difficult to identify which element is the definitive one. Your content management system will end up looking like your current file structure and you will have no clear idea of what is source content, where content

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2005-2006 Administrative Council Positions

We need volunteers to help fill the following positions on the 2005-2006 Administrative Council. These positions are critical for the Alberta Community to continue to offer its events and services to members.

Vice President: Assist the President and other Council members, learn new management skills, network with others in the profession.

Secretary: Record the minutes of meetings, connect with your peers, develop your business communication skills.

If you would like more information about either of these positions or are interested in volunteering in 2005-2006, please contact the president at president@stc-alberta.org.

Membership News

- Micki Kosman, Membership Coordinator

In May, the Alberta Chapter gained two new community members. As of May 31, 2005, the Alberta Chapter had 193 members.

New Members

- Robert T Doupe, Calgary, Member
- Margo McKinnon, Edmonton, Member

New Senior Members

- Dervila Adams, Calgary
- Joan Beckett, Calgary
- Andrea LaPlume, Marietta GA
- Glenn Ruhl, Calgary
- Allison Strilchuk, Address Withheld
- Doug Waddell, Calgary

In addition, four members were classified as late renewing.

Welcome to our new and renewing members!

Visualizing Information

Dr. William Gribbons
STC Associate Fellow

STC Alberta welcomes Dr. William Gribbons to our province as speaker for the second annual New Heights seminar.

S P E A K E R



Dr. Gribbons is Director of the Human Factors and Information Design programs at Bentley College in Waltham, Massachusetts. The Information Design program at Bentley is among the largest and most respected programs of its type in the United States. Dr. Gribbons

is also the founder of Bentley's Design and Usability Center. He is an associate fellow of STC and presented the closing session at the Society's 52nd annual conference in Seattle, Washington, last May.

T O P I C

Examine how visualization enhances our ability to think. This seminar begins by comparing the visual and verbal worlds, their strengths and limits, and how these media interact with various thinking tasks. Moving from this analysis, the seminar helps you to design a visual-verbal system in which the strengths of one medium support the weakness of the other. This approach more fully integrates the visual and verbal message in a way that dramatically increases the reader's understanding of the information. You examine a range of visualization formats including illustrations, icons, mind maps, decision diagrams, schematics, information maps, and dynamic visualizations. Learn to use these formats to support the complex cognitive tasks of problem solving, analysis, and decision support and learning.

D A T E S , T I M E S , A N D L O C A T I O N S

Calgary: Friday, November 4
8:30 AM to 4:00 PM
Best Western Village Park Inn
1804 Crowchild Trail NW

Edmonton: Saturday, November 5
8:30 AM to 4:00 PM
Delta Edmonton Centre
10222 102 Street

F E E A N D R E G I S T R A T I O N

STC Alberta Members:	\$110
STC Alberta Student Members:	\$55
Other STC Members:	\$150
Non-Members:	\$175

The fee includes lunch and refreshments.

Download the registration form from
<http://www.stc-alberta.org/newheights>



Program Review: Structured Authoring--FrameMaker and XML

- by Ken d'Albenas, STC Senior Member

A lucky 13 members attended the STC Alberta Community's excellent workshop on structured authoring, FrameMaker, and XML at Mt. Royal College on May 14. Designed and delivered by veteran instructor Brian Traynor, the full-day workshop was the eagerly awaited sequel to last year's Introduction to FrameMaker.

The sparkling new computer lab at the Centre for Communication Studies provided a terminal and a licence for Structured FrameMaker at every desk. Brian introduced the class to the theory, mechanics, and jargon of Extensible Markup Language, with ample handouts and exercises for everyone to put theory into practice at their own pace while he talked. The workshop started by considering questions such as, "Why a structured authoring environment?" By the end of the day, the topics were more along the lines of, "Where is the best place to use an attribute rather than an element?"

Document structure has always been a cornerstone of FrameMaker, as anyone who has used it for more than word processing knows. Brian showed how that dovetails nicely with XML. You have catalogues of elements with tags. The main elements are sections and paragraphs. Your words exist only within paragraphs. And somewhere offstage are the rulebooks.

There are rules for everything. Rules for relationships among paragraphs (er, elements). Rules for hierarchies. For function. For form.

What's the point of such micro-management, you ask?

Two words: single source.


Do you need an index reformatted dynamically to fit a Blackberry screen? Need to crank out a synopsis of a manual, minus the procedures and pictures? Or an FAQ section drawn from the tech support database? Do you need a content management system to assemble a manual tailored to what a customer ordered?

Brian showed how XML is like a Rosetta Stone for programmers and Web developers. If, for example, a FrameMaker document comprises well-behaved chunks with meta-data tags such as "Customer", "Address", "Friend-or-foe", "Heading1", "procedure", and "Q-and-A-pairs", then it's interchangeable with the open, plain-text forms (XML and friends) that encode all the rules, formats, cross-references, and words. And then another program can reliably parse and reuse selected information according to its own rulebooks.

Like an HTML editor, a good XML GUI shields the technical writer from having to read or type things like `<element xmlns:prefix="Namespace URI">`. But it also requires you to understand and honour relationships, structure, and rule sets. Try writing two "Question"-type paragraphs in succession when the rules require an "Answer" paragraph first, and Frame's Structure View window sends up flags to let you know right away.

Ex-president Ken Schatzke spoke for everyone when he said, "It was a good workshop. Brian presented a lot of

information. I gained a better understanding of structured FrameMaker as well as some new information on XML."

The Alberta Community wishes to thank the organizers of the workshop and others who made it possible: Ken Schatzke, Margaux Porth, Brian Traynor, Marybeth Haydo, Murray Laidlow, MRC Catering, and MRC Security. The snacks and catered lunch were delicious! 

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is reused, and if there are multiple versions of the same piece of content. Reuse management means creating rules to manage your reusable content. The reuse rules are formalized in your content management system through workflow and in your system configuration.

Content control

Content control, as part of your information architecture, identifies how your content should be managed. You need to determine how content should be controlled through its life cycle and what security should be applied to it. Content control is tightly integrated with your reuse management strategy and business practices and, like reuse management, it is formalized in workflow.

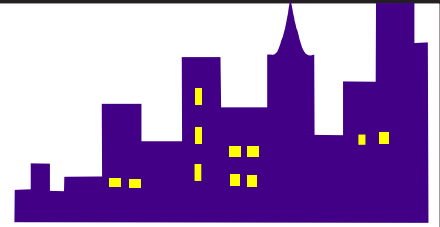
Summary

Bob Boiko (www.metatorial.com), Director of the University of Washington's iSchool Content Management system evaluation lab, content management expert, and best-selling author of *Content Management Bible* on content management [3], sums up the discussion of information architecture and content management very well:

Content management is the dynamic organization of information architecture, business management, software and network engineering, content creation, and publications development. If you don't master each of these areas, CM will fail.

If you don't get them to integrate, CM will fail. Information architecture is the structuring of information for effective management and presentation. While the discipline has focused more to date on the presentation side of structure, it is now turning solidly toward management. As it does, the tight connection between content management and information architecture is becoming crystal clear. Information architects, like building architects before them, create structures. They lay the foundations under and the frames around information. Content managers gather and dynamically deliver masses of information. Without a solid information structure at the core, a CMS effort can't get off the ground. At best, it will be hugely inefficient and at worst it will crumble under its own weight. Information architects have the skills to structure a content domain so that information can flow in a reasoned and efficient way. It flows in

EDMONTON EVENTS




**The Edmonton programs have ceased for the season
and will return in September.**

Have a good summer everyone!

Information Architecture

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according to well understood rules of relevance, segmentation and tagging, and it flows out according to well understood rules of audience interest and use.

So, CM needs IA. But IA needs CM as well. CM provides a wider context for IA. It makes IA not just about the best page, or even the best site, but rather about the best system behind all the pages, sites and myriad other outlets for information. CM centralizes IA in the organization. It "upstreams" IA toward the center of the organizational information systems infrastructure. It integrates IA with business management, software and network engineering, content creation, and its old friend publications development toward a new concept of what it means to be an organization in the information age. [4] 

References

1. Rosenfeld, Louis and Peter Morville. *Information Architecture for the World Wide Web: Designing Large-Scale Web Sites*. 2002. O'Reilly amp; Associates, 2nd Edition.
2. Rosenfeld, L. Email interview, February 2004.
3. Boiko, Bob. *Content Management Bible*. 2001. John Wiley & Sons.
4. Boiko, B. Email interview, February 2004.

Ideas for Calgary STC Programs in 2005-2006

STC offers five to six programs a year to help technical communicators keep up with their craft and to learn some new tricks of the trade.



Communicators, this is your opportunity to provide some input. What would you most like to come out to hear on a Thursday night for two hours? I'm looking for some program and guest speaker ideas for the following dates: October 20 or November 17 (depending on the New Heights Seminar), February 16, March 16, April 20, and May 18. If you have some time on your hands or are just interested in getting involved with programs, e-mail me, Linda Robson, at programs@stc-alberta.org to brainstorm ideas for the coming year.

Mark Your Calendars!

Programs

Attend programs to discover the ideas and technologies that affect today's technical communicators.

Location: Calgary Technologies Inc.
3553-31 Street NW, Calgary

Time: Second or third Thursday of the month.
Registration for the program begins at 6:30 p.m.
Program: 7:00 p.m. to 9:00 p.m.

Registration: Registration is **required** to attend the program. Register by completing the form on the registration page. Sign up quickly as space is limited.

Fee:

STC Alberta Members	\$5.00
Student Members	Free
Other STC Members	\$7.00
Non-members	\$10.00

Workshops

Attend workshops to gain in-depth knowledge and skill through instruction and hands-on activities.

Location: Mount Royal College (Room O211)
4825 Mount Royal Gate SW, Calgary
Please bring \$3.00 in change for weekend parking at Mount Royal College.

Time: Scheduled Saturdays, 9:00 a.m. to 4:00 p.m.
Registration begins at 8:30 a.m.

Registration: **Required.** Register at least 10 days prior to the workshop. Late Registration Fee: \$10.00.
All registrants must pay in full by the Tuesday before the event. Cancellations must be received not later than five days before the workshop or the registrant will be billed for the fees.

Fee*:

STC Alberta Members	\$50.00
Student Members	\$25.00
Other STC Members	\$75.00
Non-members	\$110.00

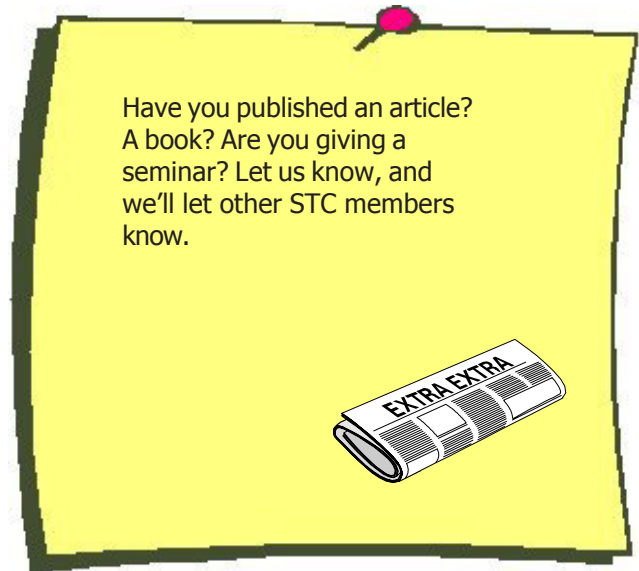
*Includes lunch and two coffee breaks.

Payment Options: Cash, cheque, Visa, or MasterCard.
Non-members must pay in advance by credit card.

This section is for Calgary events only. Edmonton members see the Edmonton Events page.

September

22 Thursday Twenty-fifth Anniversary Celebration



Administrative Meetings

All members of the Society are welcome to attend.

Location: Calgary Technologies Inc. (CTI)
(a.k.a. Alastair Ross Technology Centre)
3553-31 Street NW, Calgary

Time: Meeting: 5:30 p.m. to 7:00 p.m.

SuperScript

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