

A Word from our Director-Sponsor—Board of Directors Winter Meeting

- by Ellen Fenwick, Director-Sponsor for Region 7

No hurricanes in the state of Arizona, USA, I'm happy to report! The STC Board of Directors meeting was hosted by the Phoenix chapter on 13-15 January 2000. The chapter promised no natural disasters that would cancel the meeting. As you might recall, the fall Board meeting was overruled by hurricane Floyd.

Space doesn't permit detailed explanations of the actions and activities reported in this article. If you have questions or would like more information, feel free to contact me at fenwick@cyberhighway.net.

Actions Taken at the Meeting

- Formation of the James Madison University student chapter (Harrisonburg, Virginia, USA) with a \$150 USD startup grant.
- Formation of the Illinois Heartland chapter (Bloomington/Normal, Illinois, USA) and the concurrent dissolution of the Illinois State University student chapter.
- Formation of the Edison College student chapter of STC (Piqua/Greenville, Ohio, USA) with a \$150 USD startup grant.
- Recognition of STC as a cooperating society in the Association for Computing Machinery (ACM) *Conference on Universal Usability: Solutions, Systems, and Methods* (to be held 16-17 November 2000 in Washington, DC, USA), and designation of Dr. Janice C. (Ginny) Redish as the STC liaison.
- Appointment of Lottie Applewhite as the manager of the Journal Editor Fellowship Committee.

- Appointments of Diane Feldman and Patricia Tierney as comanagers of the Technical Editing SIG (Special Interest Group), Carol Luttrell as manager of the International Technical Communication SIG, and Brian Follas as manager of the Illustrators and Visual Designers SIG.
- Appointment of Peggy Malecki as manager of the Conference Support Committee for STC's 48th Annual Conference in 2001 in Chicago, Illinois, USA.
- Appointment of Ernie Mazzatenta as manager of the STC Nominating Committee for 2000-2001.
- Approval of a merit grant of \$3,000 USD for the Boston chapter (Massachusetts, USA) to serve as seed money for the *Carol Landers Spirit of Volunteerism Fund*. This is a unique program among STC chapters, but one that may be of interest to many. Carol Landers was a consistent, active, and some might say essential member of the Boston chapter who passed away very suddenly last year at the age of 42. This grant, along with funds raised by the Boston chapter, will support an annual award to a chapter member, aimed at assisting that member in attending a professional conference, training course, or similar program. In essence, this is a "scholarship" program for experienced members who have contributed their time, effort, and energies to the Boston chapter, as Carol Landers did, unstintingly.
- Approval of a merit grant of \$3,000

USD for the Manitoba chapter in Canada to develop its public relations program. The program will increase membership as well as raise the awareness of community businesses to the importance and availability of professional technical communicators in that area.

- Approval of three Special Opportunities Grants in the amount of \$10,000 USD each: *Technological Literacy in America, 1978-2000: A Project to Improve Technical Communication Education in the New Millennium* to Cynthia L. Self and Gail E. Hawisher; *Website Materials Development for Careers in Technical Communication* to Stephen Bernhardt; and *Develop and Direct a Technical Writing Institute for Teachers in China* to Carol M. Barnum.
- Approval of the STC Intellectual Property Statement (copy available from the Assistant to the President for Professional Development, Carolyn Watt, cwatt@carolynwatt.com).
- Approval of \$7,500 USD as startup funds for the Journal Editor Fellowship Program. This program is aimed at providing training to people interested in editing scholarly journals.

Other Items of Interest

Membership: STC continues to grow at a steady rate, with membership projected to peak at more than 25,000 by the end of March. The percentage of Canadian and non-North American members is increasing more rapidly than the percentage of US members.

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Alberta STC Executive Council

1999-2000

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Mai-Ann Sprung SuperScript Editor maianns@merak.com	Alyssa Rennie SuperScript Editor alyssar@merak.com	Michael Trumper SuperScript Editor michaelt@merak.com	Don Harman SuperScript Editor donaldh@merak.com	

The Future of Information: A Digital Renaissance

Part II—A Paradigm Shift

- by Robin Etherington

This article is Part II of a three-part article. Please refer to the December/January issue of SuperScript for Part I.

Paradigm Shift! What does that mean? What does it entail?

We have heard time and again that we are now an 'Information Society,' rather than an Industrial one. It means that material products and manufacturing are not the issue or of central value, but rather 'information and information exchange' are now central to our society and economy and values. You see it in new businesses that specialize in information exchange and 'high tech' telecommunication technologies, as well as in courses that teach people how to manage information and how to use computer-telecommunication and information technologies.

We are no longer only literate in the 'text-based' way. We are an "oral society" (McLuhan: 1964: 40) in the McLuhan sense, yet even more so. We are now a 'visual-oral' society, both in terms of our emphasis on visuals and visual information, and of our social organization. We may even consider ourselves to be a 'multi-information mode' society, with our technological capabilities to integrate text, numbers, oral/aural and visual information simultaneously (which is the definition of hypermedia/multimedia).

In turn, we are integrating and merging our societal institutions and social functions that were formerly separate. That is, we are creating new ways of addressing our needs that reflect and respond to our technological access to and use of information.

Our concept of time - space has changed (Davis, 1987), which is a major component of our cognition and epistemology. By means of information technologies we write or email around the world to several people simultaneously and instantaneously; we access a multitude of information types from several sources simultaneously and instantaneously.

As literate people, we consider a knowledgeable person to be "well read." This sums up our idea of 'knowledgeable,' our epistemology. Today, we are increasingly becoming visually focused or gaining comprehension of the world around us (our worldview) via visual information and means, as opposed to solely text sources. Do we say that we are "well video-ed" or "well

T.V.'d" or "well-Internet-ed" to characterize and define our new paradigm concept of knowledgeable?

Other aspects of how we approach each other and issues and problem solving in today's information society are experienced by us daily - at home and at work. At home, we experience changing expectations about information and where or how to obtain it. Also, we watch our children, brought up with computers and telecommunication technologies, approach interpreting, creating, sharing, and re-creating information effortlessly and very differently than we did at their ages. At work, writing increasingly becomes an issue of navigating and managing several modes of information, and conveying information in ways requested by and required by people specific to their current projects. In other words, our writing is much more fluid, modular and inherently multi-information mode. It does not follow the previously prescribed format or any prescribed format necessarily. It is ever changing. Access to new information and/or individual requirements change the 'write.'

Let us broaden our definition and application of writing to think of writing as 'information design' - designing communication with words, visuals, animation, sound and numbers. Design theory and principles are increasingly important for us. Even more radical thinking is to consider our readers/users as co-designers of every communication vehicle we write/create.

In a text literate society, the knower and the known were separated; pieces of data and information were divided, which lead to an analytical and linear approach to society and communication. With our current multi-information and multimedia technologies, we take a more holistic and synthesis approach to information and creating new patterns of information, which in turn creates new knowledge.

In a text literate society, the individual was all-important. Today, the individual remains important, but the orientation both socially and work-wise, is toward 'group-work,' collective memory and knowledge. Computerized "group-ware" represents this orientation, and is being played out in computer software and network systems (LAN, intranet and Internet). Via computer-telecommunication technologies, people are communicating much in the same manner as

those in traditional oral societies, i.e. face-to-face, immediate, simultaneous.

It is critical for us as communication professionals to be aware of this, both in terms of how and why our work relationships are changing, and more importantly, how and why people are either physically visiting information sites or intellectually accessing/creating/sharing/creating/accessing information via the Internet/www/CDs, and, in the near future, the new television-computer technology.

Apart from our use of computers in administration and physical writing (articles, brochures, reports, documents), and with regard to storing what we administer and write, there is a fundamental effect of computer-telecommunication technologies on communication (conventional writing of words or text, plus oral/aural, visual, numerical information).

Today, people access information and data via the Internet, interactive multimedia CD's, and virtual reality courses. These vehicles of information access are fundamentally re-defining people's expectations about information and about their access to information.

This presents a challenge for communication professionals that entails technology changing their mandate from preservation and interpretation of data and information to one of navigating and managing information, and of even greater importance and excitement, to one of guiding and encouraging people to access the information, see and understand patterns in the information accessed, and innovatively create new knowledge.

In other words, we are information and communication experts, and our future is wide open and challenging and very different from how we conventionally consider our roles to be. 📝

Next Issue:

Part III — The Changing Roles of Technical Communicators

Robin Etherington currently works as an Information Developer for Nortel Networks, in the Training and Documentation Department of the Wireless Division. Before moving from Winnipeg a year ago, she worked for BNI and then Nortel Networks, and was an active member of STC Manitoba.

Over the course of her career, Robin took multimedia classes and has worked in Mexico. She is thrilled to be in Calgary and a member of STC Alberta.

STC Winter Board Meeting

(Continued from page 2)

Email Addresses/Membership Lists: **STC does NOT rent or release email addresses to third-party vendors.** The “spam” you may be receiving from third-party vendors does not emanate from the STC office. Indeed, for the first time this year, the Society office released the *STC Membership Directory* under license, instructing recipients about restrictions on personal and commercial use. When third-party vendors (including STC members) violate the license agreement, and the STC office receives complaints, the third-party vendors are alerted and requested to cooperate with the terms of the license agreement. If you know of misuses of the *STC Membership Directory*, please let the STC office know (membership@stc-va.org).

Pilot Telephone Seminar: The first telephone seminar, available to all STC members regardless of geographical location, was held 12 and 26 January 2000. This pilot project had “Indexing Technical Documentation” as its first seminar. The seminar was very successful, with 48 sites signing up and more than 300 participants.

Academic and Research Programs: A great

deal of interest has been expressed in the new Teaching Fellowships for Practicing Professionals. This is the program that provides stipends to practitioners wishing to teach a course in technical communication. For more information, see the STC website.

Conferences: The 47th Annual Conference in Orlando (Florida, USA) has received more proposals than any previous conference. Approximately 260 technical sessions are planned, a 20% increase over last year.

External Relations: A public relations firm, Parker LePla, is conducting a “branding” study for the Society. The purpose of the study is to understand the values and services that are important to STC members. The results will help STC develop a consistent focus and direction at all levels. The will also help STC evaluate the effectiveness of its visual identity.

Professional Development: The Special Needs Committee is working on a brochure and web page about its services. Additionally, the Core Competencies Committee continues its work on specifically identifying the requirements of a professional technical communicator in today’s markets, based on interviews with people with hiring authority, educators, and practitioners.

In the market for Advanced FrameMaker training?

STC Alberta would like to offer an Advanced FrameMaker training workshop. If you would be interested in attending this course, please let us know by leaving your name, phone number, and email address on the main STC phone line after the program listing. Refer to page 8 for instructions.

Date is still to be confirmed.

Technical Communication: STC's journal goes online and searchable at the end of January 2000. Two years of issues (Feb 1998 - Feb 2000) will initially be available, with other issues to follow.

Upcoming Conferences

For more information about the conferences and seminars listed below, visit the listed site or access the information via regional websites (www.stc.org) or the STC office (www.stc-va.org).

- **From Region 3:** The “Currents” conference will be held 3-4 March 2000 at Mercer University (Macon, Georgia, USA).
- **From Region 4:** The Bowling Green State University student chapter (Bowling Green, Ohio, USA) is planning a student conference on 8 April; the Central Ohio chapter (Columbus, Ohio, USA) is planning a seminar on 18 March and a Leadership Workshop on 7 October; the Southwestern Ohio chapter (Cincinnati, Ohio, USA) is planning a seminar with JoAnn Hackos on “Managing Documentation” on 6 March.
- **From Region 6:** “New Frontiers in Communication,” a student/professional STC conference, will be held in St. Joseph, Missouri, USA, on 25 March.
- **From Regions 7 and 8:** A joint conference will be held on 19-21 October 19-21 in Honolulu, Hawaii, USA. Conference website: www.pan-pacific.org.

From INTECOM: FORUM 2000, an international conference sponsored every five years by INTECOM in a different country will be held in June in London, England. INTECOM is an umbrella organization of technical communications organizations worldwide. Conference website: www.commonwealth.org.uk. 📧

Highlights from Region 7 Conference presented in Edmonton’s December Coffee Night

- by Angela Wiens

Edmonton’s December meeting at Chapters continued the presentation of highlights from the Region 7 conference in Bellevue, WA, held in October. Joanne McLernon discussed two web design sessions to the great interest of all attending.

Roger C. Parker, the conference’s keynote speaker, pointed out how designing for print and designing for online are not so very different. Joanne presented many examples of both good and bad web pages that had the Edmonton members of STC Alberta chapter convinced as well. The basic premise is one we are all familiar with: focus on your reader. To create reader-friendly design, keep it simple, use contrast for emphasis, organize well, and use images to enhance your message. Give the reader the required information in a friendly and accessible manner, and the world will beat a path to your web site.

The second session, by David and Jean Farkas, focused on navigation design. Using three basic principles allows for easy and functional navigation.

1. Build effective links. Visitors should always know where they are going when they leave a page, and should be able to orient themselves easily when they arrive.
2. Coordinate navigation devices. Hierarchies, secondary links, search boxes, and indices should all work together to help visitors find what they want.
3. Provide a global view. Use site maps and current locations to help visitors know their position in relation to the entire site.

To most, it comes as no surprise that concentrating on reader-friendly design is key for both print and online media.

He Said/She Said

From Here to the Future—and Everything In-Between

- by Alan Yamada

December 14th's coffee night gathering attracted a small group and generated lively discussion. Heavy topics like the problems with education contrasted with light ones like space travel. Surprisingly, the future of technical communicating, ostensibly the evening's actual topic, was even touched on, if only tangentially.

The future of technical writing (I have reverted to my specialty, please extrapolate to communicating where applicable) is a very timely concern, and not only because of the new millennium. Business seems to have figured out that there is value in employing documentation professionals, and job seekers have discovered another potentially lucrative career.

It was the oft-heated discussion of the English language that generated the most interesting point for the future of technical writing. Technical writers, it seems, are universally frustrated by the state of modern English usage, which can be blamed on everything from the education system to engineers who would rather speak in techno-mumbo-jumbo. This is interesting because technical writers would not be very busy if everyone in business could use English efficiently to communicate.

The future of technical writing, as I see it, depends on our ability to convince others that English skills are valuable. If employers see how comprehensible manuals and useful help systems add value to their product, they will no longer view documenting as simply a contractual requirement. If computer programmers know that it is not a criticism of their communication skills when a technical writer comes in, then dialogue benefiting the programmer as well as the writer can exist.

Who knows, if the "English is important" gospel works, techie-types may even consider the documentation job with as much respect as their own. Or would that be a future too strange to imagine? 🖊️

- by Suzanne Scott

I have been to a few coffee nights and the one last December was by far the best one I've ever attended. The topic was the future of technical writing, but our discussion was not limited to that. To predict what the next millennium might be like for technical communicators, we deliberated past and present technological and cultural trends. In the process, we opened a Pandora's Box of theories, and even had a few laughs.

The beauty of coffee nights is that in the casual setting, all opinions are welcome. For those of you who also enjoy sharing ideas with others, I encourage you to come out to one of these STC events. Coffee nights are a great opportunity to take a step back from our everyday routines and examine our industry from a new perspective, as well as to meet interesting people. For details on future coffee nights, check the events listings for times, dates, and topics. 🖊️

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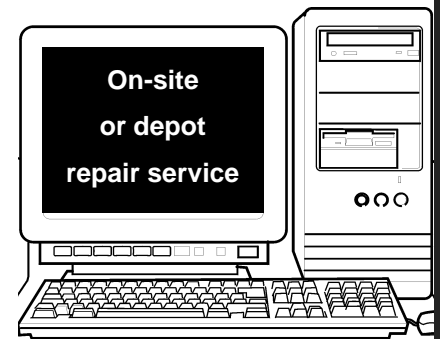
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Employment Information at the STC Conference

- by Roger E. Masse, Manager, STC Employment Information Committee

Looking for a job? Looking for technical communicators? If you are, take advantage of the Employment Information Booth at the 47th Annual Conference in Orlando, Florida in May 2000.

If you are looking for a job, send your resume for employers to examine at the booth. If you have job positions and are looking for employees, advertise your jobs and pick up resumes of job candidates. Whether you come to the conference or not, your resume or job posting can be included in the Employment Information Booth and you can receive job postings after the conference.

Resume Books

Resumes from job seekers will be organized into binders for the following US and Canadian regions and for countries outside of North America:

Region 1: Connecticut, Maine, Massachusetts, New Brunswick, New Hampshire, New York, Nova Scotia, Ontario, Quebec, Rhode Island, Vermont

Region 2: Delaware, Maryland, New Jersey, North Carolina, Pennsylvania, Virginia, Washington, DC, West Virginia

Region 3: Alabama, Florida, Georgia, Mississippi, South Carolina, Tennessee

Region 4: Illinois, Indiana, Kentucky, Michigan, Ohio

Region 5: Arizona, Arkansas, Louisiana, New Mexico, Oklahoma, Texas

Region 6: Iowa, Kansas, Manitoba, Minnesota, Missouri, Nebraska, North Dakota, Saskatchewan, South Dakota, Wisconsin

Region 7: Alaska, Alberta, British Columbia, Colorado, Idaho, Montana, Oregon, Utah, Washington, Wyoming

Region 8: California, Hawaii, Nevada,

Countries outside of North America: Countries outside of North America, regardless of STC region, are placed in the same employment binder.

To have your resume included in the binders, do the following:

1. Print your resume on **one** sheet of paper, double sided for more than one page. Resumes printed on more than one sheet are difficult for employers to see in the binders.
2. On the top right corner of the page, note the regions or country where you would consider accepting employment. Use the numbers from the list of regions. If you are interested in working outside of North America, write the country name that interests you.
3. Make six copies of your resume for each region. For example, if you want your resume included in two regions, make twelve copies (six for each region).
4. Place six copies in **one** plastic sheet protector that is punched for three-hole binders. If you are interested in more than one region, place six copies in one plastic sheet protector for **each** region. (Visualize employers looking at the front and back of your resume in the plastic sheet protector and slipping a copy from the plastic sheet protector without having to open the binder.)
5. Mail the resume packets to the address at the end of this article **on or before April 25**. (Or bring your resume packet to the Employment Information Booth at the conference.)

Job Postings

The Employment Information Booth at STC's 47th Annual Conference offers employers an excellent opportunity to advertise jobs and find qualified, professional people.

To post a job opening at the Employment Information Booth, do the following:

1. Print your job posting on one sheet of paper. If a representative of your company will be at the conference to conduct inter-

(Continued on page 7)

Edmonton coffee group discusses International Technical Communication

- by Caroline Smith

If you are involved in creating manuals and on-line help for clients in other countries, should you aim for globalization or localization? Globalization is the effort to make standard materials that can be easily understood and are culturally acceptable to a variety of audiences. A localized product more successfully addresses the needs of a specific culture, but because it involves translation, is more expensive and time-consuming to prepare.

At Chapters Southpoint on January 17, 2000, the Edmonton members met and discussed some issues that companies have dealt with when localizing their products, such as the choice of appropriate tools, the challenge of finding qualified reviewers, and the role that the Internet can play in translation. This led to a discussion of controlled language, also known as simplified English, an area where globalization and localization overlap. Both advantages and disadvantages come with the use of a controlled language; for example, gains in understandability can be offset by the loss of power of expression. We also touched on the implications of providing user training to non-North American audiences. Other cultures are often less individualistic than is standard here, or approach the student-teacher relationship differently.

We finished off by looking at some case studies that Nancy Hoft publishes as part of an on-line tutorial program on her website, www.world-ready.com. As will be known to STC members who belong to the special interest group that concerns itself with international technical communication, Ms. Hoft is a leading figure in this area and her website contains valuable information on the subject as well as links to many other interesting sites.

STC Employment Information

(Continued from page 6)

views, state that information on the job posting.

2. Make 100 copies of the job opening to be posted at the employment booth and to be distributed to job seekers.
3. Send the copies to the address at the end of this article on or before April 25. (Or bring the copies to the Employment Booth on the first day of the conference.)

Job seekers will pick up your job posting at the Employment Information Booth or have the postings mailed to them after the conference.

Booth Services

The Employment Information Booth is a self-service operation. Employers can take resumes from the binders. Job seekers can read the job postings and take copies of the ones that interest them. Job seekers and employers can contact one another through a message board. Volunteers monitor the booth to replenish popular job postings or resumes.

Job Postings Available after the Conference

If you want copies of the job postings mailed to you after the conference, please send a stamped (\$3.20 in U.S. postage), self-addressed, large (9 1/2 x 12 1/2) envelope to the address below.

Roger E. Masse, Manager
STC Employment Information Committee
3750 Benton Street
Santa Clara, CA 95051

ITC Special Interest Group (SIG) now under new management

Dear STC Members:

This letter is to let you know that the International Technical Communication SIG is now under new management. As the new SIG manager, I am asking you to notify us if you or your chapter have international communications issues that could be addressed by the ITC SIG. We are also planning the following:

- Re-design of our SIG web site — please forward the URLs of web sites or Internet newsgroup that might be of interest to the SIG (email address below).
- Hyperlinks to chapter-based international communications SIG — please let me know if you would like us to establish a hyperlink to your site from our SIG's Society web site.
- Mentoring/resources — if you or your chapter members have any specific area of expertise (e.g., translations, industry-specific international experience) and would be willing to help other members who have general inquiries, please let me know.
- Re-launch our newsletter — we need volunteer acquisitions editors, copy editors, contributors, etc. Please have anyone interested in working on this contact me.

Thanks very much for your help.

Carol Luttrell
ITC SIG Manager
Carol.luttrell@ibx.com

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Please call the Centre for Communication Studies, (403) 240-6909, for more information or visit Mount Royal's website at www.mtroyal.ab.ca.

Mark Your Calendars!

Executive Meeting

February 28, 6 pm

#1400, 505 - 3 St SW

All members are welcome.

> > >

To register for Courses and Programs, call the Hospitality Coordinator at 230-6072, listen to the message, then press "2".

> > >

Programs

MacDougall Centre

455 - 6 Street SW

Thursday, Feb. 17, 7 pm

Indexing Tips

Presented by Fena Maucieri

Join us for this program to get tips on how to improve your indexing.

Thursday, March 16, 7 pm

Scoping a Project

Presented by Laura Harvie

The Design & Analysis phase is the cornerstone of any project. During this phase, you'll define the needs of the project and make the guiding decisions about the project.

> > >

Coffee Nights

Annie's Books

912 - 16 Ave. NW. Free.

Tuesday, March 14th, 7pm

Humour and

Technical Communications

No registration necessary.

> > >

Workshop

Saturday, Feb 19, 9-4pm

Introduction to RoboHelp

Presented by Walter

Clendenning

Mount Royal College, lab E141. See page 1 for details.

STC Alberta's Year-At-A-Glance

(Dates and locations subject to change)

February 17	(Thurs)	Program (Indexing Tips) ***
February 19	(Sat)	RoboHelp course at MRC
February 28	(Mon)	Executive meeting **
March 14	(Tues)	Coffee night *
March 16	(Thurs)	Program (Project Management) ***
March 20	(Mon)	Executive meeting **
April 11	(Tues)	Coffee night *
April 17	(Mon)	Executive meeting **
April 20	(Thurs)	Program ***
May 9	(Tues)	Coffee night *
May 13	(Sat)	Advanced RoboHelp course at MRC
May 15	(Mon)	Executive meeting **
May 18	(Thurs)	Program ***
June 13	(Tues)	Coffee night *
June 19	(Mon)	Executive meeting **
June 24	(Sat)	AGM

Locations and details

* 7 pm at Annie's Books, 912 - 16 Avenue NW in the literary salon. Parking behind Tim Horton's.

** 6 pm at 1400, 505 - 3 Street SW. Parking available on the street and is free after 6 pm

*** 7 pm at MacDougall Center, 455 - 6 Street SW.

**** 9 am to 4 pm at Mount Royal College main campus, lab E141, with coffee and lunch provided.

Advance registration is required. Visitor parking is available through the security desk at the west gate of the campus.

NOTICE:
Program Fees
Advance Registration
 \$5 students
 \$7 members
 \$10 non-members
Drop-In Fees
 \$8 students
 \$10 members
 \$13 non-members

Advance Registration

How to RSVP to the STC message line

1. Read the newsletter.
2. Think to yourself "I'd like to know more about topic XYZ."
3. Check your calendar for conflicts.
4. Grab a coffee and think about how nice it'll be to get away from work and kids.
5. Mentally plan a solo vacation to Aruba.
6. After reality sets in, decide that an evening for yourself is in order.
7. Go to the phone. Dial **230-6072**.
8. After the recorded message, press **2**.
9. Leave a message for our congenial hospitality coordinator stating:
 - your name,
 - your phone number, and
 - the Program you'd like to attend.
10. Mark the day and time in your daytimer.
11. Return to your coffee and dream about Aruba some more.

SuperScript

SuperScript is the official newsletter of the Alberta Chapter of STC, the Society for Technical Communication, and is published 10 times annually, including double issues in July-August, and December-January.

Editors:

Don Harman donaldh@merak.com

Alyssa Rennie alyssar@merak.com

Mai-Ann Sprung maianns@merak.com

Michael Trumper michaelt@merak.com

Submissions: The Editors invite readers to submit articles, news, reviews, and other items of interest. Articles may be edited for size.

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Distribution: SuperScript is distributed to members in Alberta, and Northwest Territories, to all Canadian chapters of the STC, and to interested companies and individuals upon request. Circulation is 200.

Advertising: SuperScript accepts advertising of interest to our readership, and which furthers professional development. We reserve the right to limit or refuse advertising.

Rates: Full page \$160.00 Quarter page \$50.00
 Half page \$100.00 Business card \$20.00.

To place an advertisement: Send your cheque, payable in advance to Society of Technical Communication, Alberta Chapter, Attn: Treasurer, at:

STC Alberta Chapter
 Box 2947, Station M
 Calgary AB T2P 3C3
 Website: <http://stc.org/region7/alb>
 E-mail: albwww@stc.org
 Phone: (403) 230-6072