



Super Script

November 1999



society for technical communication



So, You're Thinking About Becoming a Contractor...

- by Laura Holtby

To contract or not to contract, that is the question. Whether 'tis nobler in the mind to suffer the slings and arrows of permanent employment or to take up the arms of an independent consultant. This is the dilemma we discussed at the October 21st program meeting. Claire Huene, Ruth Maryniuk, and Brian O'Malley lent us their experience as contractors in Calgary. A spirited discussion ensued.

Politics, repetition, and layoffs – these are some of the negatives of permanent employment. With contracting, you gain a wider range of experience and more flexibility, but you miss out on benefits and company-sponsored training. And what long-term contractor hasn't had a company that doesn't want to pay for services rendered? Contract work requires discipline and self-motivation, especially if you are working from

a home office. You avoid the long commute (as a former Torontonion, I don't see what Calgarians have to complain about, but anyhow) and thus can be productive for more hours of the day. Yes, you can start work in your pajamas. (Of course, I always found the refrigerator way too close when I was work-

"With contracting, you gain a wider range of experience and more flexibility, but you miss out on benefits and company-sponsored training."

ing at home.)

We discussed estimating for projects. You can get in trouble for estimating too high (don't get the job) or too low (don't make any money). Brian recommends keeping meticulous time sheets: he writes down his tasks in 15-minute increments. That way he has numbers he can base future estimates on. How long does it take to do a help system? The figure agreed upon is two hours per topic, but

it varies. No magic formula works for every writer and every project.

If you're working as a consultant, should you incorporate? Claire has lost contracts because she hasn't incorporated. Revenue Canada is getting fussier and fussier about who qualifies as a contract employee, and that affects the rules companies use for hiring contractors. However, if you do want to contract, get a GST number. Companies expect it. Talk to an accountant for information about setting up your books for contract employment.

Contracting may not be for everyone. Many thanks to Claire, Ruth, and Brian for helping the participants decide if contracting is for us. 📝

Share your experience with Mount Royal College students

Do you have a wealth of knowledge and experience in technical communication? Are you looking for a venue to share that knowledge?

The Technical Writers' Society of Mount Royal College (TWS) is looking for technical writers and editors to speak at its meetings. The meetings, which are held monthly, start in January 2000. The TWS can set days and times to work with your schedule.

Contact the TWS by e-mail (tws_mrc@hotmail.com) or telephone (Ken at 242-4962) for more information or to volunteer.

The Truth is Out There . . . Canadian Tech Communication Programs "sited"

- submitted by Brian O'Malley

The Canadian Issues Committee (CIC) has assembled a summary of technical communications programs, including admission requirements, contact information, and lists of course titles. This list is now available on the STC Alberta website.

Many of the programs are young and continue to be refined following curriculum evaluation and in response to the rapidly changing demands of our profession. Therefore, some of this information may not be completely up-to-date.

When the CIC met in Winnipeg in October 1995, it became clear that the lack of post-secondary education in our field was a serious

concern across the country. Since then, technical communication programs have developed rapidly. At least 13 continuing education, certificate, and degree programs are now offered. (There may be more, but it was not possible to track all of them down.)

The CIC intends to maintain this summary on behalf of Canadian members. If you find errors and/or omissions, please contact the CIC Chair, Leanne Logan at llogan@quintext.com.

This document is available for download (<http://stc.org/region7/alb/>) in PDF format.



A Word from our President

- by Leila Meyer

I can't believe we're already four months into the STC year! I would like to thank the members of the executive council and other STC volunteers for the work they have done to make the year such a success. Because of their dedication and enthusiasm, our chapter enjoys a wide variety of events and services. It is a pleasure to work with everybody on the council, and I'm looking forward to the next eight months!

Thanks also to:

- Glenn Ruhl for speaking at the wine and cheese,
- Philip Sharman for teaching the Frame-Maker course, and
- Brian O'Malley, Claire Huene, and Ruth Maryniuk for speaking at the October program event.

We have more great programs and coffee nights coming up before the end of the year. Check out the back page of the newsletter for dates and times. I hope to see you there!

Membership

I am also pleased to report that our chapter is now 192 members strong, a 16% increase over this time last year. To help make our chapter even stronger, spread the word amongst your colleagues who have not yet joined. Members who join between now and the end of December get the rest of this year, and all of the 2000 membership year for the price of a one year membership. That's 14 months for the price of 12! For membership information, please contact our membership coordinator, Lisa Brent, at lisa@lions.com.

Competition

Our first chapter competition is a huge success. We received an impressive number of submissions, which raises the level of competition. Preparations for judging are now underway. Thanks to Laura Harvie, Marty Steadman, Diane Laverty, Ruth Maryniuk, and Sandra Busby for their work on the competitions committee.

E-mail discussion list

The e-mail discussion list is taking off. Almost one quarter of our members throughout the province are already subscribed, and people are starting to use it to ask questions and converse with fellow technical communicators in Alberta. If you haven't subscribed yet, and would like to, please refer to the instructions in this newsletter.

Mentorship

The mentorship program is in full swing. Fena Maucieri has received a number of applications from potential mentors and mentorees, and is matching people together. The program is ongoing, so if you're looking for a mentor, or want to be one, check out our web site for application forms. 📧

Edmonton's Coffee Session Offers Important Lesson

- by Perry Shulak

The issue with poor communications is there is the potential for serious repercussions.

Adapted from Edward Tufte, *Visual Explanations*, Perry discussed the issue of communications, or lack of it, in the explosion of the space shuttle Columbia. Due to the lack of poor assessment of what is deemed critical information, and how that information is presented, Thiokol, the manufacturer of the booster engines, failed to convince NASA of the impending danger.

They supplied numerous charts and diagrams. The problem: they failed to focus the factors that led to the disaster. This was the temperature limitations on the O-ring that stimulated erosion. Was it an issue of bureaucracy, or an inability to communicate beyond NASA's ability to visualize the conditions? This is definitely a situation that all communicators can learn from.

What evolved from this event will be remembered as one of the most severe breakdowns in NASA's history. 📧

In Memoriam

We sadly announce that Dane Anderson passed away on October 21. Dane joined STC Alberta in October 1996 and immediately took an active role, serving capably as Secretary from January 1997 through June 1998. He will be greatly missed by his colleagues and friends in the STC family.

Next Edmonton coffee meeting

Thursday, November 18,
7:30 - 9 p.m. at Chapters (south side)
3227 Calgary Trail South
Topic: **Hi-lites of Region 7 Conference**

Alberta STC Executive Council — 1999-2000

Leila Meyer President leila.meyer@olantra.com	Caroline Kutschke Vice President 01071298@3web.net	Marty Steadman Secretary msteadman@siwrites.com	Ian Hawkins Treasurer ihawkins@telusplanet.net	Marie Frison Klassen Past President mariefk@home.com
Lisa Brent Membership lisa@lions.com	Suzanne Scott Programs suescott@telusplanet.net	Nancy Sequeira Hospitality Nancy_Sequeira@hotmail.com	Laura Harvie Competitions laura@siwrites.com	Gillian Ward Webmaster gillian.ward@nrginfo.com
Blair McNaughton Jobline final.draft@home.com	Fena Maucieri Mentorship fena@audesi.com	Brian O'Malley Core Competencies Committee Rep & Membership Directory omalley@nucleus.com	Darren Tenor Archivist tenor@nucleus.com	Angela Wiens Liaison, Edmonton awiens@telusplanet.net
Richard Blitz Liaison, Red Deer blitz@home.com	Ken Schatzke Mount Royal College kschatzke@hotmail.com	Diane Laverty Public Relations dlaverty@home.com	Ken Schmaltz Public Relations pwp@cadvision.com	
Mai-Ann Sprung SuperScript Editor maianns@merak.com	Alyssa Rennie SuperScript Editor alysar@merak.com	Michael Trumper SuperScript Editor michaelt@merak.com	Don Harman SuperScript Editor donaldh@merak.com	

ship Grant Program, the Society may award stipends to enable practicing professionals in the field of technical communication to serve as adjunct or visiting faculty in colleges and universities. If you are interested in learning more about this program, the guidelines will be posted on www.stc-va.org in October.

- Starting in the year 2000-2001, an online category will be added to the existing hard copy category for the International Student Technical Writing Competition.
- ~~Many committee members~~ ~~11.46.7wpo9(i)4~~

Assessing Our Writing With the Three C's Meditations in Technical Writing

- by Paul Sparrow-Clarke

I am writing this column because a writer is like a carton of milk in a refrigerator. Let me explain. Author Stephen King, in an introduction to a short story anthology by Harlan Ellison, noted that writers tend to write like whatever they happen to be reading. So, if you're reading Raymond Chandler, your manuals will read like this: "The fog hung over the city like smoke in a dingy bar, as the investigator in the black coat pressed the **Edit** key to display the **Edit Fonts** menu." Well, not really, but you get my point.

This month I happen to be reading *Philosophy for Dummies* by Tom Morris (who, as the jacket cheerfully informs us, also wrote the interesting-sounding *If Aristotle Ran General Motors*). It's a great book, and one which I highly recommend, and is on my mind as I write this column. It has inspired me to pick out some of its principles and see how they apply to technical writing. So this column has a philosophical slant because of my reading. A writer is like a carton of milk in a refrigerator, taking on the flavour of other foods nearby. Get the connection? Anyway, in reading this philosophy book, I ran across a useful way to assess any piece of technical writing. And I want to share it with you.

Early in the book, Morris notes that philosophy cultivates three intellectual skills that are important for all of us to possess: analysis, assessment, and argument. Analysis is the skill of penetrating to the core of an issue. Argument is "...a reasoned presentation of ideas, where you marshal evidence in favour of the truth of a conclusion." And with assessment, we assess competing claims to separate the wheat from the chaff. Assessment can also help us evaluate a philosophical position. Or a piece of technical writing.

When assessing something, Morris explains, we must ask the following three basic questions:

1. Is it coherent?
2. Is it complete?
3. Is it correct?

It was obvious to me as I read this that these questions also form a good method of evaluating, or assessing, technical communications.

Coherency means that writing must make sense, flow logically, and be internally consistent. Technical communications is often

developed around the idea of "chunking" information. A chunk of information is useless if the reader has not been prepared for it by a previous chunk. Similarly, we must look within each chunk, or section, to assess if each point flows logically from the next, and sets us up for the next point.

For a piece of writing to be complete, it must include all relevant facts necessary to understand the information. If a document has gaps, or is not comprehensive enough, its effectiveness is blunted. However, we must also check to see if there is too much information. If writing contains truckloads of in-

Three important questions to ask yourself about your writing...

1. *Is it coherent?*
2. *Is it complete?*
3. *Is it correct?*

formation that is not directly relevant, confusion sets in. To avoid this, get back to basics: what is the purpose of the document, and who is the audience? The purpose and the audience will dictate what information needs to be included for the document to be complete.

The last question, regarding correctness, is vitally important in a piece of technical writing. As technical communicators, we must find ways of effectively communicating complex information. Before we can do that, we have to ensure that the information we are presenting is in line with the facts. This means fact-checking. If we don't have our facts straight, our technical communications piece loses its reliability, and can lead readers astray.

When doing your assessment, remember that all three questions are important. A piece of writing may be complete and accurate, but it may not flow logically, and thus may not be coherent. Similarly, a document may flow well and be complete, but may contain inaccuracies. Remember the "three C's" of assessment, and you can accurately assess any piece of writing.

Assessment is one of the critical links in the writing process. Whether we are assessing our own work, or the work of a fellow writer, we must constantly assess to see if the writing is achieving its aims effectively. In the technical writing process, this assessment

usually takes the form of scheduled reviews of draft documents. Document reviewers usually work better if they have review questions to focus them. The next time you submit a draft for review, give your reviewers focus questions built around the three C's, and I bet that your feedback will be of a higher quality. And when you assess your own work, do the same thing. Apply the three C's of assessment, and you will progress towards making your document as coherent, complete and correct as it can be. As a result, you will take a giant step towards excellence in technical writing. But what is excellence? Oh, wait, that is a forthcoming chapter in my philosophy book. I may dip into this book for inspiration on future columns. Until next time.

Follow-up to September column ("Omit Needless Words"):

Thanks to Ken d'Albenas for finding the quote on brevity in writing that I referenced. It was Blaise Pascal who said it, and it goes like this:

I have made this letter longer than usual, because I lack the time to make it short.
(in *Lettres Provinciales*, 1656- 1657)

Ken also passed on the following nugget:

Simplify, simplify, simplify!
-Thoreau

One 'simplify' would have sufficed.
- Emerson

Comments or points to discuss? Email me at psparrow@telusplanet.net

Copies of past "Meditations" columns can be found at my Web site, www.telusplanet.net/public/psparrow. 📧

Competition Update!

Zounds! The Alberta Online and Publications Competition is an astounding success. With 28 entries submitted from Edmonton, Red Deer, and Calgary we are off to a great start!

Next stop: Vancouver. The entries are being sent to Vancouver this week for judging.

Stay tuned!

Program Notes – Upcoming Seminars

- by Sue Scott, Programs Coordinator

Web pages: the good, the bad, and the ugly - November 18

Presenter: Todd Kuipers, Merak

Join us for this program to get tips on how to improve your web page. This is not a web page design course, but a discussion of the basic principles of web design. The discussion will also include:

- Some design ideas that can improve the look of your web page.
- How a good web page can benefit your company.
- Some neat tools to use to add features to your web page, such as animation, and how to access these neat tools.

Advance Registration Ticket Fees:

Members \$7
Student Members \$5
Non-members \$10

Drop-In Ticket Fees:

Members \$10
Student Members \$8
Non-members \$13

Pay at the door with cash or cheque; no credit cards please.

To register, call 230-6072, press #2, then leave a message on the STC phone line for the hospitality coordinator.

When space is limited, preference is given to active STC members.

Starts at 7 pm (doors open at 6:45 p.m.)

MacDougall Center, 455 - 6 Street S.W., Calgary

Oooooowwww!!!

(Continued from page 3)

So take heart and keep a few concepts in mind. Be firm – know the importance of precise and effective communication. Be tough – middle of the night revisions to software will require time for proper evaluation. Be vigilant – all changes to a product in development may not be noted completely. But most of all, smile, since it appears unlikely that the situation is going to change to any large degree anytime soon.

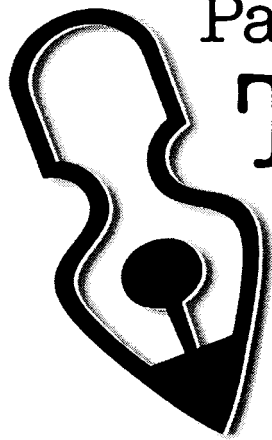
Accept your fate and laugh – then make the best document you can. 📝

New STC Members

STC Alberta welcomes the following new and returning members:



Shirley Bays
Laura Harvie
Tracy MacDonald
Kim McKenzie
Grace Oram
Shelley Owens
Frances Purslow
Gary Ten-Hove
Kim Yarmuch



Part-time Credit Studies in Technical Writing

The first part-time evening, credit course – **Introduction to Technical Writing** – begins at Mount Royal College in January 2000.

Technical Writing is a specialization in the Bachelor of Applied Communications Program.

Who should apply?

- ⇒ Recent graduates in English, Communications or Scientific /Technical disciplines
- ⇒ Strong writers
- ⇒ Currently employed documentation professionals

The Centre for Communication Studies also offers:

- ⇒ Full-time Technical Writing Applied Degree
- ⇒ Professional Writing Certificate
- ⇒ **Apply now for fall 2000 entry to these programs.**



Please call the Centre for Communication Studies at Mount Royal College, **(403) 240-6901**, for more information.

forte – the book. The book files were initially providing programs such as this FrameMaker
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that I have attended. With the expert tutelage of Philip Sharman and the excellent organization of Suzanne Scott it was, for me, an entirely worthwhile experience. I look forward to participating in many others like it. 📧

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 &D00 DQG DVN DERXW RXU VSHFLD0 UDWHV IRU 67& PHPEHUV.**

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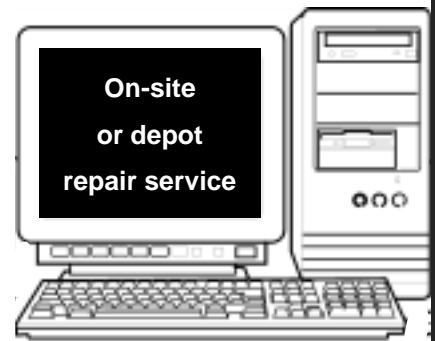
- Hardware (computers, printers, monitors & peripherals).
- Operating system corruption.
- Network troubleshooting.

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- Custom-made Tracs computers.
- Software.
- Service contracts.
- Computer peripherals and supplies.
- Brand-name business-class notebooks and computers.

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- Preventive maintenance.
- Application software installation and configuration.
- Data recovery and virus removal.
- Operating system configuration & installation



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Calling All Volunteers! Smart 2000 Needs U!

On October 23-26, 2000, Calgary will host the Smart 2000 Conference and Exposition, a unique, interactive conference focusing on how individuals, businesses, organizations, communities and governments function in a connected society. STC Alberta will be participating in this high profile conference for the Alberta technology industry, and you can be a part of it!

We need members to volunteer a few hours each month between now and next October as we prepare for the event. If you are interested in participating, please contact Leila Meyer at leila.meyer@olantra.com.



Reminders



STC Alberta Discussion List

Converse online with fellow members of STC Alberta on our chapter e-mail discussion list.

To join, send a blank e-mail message to join-stc_alberta@lists.stc.org (hyphen between "join" and "stc"; underscore between "stc" and "alberta").

The list administrator will verify your membership and add you to the list, usually within 24 hours. Once you are subscribed, you will receive a message including posting rules and instructions on how to post messages to the list.

Membership Drive Underway

We're approaching an STC membership drive, so be sure to tell your writer-friends about STC's free period (November and December included in their 2000's dues). Check out the website for more information on membership!

STC Jobline

Jobs are posted on the STC Alberta website and on the main STC phone line. To obtain contact information for jobs posted on the website, phone the STC phone line, listen to the message, then press "3". You will then be prompted for a code. If you do not have this code, contact Blair McNaughton at (403) 281-3299 or by email at final.draft@home.com.

Help Make PD Day/AGM 2000 a Success!

- by *Caroline Kutschke, Vice President, 1999-2000*

The 1999 annual general meeting and professional development day was a success largely thanks to the hard work and enthusiasm of a dedicated group of volunteers; and likewise, the 2000 event promises to be as successful! Interested in joining our team for next year's event?

A core group of volunteers have agreed to stay on to help plan the 2000 event, but we can always benefit from working with more people with experience, enthusiasm, a fresh perspective, and great ideas. The date for the PD day/AGM 2000 is tentatively set for June 24, 2000.

Responsibilities up for grabs include:

- Registration coordinator – prepare pre-registration and registration packages and update as necessary; coordinating confirmations.
- Publicity coordinator/secretary – keep track of progress during planning; write articles for the newsletter and website; update programs on info line.
- Event coordinator for the day of the AGM

(best for two people) – set up tables, signs and workshops; welcome incoming members; assist members and speakers; assist President; and organize presentations.

Some issues to consider for future events: holding the combined event somewhere between Calgary and Edmonton; holding the event over an entire weekend.

If you are interested in helping out, please contact Leila Meyer at leila.meyer@olantra.com or Caroline Kutschke at 01071298@3web.net.

We look forward to hearing from you! 📧

Teachers of Technical Writing Unite!

After last month's successful get-together, we've scheduled the next meeting for November 23rd, at 7:30pm.

Meeting is on 3rd floor of Social Sciences building at the University of Calgary. Meeting room will be posted on signs on 3rd floor.



Call for Entries Ken Caird Competition

The Society for Technical Communication (STC) invites eligible students to participate in the 1999/2000 Ken Caird Student Article Competition. This competition recognizes excellence in technical communication articles written by college students.

Awards will be presented as follows:

- Undergraduate: Distinguished (\$1,000)
Excellence (\$500)
- Graduate: Distinguished (\$1,000)
Excellence (\$500)

In addition, winning entries will be honored and displayed at STC's annual conference in Orlando, Florida, May 21-24, 2000.

Students can enter any article that has been published in a serial publication since October 1, 1997. The article must contain sufficient technical content to qualify as technical communication. Eligible publications include the following:

- STC publications
- Other professional society journals and newsletters
- Trade publications and newspapers

The only requirement for authors is that they must have been enrolled full-time (as defined by the school's criteria) in a post-secondary technical communication program as a major, minor, or in a field of concentration at the time the article was submitted or accepted for publication.

A submitter does not need to be a member of the STC to enter the competition.

Entries must be received by January 15, 2000. Competition entry forms and rules are available on the STC web site at <http://www.stc-va.org/studentcomp.html>.



SCHOLARSHIP APPLICATIONS AVAILABLE

Each year, STC offers scholarships to full-time graduate and undergraduate students pursuing careers in technical communication.

Fourteen awards of \$2,500 each will be granted for academic year 2000-2001.

Application deadline is February 12, 2000.

Application forms and instructions are available from the STC office:

901 N. Stuart Street, Suite 904
Arlington, VA 22203-1822
(703) 522-4114

Mark Your Calendars!

Executive Meeting

November 15, 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 Center

455 - 6 Street SW

Thursday, Nov. 18, 7 pm

Web Pages: the Good, the Bad, and the Ugly

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

See "Program Notes" for more information on this program.

> > >

Coffee Nights

Annie's Books

912 - 16 Ave. NW. Free.

Tuesday, Dec. 14, 7 pm

Topic: The future of our profession. How will we prepare ourselves for changes in technology and the workplace?

STC Alberta's Year-At-A-Glance

(Dates and locations subject to change)

November 18	(Thurs)	Program (topic: Web Pages) ***
December 14	(Tues)	Coffee night *
December 20	(Mon)	Executive meeting **
January 17	(Mon)	Executive meeting **
January 20	(Thurs)	Pub night *****
February 8	(Tues)	Coffee night *
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 (Not confirmed.)

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.

***** The Pub Night (January 20) is at 7 pm at the Rose and Crown Pub, 1503 - 4 Street SW. Parking is available in the pub's lot and on the street.



Crash Grammar Course for Editors and Writers

EAC member Shalagh Kubish reprises last year's popular Crash Grammar Course for Editors and Writers — a refresher course designed to help you spot common grammatical errors encountered by editors and writers in the line of duty.

Saturday November 20, 9:30 am - 3:00 pm
SAIT Campus, Room N 706, Senator Burns Building.
\$65.00 members, \$85.00 non-members

To register, send a cheque payable to "Prairie Provinces Branch - Editors' Association of Canada" to Lori Burwash, 1137 - 18 Avenue NW Calgary, AB T2M 0W1. Include your name, mailing address and phone number.

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, Nancy, 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.

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

Reprints: Original articles appearing in SuperScript may be freely reprinted, provided that the author and source are acknowledged, and a copy of the reprint is promptly sent to the Editors. Reprints may not be edited for content, or used for commercial or morally repugnant purposes.

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