

Society for Technical Communication

54th Annual Conference of the
Society for Technical
Communication
2007

“Ascend the Summit!”

May 13-16, 2007
Minneapolis, Minnesota, USA

Printed from e-media with permission by:

Curran Associates, Inc.
57 Morehouse Lane
Red Hook, NY 12571
www.proceedings.com

ISBN: 978-1-60423-305-6

Some format issues inherent in the e-media version may also appear in this print version.

Table of Contents

Applying Research and Theory to Practice

Developing a Cultural Model to Support Web Site Localization: A Case Study of Uzbek School Web Sites <i>Kathleen Gygi and Jan Spyridakis</i>	1
Effect of Repetition on Cohesiveness of Single-Sourced Documents <i>Lyn Gattis, Shelia Kennison, Mark Payton, and Thomas Warren</i>	8
Student Experiences in Irish and US Virtual Teams <i>Madelyn Flammia, Yvonne Cleary, and Darina M. Slattery</i>	16
Why We Should Teach XML: An Argument for Technical Acuity <i>Becky McShane</i>	27

Designing and Assessing User Experiences

A Gain-Gain Partnership: Vendor-Client Collaboration for Better Software Usability <i>Kathryn Bohlke and John Wooden</i>	43
An Accessible On-line Resource for Mathematics Students and Instructors <i>Gloria Reece</i>	47
Customer Consultant Case Study <i>Stephanie Baldwin</i>	50
From a Single Usability Test to User-Centered Design <i>David Dayton and Carol Barnum</i>	54
Join the (User) Group! <i>Barbara Heninger</i>	66

Developing and Delivering Content

Agile Development Adjustments <i>Sally Johnson</i>	73
--	----

Table of Contents

Data Versus Information <i>Patricia Heuser</i>	75
How Users Process Procedural Illustrations: Evidence from Qualitative and Quantitative Data <i>Robert Krull, Jill Evans, Gary Mills, and Debbie Rowe</i>	79
Using Classified Content to Increase Information Retrievability in a Flood of Data <i>Kristine Henke</i>	84
 <i>Developing Your Skills and Promoting Your Profession</i>	
Lone Writer SIG Progression <i>Dana Utz, Al Hood, Christopher Thiessen, Derek Torres, Jerry Franklin, and Martha Cowley</i>	88
Make Each Technical Editing Minute Count <i>Jacqueline Eldridge</i>	91
Tips on Defining User-Centered Design Best Practices <i>Karen Bachmann</i>	96
 <i>Managing People, Projects and Business</i>	
How to Build a Global Documentation Team and Make it Work <i>Francisco Abedrabbo</i>	97
Policies & Procedures: A Strategic Approach <i>Travis Shoemake</i>	100
 <i>Producing and Publishing Information</i>	
Case Study: A Do-It-Yourself DITA Pilot Project <i>Larisa Pikovsky</i>	103
Implementing Content Management for Small Organizations <i>Paul Doyle</i>	109