

SIGDOC**2003**

October 12-15, 2003
 Holiday Inn Financial
 San Francisco, CA, USA

sigdoc2003@acm.org

*Finding Real-World Solutions for
 Documentation: How Theory Informs
 Practice and Practice Informs Theory*

<http://www.sigdoc2003.cs.uvic.ca/>

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SIGDOC 2003 Program AT-A-Glance

| | Sunday | Monday | Tuesday | Wednesday |
|-------------|----------------------------------------|-----------------------------------------------------------------|--------------------------------------------|-------------------------------------------------------|
| 8:00-9:30 | | Building on the User's Experience | Papers: Formal Methods | Papers: Field Studies |
| 9:30-10:00 | | Break | Break | Break |
| 10:00-11:30 | | Panel: Teamwork in Technical Communication | Panel: Documentation Tools | Papers: Managing the Process |
| 11:30-1:00 | | Lunch on your own | | Farewell Luncheon |
| 1:00-1:30 | | 1:00-2:00 Rigo Award and Keynote Address: JoAnn Hackos | Lunch on your own | |
| 1:30-3:00 | Tutorial: T6 cancelled | 2:00-2:30: Break | Panel: Managing Design | Panel: Getting and Giving Information |
| 3:00-3:30 | | 2:30-4:00 Papers: Understanding Users I | Break | Break |
| 3:30-5:00 | | 4:00-4:15: Break | Papers: Accessibility | Papers: Roles of End-Users |
| 7:00 | Reception | 4:15-5:15 Diana Award: IBM Address: Susan Mills | Banquet | Tutorial: T9 cont. cancelled |

SIGDOC 2003 Program Sessions

Monday, October 13, 2003

Monday, October 13, 2003, 8:00-9:30 Building on the User's Experience

Welcome by Scott Tilley

Pierce, Rob
Optimizing Your Documentation with the Help of Technical Support

Williams, Ashley
Examining the Use Case as Genre in Software Development and Documentation

Monday, October 13, 2003, 10:00-11:30 Panel: Teamwork in Technical Communication

Amponsah, Kofi
Patterns of Communication and the Implications for Learning among Two Distributed-Education Student Teams

Hart-Davidson, Bill
Seeing the Project: Mapping Patterns of Intra-Team Communication Events

Slattery, Shaun
Research Methods for Revealing Patterns of Mediation

Monday, October 13, 2003, 10:00-11:30 Panel: Documentation Tools

Wells Akis, Jennifer, Brucker, Stephanie, Chapman, Virginia, Ethington, Layne, Kuhns, Bob, and Schemenaur, PJ
Authoring Translation-Ready Documents: Is Software the Answer?

Priestly, Michael
Scenario-driven and model-driven information development with XML DITA

Fralely, Liz
Beyond Theory: Making Single Sourcing Actually Work

Monday, October 13, 2003, 14:30-16:00 Papers: Understanding Users I

Roberts, Linda
Non-Training Factors that Contribute to Distance Education Attrition

Faber, Brenton
Documentation and software implementation: Understanding the rhetoric of technology adoption

Spinuzzi, Clay
Knowledge Circulation in a Telecommunications Company: A Preliminary Survey

Tuesday, October 14, 2003

Tuesday, October 14, 2003, 8:00-9:30

Papers: Formal Methods

Novick, David, and Ward, Karen
An Interaction Initiative Model for Documentation

Power, Norah
A Theory of Requirements Documentation Situated in Practice

Tilley, Scott, and Huang, Shihong
Towards a Documentation Maturity Model

Tuesday, October 14, 2003, 10:00-11:30

Papers: Understanding Users II

Albers Michael
Multiple Dimensions of Audience Analysis

Tilley, Scott, and Huang, Shihong
A Qualitative Assessment of the Efficacy of UML Diagrams as a Form of Graphical Documentation in Aiding Program Understanding

Gaura, Elena, and Newman, R.M.
Using AI techniques to aid hypermedia design

Tuesday, October 14, 2003, 1:30-3:00

Panel: Managing Design

Murphy, Steve
Designing UML diagrams for technical documentation

Newman, R.M.
Formal design of SMiL presentations

Nguyen, Tien N., and Munson, Ethan V.
The Software Concordance: A New Software Document Management Environment

Tuesday, October 14, 2003, 1:30-3:00

Panel: Getting and Giving Information

Hernandez, Nicolas, and Grau, Brigitte
What Is This Text About? Combining topic and meta- descriptors for text structure presentation

Lee, Kwang Bok, and Grice, Roger
Embedded-Viewing Methods for Web on Personal Digital Assistants (PDAs)

Paganelli, Céline, and Mounier, Evelyne
Information retrieval in technical documents: From the user's query to the information-unit tagging

Tuesday, October 14, 2003, 1:30-3:00

Papers: Accessibility

Jackson, Sue

How Interdisciplinary Teams Created Company-Wide Accessibility Guidelines

Tilley, Scott
Computer Documentation for Senior Citizens

Ward, Karen, and Novick, David
Hands-Free Documentation

Tuesday, October 14, 2003, 3:30-5:00
Papers: Roles of End-Users

Hendricks, Richard
Feature Guides: Improving usability for end users

Russell, John
Making It Personal: Information that Adapts to the Reader

Rivera, Theodore, Tate, Adam, and Will, Scott
Actively Involving Our Information Development Teams with Clients

Wednesday, October 15, 2003

Wednesday, October 15, 2003, 8:00-9:30
Papers: Field Studies

Mirel, Barbara
General Hospital: Modeling Complex Problem Solving in Complex Work Systems

Rosenbaum, Stephanie
Alternative Methods for Field Usability Research

Spinuzzi, Clay
Using a Handheld PC to Collect and Analyze Observational Data

Wednesday, October 15, 2003, 10:00-11:30
Papers: Managing the Process

Kaner, Cem
Liability for Defective Documentation

Crawford, Vanadis
Setting Performance Expectations for Technical Communicators

Seifert, Leah Ann, and Crawford, Vanadis
Managing Innovation—15 Minutes of Fame