

# #tcchat

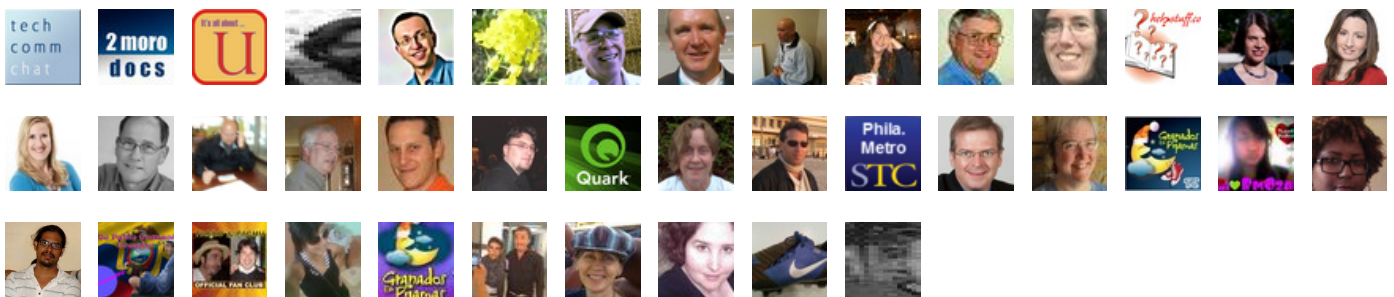
## #tcchat 2/8/12 . S1

Transcripts for Twitter chat for technical communication. Topic: global considerations

## Trending Words

&, global, rt, -, good, use, @vinokoor, :), more, time, @techwriterkai, join, #techcomm, think, ui

## Event Participants





@Irmeyer747 Thanks for the RTs today! :) #tcchat

08-Feb-12 00:03 | TC\_Chat



S2 of #tcchat exactly 24 hours frm right now (6pm PST, 1pm Sydney, Melbourne). Topic: global considerations. Join in!

08-Feb-12 02:00 | 2moroDocs



S2 of #tcchat exactly 24 hours frm right now (6pm PST, 1pm Sydney, Melbourne). Topic: global considerations. Join in! #techcomm cc:@ASTCNSW

08-Feb-12 02:00 | TC\_Chat



RT @TC\_Chat: S2 of #tcchat exactly 24 hours frm right now (6pm PST, 1pm Sydney, Melbourne). Topic: global considerations. Join in! #techcomm cc:@ASTCNSW

08-Feb-12 02:11 | ASTCNSW



@astcnsw Thanks for the RT about 2moro's #tcchat S2. Will be nice to have real-time convo with peeps in Australia again. Have missed that :)

08-Feb-12 02:17 | TC\_Chat



One thing I like about #tcchat S2 is you can be in two days at one time, not just two places. It's Weds in N.America & Thurs in Australia.

08-Feb-12 02:19 | 2moroDocs



One thing I like about #tcchat S2 is you can be in two days at one time, not just two places. It's Weds in N.America & Thurs in Australia.

08-Feb-12 02:19 | TC\_Chat



RT @TC\_Chat: S2 of #tcchat exactly 24 hours frm right now (6pm PST, 1pm Sydney, Melbourne). Topic: global considerations. Join in! #techcomm cc:@ASTCNSW

08-Feb-12 04:03 | mojoneill



@TC\_Chat Going home in Central Europe, in time for #tcchat :-)

08-Feb-12 15:08 | techwriterkai



Chat day! Two hours to go until #tcchat S1 commences. Topic: global considerations. Anticipating folks from a number of countries.

08-Feb-12 15:09 | 2moroDocs



@techwriterkai Great! See you there, Kai. :) #tcchat

08-Feb-12 15:09 | TC\_Chat



Check in on the #tcchat tag over the next few hours for more info as we get closer. Can gather a little b4 the start if u want. #techcomm

08-Feb-12 15:11 | TC\_Chat



MT @TC\_Chat: Check in on the #tcchat tag over the next few hours for more info as we get closer. #techcomm

08-Feb-12 15:14 | Irmeyer747



RT @TC\_Chat: Check in on the #tcchat tag over the next few hours for more info as we get closer. Can gather a little b4 the start if u want. #techcomm

08-Feb-12 15:16 | ermphd



Chat day! Under 2 hours until #tcchat S1. Topic: global considerations. Anticipating folks from a number of countries. #techcomm [repost]

08-Feb-12 15:20 | TC\_Chat



RT @TC\_Chat: Check in on the #tcchat tag over the next few hours for more info as we get closer. Can gather a little b4 the start if u want. #techcomm

08-Feb-12 15:42 | virtual\_li



Taking a cue from #genychat. This is a live event! Song 4 the chat: It's a Beautiful Day <http://t.co/YNr6wCJo> #tcchat

08-Feb-12 16:14 | TC\_Chat



... any #tcchat day is a great day, IMO. Plus I like the refs 2 places around world. That's what this chat is about. :) Techcomm is global

08-Feb-12 16:16 | TC\_Chat



Will be making some announcements re upcoming chats. I think you all will like them! I'm very excited. #tcchat

08-Feb-12 16:18 | TC\_Chat



RT @tc\_chat: Will be making some announcements re upcoming chats. I think you all will like them! I'm very excited. #tcchat

08-Feb-12 16:23 | Irmeyer747



Half an hour to go. Join in today's #tcchat S1 about global considerations! #techcomm #elearning

08-Feb-12 16:28 | TC\_Chat



I'll be tweeting comments, etc with this account & use the @TC\_Chat account for listing questions. #tcchat

08-Feb-12 16:29 | 2moroDocs



RT @tc\_chat: Half an hour to go. Join in today's #tcchat S1 about global considerations! #techcomm #elearning

08-Feb-12 16:30 | Irmeyer747



If you're around, feel free to say so & get ready. I'll have lots of announcement tweets at the start. Will begin at 9am sharp. #tcchat

08-Feb-12 16:48 | TC\_Chat



Want to join in #tcchat? It starts in 10 mins - 5pm UK time. Follow @TC\_Chat: If you're around, feel free to say so & get ready.

08-Feb-12 16:52 | robocolumn



Looking forward to a good discussion today. #tcchat

08-Feb-12 16:56 | larry\_kunz



I have 10 announcement tweets, including 3 upcoming chat announcements. #tcchat

08-Feb-12 16:59 | 2moroDocs



I have 10 announcement tweets, including 3 upcoming chat announcements. #tcchat

08-Feb-12 16:59 | TC\_Chat



Welcome to S1 of today's #tcchat! Topic: Global Considerations

08-Feb-12 17:00 | 2moroDocs



Welcome to S1 of today's #tcchat! Topic: Global Considerations

08-Feb-12 17:00 | TC\_Chat



Upcoming chat: doc team mgmt. Guest SMEs: Michele Marques (@ms\_marques – lead host), Alyssa Fox (@afox98) & 1 other. Date TBD. #tcchat

08-Feb-12 17:02 | TC\_Chat



RT @TC\_Chat: Upcoming chat: Kristina Halvorston will be guest SME at #tcchat for content strategy on 4.4 @halvorson (Methodology track)

08-Feb-12 17:02 | helpstuff



Upcoming chat: DITA (tech track): Guest SME: Julio Vazquez - @juliov27612 3/7. #tcchat

08-Feb-12 17:02 | TC\_Chat



RT @TC\_Chat: Check in on the #tcchat tag over the next few hours for more info as we get closer. Can gather a little b4 the start if u want. #techcomm

08-Feb-12 17:02 | jennyneill



Today's main S1 topics: terminology & localization, word counts/cost, reqs such as paper size, etc, accessibility, UI design, social #tcchat

08-Feb-12 17:03 | TC\_Chat



#tcchat Hello from New York!

08-Feb-12 17:03 | PattyBlount



Have my cup of tea and two biscuits. Now looking forward to #tcchat. Come over and join us.

08-Feb-12 17:03 | robocolumn



OK. Whew! Let's go! Time for tech comm \*live\* Who's here? From where? #tcchat

08-Feb-12 17:04 | TC\_Chat



#tcchat Hello everyone - Alyssa Fox here in Houston, Texas.

08-Feb-12 17:04 | afox98



@TC\_Chat Glad to hear there will be repeat at 6pm PacTime. Plan to try joining you then. Have a great chat! #tcchat #techcomm

08-Feb-12 17:04 | jennyneill



Hello from Michael Boses, first time joining to chat about global comm concerns #tcchat

08-Feb-12 17:04 | mbooses



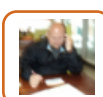
Colum here from a very cold Guildford, UK. #tcchat

08-Feb-12 17:05 | robocolumn



@jennyneill Thx, Jenny #tcchat

08-Feb-12 17:05 | TC\_Chat



#tcchat Hello, from North Carolina!

08-Feb-12 17:05 | ZBzacbrown



Don Day from Austin #tcchat

08-Feb-12 17:05 | nodyad



@zbzacbrown Hi Zac! So glad 2 c u #tcchat Hi @nodyad #tcchat

08-Feb-12 17:06 | TC\_Chat



Hi Kai! Hi Gil! Wonderful to see you all #tcchat

08-Feb-12 17:07 | TC\_Chat



Hello everyone. Sandy here from Toronto, Ontario #tcchat

08-Feb-12 17:07 | SandyRStuckless



Mark Lewis here in sunny Florida. Hi everyone. #tcchat

08-Feb-12 17:07 | QuarkXMLAuthor



Join in #techcomm. Meet w/peers from lots of countries. Live. Now. #tcchat

08-Feb-12 17:07 | TC\_Chat



RT @TC\_Chat: Join in #techcomm. Meet w/peers from lots of countries. Live. Now. #tcchat

08-Feb-12 17:08 | helpstuff



Q1: Terminology: what's imp't to consider? Ex: word choice, slang, what works only in 1 country #tcchat

08-Feb-12 17:08 | TC\_Chat



Hi, #tcchat :-) Char from kinda-chilly Boston area here :-)

08-Feb-12 17:08 | CharJTF



#TCChat A1: This is a tough one, in English alone it's hard to stay comprehensible to non-native speakers, re: word choice, vocabulary

08-Feb-12 17:10 | techwriterkai



A1: If content is to be translated, consistent terminology is extremely important. #tcchat

08-Feb-12 17:10 | larry\_kunz



#tcchat re:Q1 - symbols and other communication metaphors can sometimes be confused between languages or geographies

08-Feb-12 17:10 | ZBzacbrown



A1: I've had to catch myself in tweets so I don't use common phrases for this area #tcchat

08-Feb-12 17:11 | 2moreDocs



Q1: Should avoid colloquial slang, but tech jargon can be OK if well-defined and consistently used. #tcchat

08-Feb-12 17:11 | PattyBlount



A1: Consistency is the key, but this has a price. As Kai says it is difficult to stay comprehensible. #tcchat

08-Feb-12 17:11 | robocolumn



Yes! --> RT @larry\_kunz: A1: If content is to be translated, consistent terminology is extremely important. #tcchat

08-Feb-12 17:12 | PattyBlount



Hello from Tel Aviv, #tcchat! Shout out to @vinokoor & @CharJTF

08-Feb-12 17:13 | ricktep



@techwriterkai ... and time refs. That's something I think I'm still learning #tcchat

08-Feb-12 17:13 | 2moroDocs



A1: It's also good to avoid cultural references (TV shows, sports, even history). #tcchat

08-Feb-12 17:14 | larry\_kunz



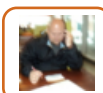
Apart from company style guides/reqs, where might 1 find a good ref 4 more global refs? Anything on W3C? Wasn't there a pro group? #tcchat

08-Feb-12 17:15 | 2moroDocs



[Yes! Even a project-specific glossary helps.] MT @vinokoor: A1: Having a company-wide glossary helps keep terminology consistent. #tcchat

08-Feb-12 17:15 | larry\_kunz



A1: London has undergone an overhaul of street level signs for the Olympics. May be helpful for tourists but confuses citizens #tcchat

08-Feb-12 17:15 | ZBzacbrown



@ms\_marques Not sure I can write unambiguous text! :). Seriously, ambiguity has to be judged in the target language--how? #tcchat

08-Feb-12 17:15 | mbooses



dnt use txt srcuts or abbrvs in ur dox n emls #tcchat

08-Feb-12 17:16 | nodyad



@2moroDocs you might check references to simplified English #tcchat

08-Feb-12 17:16 | ms\_marques



@zbzacbrown Good point. What can be shown with icons & graphics as well? #tcchat

08-Feb-12 17:17 | 2moroDocs



@larry\_kunz @vinokoor A company style guide. That's an excellent idea. #tcchat

08-Feb-12 17:17 | robocolumn



@nodyad Or backwards spelling of your name Mr. Day! #tcchat

08-Feb-12 17:17 | mbooses



#tcchat Well, there's John Kohl's Global English Style Guide... <http://t.co/A9ZqAJKs>

08-Feb-12 17:17 | techwriterkai



Q2: Reqs: paper size, legal issues – what else? #tcchat

08-Feb-12 17:17 | TC\_Chat



@nodyad Agreed. Tech terms should be written out, whenever possible. #tcchat

08-Feb-12 17:18 | PattyBlount



@robocolumn @larry\_kunz The trick is to get them to use common terms. Many writers (tech or not) have an urge to be creative ;) #tcchat

08-Feb-12 17:21 | vinokoor



Q2: paper size not as big a concern with wiki docs or pdf. Acrobat can reside #tcchat

08-Feb-12 17:21 | ms\_marques



#tcchat Oh, and Microsoft's Manual of Style has a section on global content that's a good starting point (in both 3rd and 4th editions)

08-Feb-12 17:21 | techwriterkai



@vinokoor Agreed. As a fully paid up member of the awkward squad I always want to be different. Have to reign myself in frequently. #tcchat

08-Feb-12 17:23 | robocolumn



One worry I have is to somehow make a terminology error in a country. #tcchat So those global refs good for that, I imagine

08-Feb-12 17:23 | 2moroDocs



@ms\_marques Guess your writing goes to Eng/Fr & others. Do you think about how both user and translator will understand? #tcchat

08-Feb-12 17:23 | mbooses



Q3: Accessibility: what needs to be considered? Video captions translation? #tcchat

08-Feb-12 17:24 | TC\_Chat



Creative terms typically come from software features. We can suggest developers use more understandable terms on UI #tcchat

08-Feb-12 17:24 | PattyBlount



Schedule for STC Phila. Metro Conf. on 3/9 & 3/10. Neil Perlin, Nicky Bleiel, Whitney Quesenbery & others. [bit.ly/w1oS72](http://bit.ly/w1oS72) #tcchat

08-Feb-12 17:24 | stcpmc



Q2: paper size (and type!) is a huge issue in print document design and is a primary constraint to discuss early in development #tcchat

08-Feb-12 17:24 | ZBzacbrown



Another question if I may. Presumably using simplified English cuts down on localisation costs? #tcchat

08-Feb-12 17:24 | robocolumn



Q2: Does paper size really matter in a digital world? Who really downloads AND prints docs anyway? :) #tcchat

08-Feb-12 17:24 | vinokoor



RT @PattyBlount: Creative terms typically come from software features. We can suggest developers use more understandable terms on UI #tcchat

08-Feb-12 17:24 | afox98



"@techwriterkai: #tcchat Well, there's John Kohl's Global English Style Guide. <http://t.co/LQbD6KtY>" < I 2nd the recco. Excellent resource.

08-Feb-12 17:25 | arh



Oops. Meant A2, not Q2, of course! #tcchat

08-Feb-12 17:25 | vinokoor



Q2: Have a clear understanding of export controls. Info about security products, eg, may violate your country's export bans. #tcchat

08-Feb-12 17:26 | nodyad



@vinokoor I think it is more device resolution than paper size. Brings up a topic of "experience centric writing." #tcchat

08-Feb-12 17:26 | mbooses



A3: What about 508 compliance? Does that figure into accessibility too? #tcchat

08-Feb-12 17:26 | afox98



@TC\_Chat Chiming in late for #tcchat from Copenhagen. Waves

08-Feb-12 17:27 | kmdk



@mbooses I'm with a global company. My docs go out in 9 languages. Concerned for translator, also users who speak other languages #tcchat

08-Feb-12 17:27 | ms\_marques



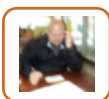
@afox98 What IS 508 compliance? Is that a US-only thing? :- ) #tcchat

08-Feb-12 17:27 | techwriterkai



@vinokoor Husband says FAA regs insist he look up maintenance procedure every time he performs it. Not sure if it must be printed. #tcchat

08-Feb-12 17:27 | PattyBlount



@robocolumn Simplified English can be a detriment if it is adhered to too strictly (absurd conformity) especially in advertising #tcchat

08-Feb-12 17:27 | ZBzacbrown



I stand with @techwriterkai & @arh in recommending John Kohl's Global English Style Guide. <http://t.co/YM3ISRKT> #tcchat

08-Feb-12 17:28 | larry\_kunz



.@techwriterkai Oopsie. Yes. Sorry - that's not very global of me, is it? :) #tcchat

08-Feb-12 17:28 | afox98



Hi to @kmdk. To all - I believe it is a legal requirement in some countries to allow for accessibility in docs. #tcchat

08-Feb-12 17:29 | robocolumn



@mbooses @vinokoor exactly! And print offers (generally) a much higher resolution and more adaptable user experience #tcchat

08-Feb-12 17:29 | ZBzacbrown



Looks like John Kohl's ref is a good one. Lots of recommendations today. I think I'll get a copy of it. #tcchat

08-Feb-12 17:29 | 2moroDocs



Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

08-Feb-12 17:29 | enpijamastc



@ZBzacbrown @robocolumn Not sure Simplified English was meant for \*marketing\* - probably better suited for clarity, not fluff! #tcchat

08-Feb-12 17:30 | techwriterkai



Remember folks, there's a TV station in Ecuador also using this tag. That's what that tweet was about. Not tech comm. #tcchat

08-Feb-12 17:31 | TC\_Chat



OK, this guy is claiming we can't use their #tcchat tag?

08-Feb-12 17:32 | PattyBlount



RT @afox98 A3: What about 508 compliance? Does that figure into accessibility too? < what are other global accessibility laws? #tcchat

08-Feb-12 17:32 | ms\_marques



@PattyBlount @vinokoor Our customers have it written into contracts: we MUST provide hardcopy docs. Print media still has its place #tcchat

08-Feb-12 17:32 | SandyRStuckless



Gotta run - will catch up on feed later. Thx everyone! #tcchat

08-Feb-12 17:33 | afox98



Has anyone created a glossary that in addition to telling authors what terms to use, it tells them what not to use, "stop" list? #tcchat

08-Feb-12 17:33 | QuarkXMLAuthor



@ms\_marques #tcchat If auto-resizing turns out fine, no probl. But yr graphics may be unreadable at 93% (= letter to A4 resizing)...

08-Feb-12 17:33 | techwriterkai



Another example of symbols and global considerations! :- ) #tcchat #meta

08-Feb-12 17:33 | ZBzacbrown



Guess it's a truly global hashtag then :- ) Do they use simplified spanish? #tcchat

08-Feb-12 17:33 | robocolumn



If so, is this done per "don't use" term or is this embedded in the def of the "do use" terms? #tcchat

08-Feb-12 17:33 | QuarkXMLAuthor



+1 "@techwriterkai: #tcchat - not to mention the eternal date confusion: is it mm/dd/yy or dd/mm/yy - use 8 Feb 2012 for clarification."

08-Feb-12 17:33 | kmdk



@pattyblount Yes, I believe so. #tcchat Just ignore for now. I don't tweet during their show on Thursdays

08-Feb-12 17:33 | TC\_Chat



Q4: UI design: what is needed? Accommodate for character count, for ex? What else? #tcchat

08-Feb-12 17:34 | TC\_Chat



@quarkxmlauthor Yes, we run script against content that flags violations. #tcchat

08-Feb-12 17:34 | PattyBlount



#tcchat @QuarkXMLAuthor In our style guide, we have an "avoid" convention listing ambiguous terms...

08-Feb-12 17:34 | techwriterkai



@2moroDocs EU has guides to clear communications. In 23? languages. Can get URL later, unless someone knows it & can share. #tcchat

08-Feb-12 17:36 | kmdk



#tcchat A4: Another good one: Please remember, esp. in UI design, that German is 15-20% longer than English!

08-Feb-12 17:36 | techwriterkai



A4: UI needs to consider spacing. For example German / Turkish tends to have combine words into one. Right Kai? #tcchat

08-Feb-12 17:36 | robocolumn



@TC\_Chat Char. limits must be considered. I worked with a console that had a 16 char limit so any translations had to be = to or <. #tcchat

08-Feb-12 17:36 | SandyRStuckless



@robocolumn the International Congress of the Spanish Language defined "neutral Spanish" #tcchat

08-Feb-12 17:37 | ZBzacbrown



@mbooses Thanks, wasn't aware of that, but sounds like a good idea! Where can one read more re universal margins, do you know? #tcchat

08-Feb-12 17:37 | techwriterkai



@PattyBlount Do your authors run that script before they checkin their content? or does a content curator run it post checkin? #tcchat

08-Feb-12 17:37 | QuarkXMLAuthor



@techwriterkai A company I used to work for translated into German. Used to give our translation house fits due to 16 char limit. :) #tcchat

08-Feb-12 17:38 | SandyRStuckless



#tcchat @robocolumn Yes, German looves concatenated nouns... :-)) But can be hyphenated, unless it needs to be dynamic in length.

08-Feb-12 17:38 | techwriterkai



@ms\_marques I've had complaints about design even though PDF handles printing diff paper sizes. Consider margins in design. #tcchat

08-Feb-12 17:38 | kmdk



A4: UX must consider coloring and symbols which are different across cultures #tcchat

08-Feb-12 17:38 | ZBzacbrown



A4: Readers don't know marketing language, so never say "after the jump" or "below the fold" which are web page layout jargon. #tcchat

08-Feb-12 17:39 | nodiyad



A4: also, economics (with software) - some parts of the world are behind in technology and can't handle advanced flashy UI #tcchat

08-Feb-12 17:39 | ZBzacbrown



A4: Terms used in UI should = terms used in docs! That's why having a TW involved with UI helps with clarity. #tcchat

08-Feb-12 17:40 | vinokoor



@zbzacbrown Good pt. Color choice also impt for accessibility #tcchat

08-Feb-12 17:40 | 2moroDocs



@2morodocs Color choice PLUS alt text. Both of my sons are color blind. Important to consider in UI design. #tcchat

08-Feb-12 17:41 | PattyBlount



A4: UI design needs to account for date/time formats. #tcchat

08-Feb-12 17:42 | larry\_kunz



@vinokoor @pattyblount That also ties in to Q1 #tcchat

08-Feb-12 17:42 | 2moroDocs



A4: Don't put input boxes inside sentences in UI. Ex: "Limit to [box] characters" (assumes English syntax) #tcchat

08-Feb-12 17:42 | larry\_kunz



@vinokoor This is a misconception of the software world IMO. Also, some users still not comfortable with pure online yet. #tcchat

08-Feb-12 17:42 | kmdk



@quarkxmlauthor Authors run during writing cycle. #tcchat

08-Feb-12 17:43 | PattyBlount



@PattyBlount Aren't men much more prone to colour blindness? Something to consider when your audience is predominately male perhaps. #tcchat

08-Feb-12 17:43 | robocolumn



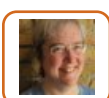
@larry\_kunz that also assumes left to right reading. #tcchat

08-Feb-12 17:43 | ZBzacbrown



A4: Finally, scrutinize icons used in UI - some are culture-specific and others are even offensive in other parts of the world. #tcchat

08-Feb-12 17:43 | larry\_kunz



@TC\_Chat A3: If you do captions for videos, you make translation process far easier. Time stamps etc marked out. #tcchat

08-Feb-12 17:44 | kmdk



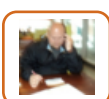
@TC\_Chat Great song! #genychat #tcchat

08-Feb-12 17:44 | WriterChanelle



@robocolumn Yes. Color blindness is an X-linked trait. Because men have only 1 X chromosome, they are more likely to be afflicted. #tcchat

08-Feb-12 17:44 | PattyBlount



@larry\_kunz yes! Consider "Minesweeper" where mines are a reality not a game #tcchat

08-Feb-12 17:44 | ZBzacbrown



@ZBzacbrown @larry\_kunz Good point. For Twitter, read bottom to top #tcchat Ties in to next ques...

08-Feb-12 17:44 | 2moroDocs



@PattyBlount @quarkxmlauthor Authors run during writing cycle. #tcchat <<< Yes, we do... :-)

08-Feb-12 17:45 | techwriterkai



@PattyBlount @larry\_kunz great icon library: [thenounproject.com](http://thenounproject.com). Not universal but still good #tcchat

08-Feb-12 17:47 | ZBzacbrown



For me, for social, biggest issue is time zones. Finding one that works best for many. At good time of day. #tcchat

08-Feb-12 17:48 | 2moroDocs



Q5 As the content itself & not marketing about the content? Don Day & I see emergency response comm. Other use cases? #tcchat

08-Feb-12 17:49 | mbooses



@techwriterkai Section 508 is US-only, but update due this year will sync more with WCAG 2.0. Monitor at least. Slow harmonization. #tcchat

08-Feb-12 17:49 | kmdk



Social also extends to virtual meetings using video, streaming. G+ hangouts ... #tcchat

08-Feb-12 17:49 | 2moroDocs



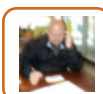
@PattyBlount Even icons can be problematic. Patrick Hoffman did excellent talk at TCUK2011 on Google Map icon issues. #tcchat

08-Feb-12 17:49 | robocolumn



@mbooses I'd say everything. You have to be in all social platforms & ready to address issues. Also sharing info, non-critical basis #tcchat

08-Feb-12 17:50 | 2moroDocs



@2moroDocs international work and coordinating discussion among members is difficult, made worse by language gap #tcchat

08-Feb-12 17:50 | ZBzacbrown



@kmdk Thanks, Karen, sad, but true & well-put: "Global becomes inaccessible" due to tech restraints... #tcchat

08-Feb-12 17:50 | techwriterkai



@vinokoor I see tweets from @nitropdf all the time. They like to leverage Twitter a lot to market their products. A good move IMO. #tcchat

08-Feb-12 17:51 | SandyRStuckless



@robocolumn yes, but eventually, icon use becomes ubiquitous, no? ie., circle-dash icon to represent power switches. #tcchat

08-Feb-12 17:51 | PattyBlount



A5: Need to also be proactive in eliciting input, engagement. Some allow periodic involvement, others real-time #tcchat

08-Feb-12 17:51 | 2moroDocs



RT @2moroDocs issue is time zones. Finding one that works best for many. #tcchat & finding reasonable time that is free for all

08-Feb-12 17:51 | ms\_marques



@vinokoor Re TW leveraging soc media, tweeting about new docs: Some companies are so far behind the curves, they don't see the bend. #tcchat

08-Feb-12 17:52 | techwriterkai



#tcchat Re Section 508 in US: There's BS8878 in UK, SQRP?? in Quebec, others in other countries. WCAG for all. Just do it!

08-Feb-12 17:52 | kmdk



In your companies does TW fall within TC or customer service, marketing, other? #tcchat

08-Feb-12 17:53 | mbooses



@QuarkXMLAuthor Yes. Worked in place with not just OK terms, but also stop list and reasons why. Good. Medical industry. #tcchat

08-Feb-12 17:54 | kmdk



A5: I think it's good for doc groups to have own social accts. Also global team. Ready to engage, answer whenever, wherever #tcchat

08-Feb-12 17:54 | 2moroDocs



@PattyBlount @robocolumn that's true, many people have never used a telephone that looks like the "phone" icon #tcchat

08-Feb-12 17:54 | ZBzacbrown



A5: Social is not a 9-5 job in any country. It's 24/7. #tcchat Need team at the ready at all times #tcchat

08-Feb-12 17:55 | 2moroDocs



TW is/has been part of (software) development in companies I work(ed) for. #tcchat @mbooses

08-Feb-12 17:55 | techwriterkai



@kmdk thanks! Someone asked me for this info recently #tcchat

08-Feb-12 17:56 | ms\_marques



@zbzacbrown @PattyBlount @robocolumn So true. What abt outdated icons like Save "floppy" disk? #tcchat

08-Feb-12 17:56 | 2moroDocs



@techwriterkai Worse than long German words in UI text: simplified Chinese. Need font to suit both. My devs tore out hair! :) #tcchat

08-Feb-12 17:56 | kmdk



@2morodocs Agreed; I'm often afraid to post under my own name. #tcchat

08-Feb-12 17:57 | PattyBlount



Time sure flies! Perhaps next time fewer questions but more depth to discussions? Or is this the nature of Twitter chats? My 2 cents #tcchat

08-Feb-12 17:57 | vinokoor



Our TWs were part of s/w development but are now centrally managed under the business. #tcchat

08-Feb-12 17:57 | PattyBlount



3 minutes left (officially). I'll stay around if anyone wants to continue past the hour. :) #tcchat

08-Feb-12 17:58 | TC\_Chat



@PattyBlount Not always. What icon do you use for a place of worship? #tcchat

08-Feb-12 17:58 | robocolumn



@vinokoor I think both can be helpful - brainstorming and "conference" style with themed sections or events #tcchat

08-Feb-12 17:58 | ZBzacbrown



It's usually broken down into 15 min intervals, so 4 main ques. #tcchat

08-Feb-12 18:00 | TC\_Chat



#tcchat Thanks, everybody, for instructive, fun #tcchat. Special thanks to Julie for organizing genius & dedication!

08-Feb-12 18:00 | techwriterkai



@PattyBlount You're right. There is acceptance of icons but there is always an exception. That's what makes our job interesting :- ) #tcchat

08-Feb-12 18:01 | robocolumn



Can't walk on snow & follow #tcchat on iPhone at same time. Also, fingers will freeze off! Will catch up at home.

08-Feb-12 18:01 | kmdk



It's 10:00 here, PST. I'll officially close for today, but will stay around. Great discussion today! #tcchat Thx, all, 4 coming. :)

08-Feb-12 18:01 | TC\_Chat



@robocolumn True :) #tcchat

08-Feb-12 18:01 | PattyBlount



Thanks everyone. See you next time. #tcchat

08-Feb-12 18:02 | robocolumn



Great chatting with everyone. Bye! #tcchat

08-Feb-12 18:02 | PattyBlount



My goodness, there was so much shared today. I have much, much to think about. Also, a good ref to purchase #tcchat

08-Feb-12 18:02 | 2moroDocs



It's been great, everybody! Enjoy the rest of your day/night/morning/evening :- ) #tcchat

08-Feb-12 18:03 | ZBzacbrown



I think that the topic that had the most info/discussion was Q1: terminology. Could probably go an entire chat on that subject alone #tcchat

08-Feb-12 18:03 | 2moroDocs



@2moroDocs keeping terminology synchronized through all levels of production through deployment is indeed a great topic #tcchat

08-Feb-12 18:04 | ZBzacbrown



So where's the #tcchat after-party? #tcchat2 seems to be free to use! (kidding) Nice to chat with my global peers - shalom!

08-Feb-12 18:05 | vinokoor



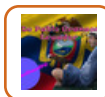
For help standardizing on terminology, check out <http://t.co/33OZNKDz> We run it at write-time and fix violations immediately #tcchat

08-Feb-12 18:05 | PattyBlount



Enjoyed #tcchat today - thanks to all of you. Goodbye, adieu, adios, shalom, auf wiedersehen....

08-Feb-12 18:05 | larry\_kunz



Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con Pachu Peña, por <http://t.co/r7rk02qh> :D

08-Feb-12 18:09 | PijamitasDPG



... She will be able to share info about global doc sprints and translation on wikis #tcchat Can also discuss Q1 again

08-Feb-12 18:09 | TC\_Chat



I will look into the #tcchat use by that TV station. Remember, started using this tag in 2010 & through 2011.

08-Feb-12 18:12 | TC\_Chat



@TC\_Chat @sarahmaddox Sounds like S2 will be interesting. Good luck Julie and Sarah! #tcchat

08-Feb-12 18:13 | vinokoor



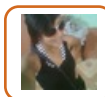
Thanks very much to all that attended today. There was a lot of great information shared. I will generate transcripts later on. #tcchat

08-Feb-12 18:13 | TC\_Chat



Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con @pachu\_penia por <http://t.co/8KF2aHEw>

08-Feb-12 18:13 | PabloyPachuFC



RT @enpijamastc: Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

08-Feb-12 18:16 | BrisleyCueva



For the record, I've done my best to be accommodating and a good global citizen w/use of this tag. I plan to continue using it #tcchat

08-Feb-12 18:16 | TC\_Chat



I do not plan to use it on Thursdays during their show, and ask tech comm to do the same. #tcchat

08-Feb-12 18:17 | TC\_Chat



RT @TC\_Chat: Join in later today/tomorrow for S2. Will talk about global collaboration. @sarahmaddox will be there ... #tcchat

08-Feb-12 18:28 | Irmeyer747



Patrick is awesome. <3 RT @robocolumn: Watch Patrick Hoffman's excellent presentation at <http://t.co/5D7s5tAS> #tcchat #icons #design

08-Feb-12 18:29 | kmdk



@mbooses I'm in sales/marketing. Been struggling to get to dev meetings all year! In manufacturing. #tcchat

08-Feb-12 18:30 | kmdk



+1 RT @techwriterkai: #tcchat Thanks, everybody, for instructive, fun #tcchat. Special thanks to Julie for organizing genius & dedication!

08-Feb-12 18:36 | kmdk



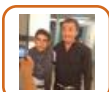
I'll go through all the tweets and pull out all the references. Will tweet them later & put them on the FB page. #tcchat

08-Feb-12 18:37 | TC\_Chat



@2moroDocs For more resources/comments on terminology, search <http://t.co/gxOgu59b> #tcchat

08-Feb-12 18:38 | kmdk



RT @PabloyPachuFC: Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con @pachu\_penia por <http://t.co/8KF2aHEw>

08-Feb-12 19:13 | MarceloDeLaC



RT @enpijamasc: Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

08-Feb-12 19:15 | MarceloDeLaC



@tctelevision Regarding use of the #tcchat tag: I refrain from using it on Thursdays when your show is on, & ask others not to ...

08-Feb-12 19:19 | TC\_Chat



@tctelevision ...& I ask for the same courtesy: that you refrain from using #tcchat on Wednesdays, and ask others not to. Thank you -

08-Feb-12 19:20 | TC\_Chat



@tctelevision I think that would work just fine. :) #tcchat

08-Feb-12 19:25 | TC\_Chat



Resource from #EU: How to write clearly - #Terminology & linguistics <http://t.co/GvmWUazl> #tcchat

08-Feb-12 19:26 | kmdk



@kmdk Thanks again! Another great reference. :) #tcchat

08-Feb-12 19:28 | TC\_Chat



2 useful links for #tcchat re: globalization & accessibility: <http://t.co/4naoIG17> & <http://t.co/WNR2Thal> Courtesy super #EOWG work.

08-Feb-12 19:31 | kmdk



@larry\_kunz Is the Global English Style Guide available online? We have a global office, and so online works best ;) #tcchat

08-Feb-12 19:57 | sarahmaddox



@sarahmaddox I believe the Global English Style Guide is available only in Kindle and print versions, unfortunately. #tcchat

08-Feb-12 20:00 | larry\_kunz



@jennyneill Me too - looking forward to #tcchat S2. @TC\_Chat Maybe use hash tag #tcommchat in future chats?

08-Feb-12 20:02 | sarahmaddox



RT @kmdk: Resource from #EU: How to write clearly - #Terminology & linguistics <http://t.co/uvk1cW0H> #tcchat

08-Feb-12 20:03 | jsmith\_54



@sarahmaddox No. That would require a massive amount of work to change. There are so many refs everywhere. #tcchat

08-Feb-12 20:42 | TC\_Chat



@TC\_Chat Great -- and BTW, I enjoy #tcchat

08-Feb-12 20:43 | ferswriteshoe



You have no idea of how much time it takes to run a chat. I'm not about to rebuild it everywhere. #tcchat

08-Feb-12 20:43 | TC\_Chat

tech  
comm  
chat

I think that my proposal of sharing the #tcchat tag and not tweeting on days each group uses it is very workable.

08-Feb-12 20:52 | TC\_Chat

tech  
comm  
chat

I've been stating that for weeks, also, BTW. I've asked ppl to not tweet on Thursdays, & that's worked. I think it is workable. #tcchat

08-Feb-12 20:54 | TC\_Chat

tech  
comm  
chat

@ferswriteshoe Thanks. Glad you enjoy the chat. :) #tcchat

08-Feb-12 21:24 | TC\_Chat



@marcelodelac No utilizaremos el hashtag del #tcchat durante su tiempo. ¿Puede usted no utilizarlo por favor durante nuestro tiempo?

08-Feb-12 21:48 | PattyBlount



RT @kmdk: Resource from #EU: How to write clearly - #Terminology & linguistics <http://t.co/GvmWUazl> #tcchat

08-Feb-12 21:54 | JacobHolm

tech  
comm  
chat

I will be generating transcripts for the discussion so far in a bit. #tcchat

08-Feb-12 22:06 | TC\_Chat

tech  
comm  
chat

In the meantime, I'd like to list places #tcchat is set up, and why it would be so difficult and require so much work to change

08-Feb-12 22:07 | TC\_Chat

tech  
comm  
chat

A name change would require a new Twitter account, FB page, YTube channel - and all work gone into building followers, fans, etc #tcchat

08-Feb-12 22:08 | TC\_Chat

tech  
comm  
chat

It takes a tremendous amount of time to build and maintain an online presence #tcchat

08-Feb-12 22:08 | TC\_Chat

tech  
comm  
chat

Other places #tcchat is set up. a Daily page. Listing in the big chat spreadsheet. Twubs acct. #tcchat

08-Feb-12 22:09 | TC\_Chat

tech  
comm  
chat

Would affect all the videos & the search story that reference and use #tcchat

08-Feb-12 22:10 | TC\_Chat

tech  
comm  
chat

There's brand recognition w/in tech comm. Also within the chat community. Other chats know who we are #tcchat

08-Feb-12 22:11 | TC\_Chat

tech  
comm  
chat

I do not have the time to rebuild all of that. #tcchat

08-Feb-12 22:12 | TC\_Chat

tech  
comm  
chat

Oh - plus all the posts & refs & category/tag listings on my blog. Plus searching for info. Looking under 2 tags wouldn't work well. #tcchat

08-Feb-12 22:14 | TC\_Chat