

STC

SOCIETY FOR TECHNICAL COMMUNICATION

Instructional Design & Learning

Special Interest Group (SIG)



2004 – 2006

Business Directory

January 2006

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<p><i>Elisa Abel</i> Abel Communications 22 Partridge Road Lexington, MA 02420 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Needs assessments• Communications strategies• Instructional design• Course development• Tutorials and guidebooks• E-learning course content• Health education materials• Technology training materials• Evaluations• Proposals
<p>Phone: 781.274.0092 Fax: 781.274.0093 Email: eabel@eabel.com</p>	

<p><i>Jennie Achtemichuk</i> 218 Main Street Apt. 180 Kirkland, WA 98033 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Performance consulting• eLearning design and development• Training evaluation
<p>Phone: 206.612.6412 Email: jenniea@att.net</p>	

<p><i>Kevin Allen</i> KA Illustration & Design 2018 John Street Riverside, CA 92503 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical illustration• Advertising design• Packaging design• Marketing collateral materials• Graphic design consulting
<p>Phone: 951.353.7231 Fax: 951.755.1630 Email: kevino@documentsdesign.com</p>	

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<p>Connie Betts Wildcat Interactive, Inc. P.O. Box 6777 Portland, OR 97228 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• e-Learning• Online demos• Technical writing• Information design• Web architecture• Web writing• Curriculum design
<p>Phone: 503.449.4409 Email: cbetts@wildcatinteractive.com Website: www.wildcatinteractive.com</p>	

<p>Lori Bottom Lori Bottom & Company 576 Cattail Road Charlotte, VA 05445 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Course development• Training• eLearning• Computer-based training• Online help• User guides• Technical administrator guides• Web content• Technical editing• Quality assurance testing
<p>Phone: 802.425.5326 Email: lbottom@gmavt.net</p>	

<p>John Clinton Bradley Freelance Instructional Design Consultant 56 Vassar Street Rochester, NY 14607-2928 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Analysis• Design• Development• Implementation• Evaluation• Web-based courseware• Traditional courses• Health education• Emergency medical services (EMS) training• Project management training
<p>Phone: 585.242.7687 Fax: 585.242.7687 (call first) Email: johnclint@rochester.rr.com Website: www.johnclintonbradley.name</p>	

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<p><i>Regina Bradley</i> Brennan Writing Services 9004 36th Ave. SW Seattle, WA 98126 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical writing• Instructional design• Editing• Writing training materials• Training
<p>Phone: 206.933.1224 Email: SeaRegina@aol.com</p>	

<p><i>Eric Butow</i> Butow Communications Group 1801 Eureka Road Suite 475 Roseville, CA 95661-7709 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical writing• Training and instructional design• Marketing writing• Web design• Web hosting• Event production
<p>Phone: 916.789.8597 Fax: 916.789-0495 Email: ceo@butow.net Website: www.butow.net</p>	

<p><i>Lynda Chiotti</i> Chiotti Inc. 3130 Lindenlea Drive Mississauga, ON L5C 2C2 CANADA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Information design• Information architecture
<p>Phone: 905.270.6762 Email: lynda@chiotti.com</p>	

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<p><i>Gayle Cinnamon</i> Avalon Media 239 Calle Neblina San Clemente, CA 92672 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Needs assessments• Web-based training (WBT)• Instructor-led training (ILT)• Courseware development• Certification program development• Web site design (including graphics)• Technical writing (RoboHelp/HTML)• Policies and procedures• API/Programmer manuals
<p>Phone: 949.366.9356 Fax: 949.366.2484 Email: gcinnamon@avalonmedia.com Website: www.avalonmedia.com</p>	

<p><i>Janet Clifford</i> KC Custom Design P.O. Box 242 Concord, MA 01742 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Training consultant• Professional organizer
<p>Phone: 978.369.2788 Email: janet@kccustomdesign.com Website: www.kccustomdesign.com</p>	

<p><i>Mary Jo David</i> Write Away Enterprises 875 S. Main Street Plymouth, MI 48170 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• "Business Writing Refresher" course• Training development and delivery• Business and technical writing• Editing• University-based distance learning
<p>Phone: 734.392.0019 Fax: 734.392.0020 Email: maryjo@writeawayent.com Website: www.writeawayent.com</p>	

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<p>Arnie Edelstein Capita 30 Palmerston Place Basking Ridge, NJ 07920 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Training and documentation strategic planning• End-user training materials• Web-based training development• eLearning• Instructional design• Change management• Supply chain and ERP implementation documentation• Policies and procedures• Axapta, PeopleSoft, JD Edwards consulting• Regulatory compliance, ISO, FDA, Sarbanes Oxley
<p>Phone: 201.513.4952 Email: aedelstein@capita.com Website: www.capita.com</p>	

<p>The Elearning Guild Contact: Lynnette Pryce</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Site provides practical guidance about e-learning initiatives
<p>Email: prycel@gdis.com Website: www.elearningguild.com</p>	

<p>Frank Girolami FPG Resources, LLC 6239 Shagbark Drive Loveland, OH 45140-8421 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Facilitate development of learning curricula• Plan e-learning programs• Align learning strategies with objectives• Create e-learning storyboards prior to development• Facilitate SMEs to transfer knowledge into learning experiences• Design and write support materials• Convert presentations into e-learning
<p>Phone: 513.575.1675 Fax: 513.575.1566 Email: frank@fpgresources.com Website: www.fpgresources.com</p>	

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<p><i>Kate Gonzer</i> 315 West 105th Street #4C New York, NY 10025 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional Systems Design• Needs analysis• Training proposals• Course design and development• Program evaluations
<p>Phone: 212.222.6975 Fax: 212.222.8921 Email: kgonzer@nyc.rr.com</p>	

<p><i>Susanne Grumman</i> <i>Grumman Consulting, Inc.</i> 2309 Dorset Road Columbus, OH 43221 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Technical writing• Training delivery• Online help systems• Web-based training
<p>Phone: 614.488.8268 Fax: 614.488.8945 Email: sg@grummanconsulting.com</p>	

<p><i>Lynn Hegewald</i> Lafayette, IN 47906 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical and industrial training materials• Specializing in manufacturing
<p>Phone: 765.490.3118 Email: lynn@lynnhegewald.com Website: www.lynnhegewald.com</p>	

<p><i>Amy Hollister</i> abh Technical Writing 103 Butternut Drive McDonald, PA 15057 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Editing• Writing - technical, policy, etc.• Instructional design - training documentation, etc.• Proofreading
<p>Phone: 724.693.0369 Fax: 724.693.0369 Email: abhollister@comcast.net Website: www.abhtechnicalwriting.com</p>	

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<p><i>Benjiman Johnson</i> <i>Joshua Tree Performance Improvement, Inc.</i> 3717 Burgundy Drive Eagan, MN 55122 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Training in systems and processes• Training documentation development
<p>Phone: 651.338.8787 Email: benjohnson@safeaccess.com Web : www.joshuatreeinc.com</p>	

<p><i>Becky Lash</i> Epic TrendsSM 4800 Whitesburg Drive SE, #30-137 Huntsville, AL 35802 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Flash programming• Technical documentation• Online help
<p>Phone: 256.603.4432 Email: beckylash@epictrends.com Website: www.epictrends.com</p>	

<p><i>Kim Lacy</i> <i>Consultis</i> Orlando, FL 32746 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• IT recruiting, including instructional designers
<p>Phone: 866.348.3515 x202 Fax: 407.805.9970 Email: kimk@consultis.com Website : www.consultis.com</p>	

<p><i>Michael Lessin</i> Michael Lessin Consulting 118 Laurel Drive, Suite B Fairfax, CA 94930-2117 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical writing• Instructional design
<p>Phone: 415.259.8345 Email: redmiquel@yahoo.com</p>	

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<p><i>Valerie Lipow</i> Valerie A. Lipow 2641 Brighton Road Carlsbad, CA 92008-2891 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical documentation• Instructional design• Editing• Indexing• Feature writing• Web site content design and production• Online help• Training evaluation
<p>Phone: 760-730-1972 / 760-845-1650 Fax: 810-958-4276 Email: vallipow@aol.com</p>	

<p><i>Diane McCarthy</i> CPIT Madras Street Christchurch 8008 NEW ZEALAND</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instruction design• Business and technical communication• Ethics and professionalism for business computing students
<p>Email: mccarthyd@cpit.ac.nz</p>	

<p><i>Jill McCauslin</i> RADCom, Inc. 1696 Georgetown Road Hudson, OH 44236 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• eLearning• Technical writing• Consulting• Information design• Outsourcing• Training• Project management• Editing• ISO 9000
<p>Phone: 330.650.4777 Fax: 330.650.5180 Email: jmccauslin@radcomservices.com Website: www.radcomservices.com</p>	

<p><i>Scott McCaslin</i> Maplingua 2429 31st Street, Rear Lubbock, TX 79411 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical writing• Technical editing• Consulting (English for specific purposes)• Tutoring (English as Second Language)• Tutoring (English composition)• Consulting (Technical presentations)• Document design
<p>Phone: 806.777.2983 Email: framptuneman@yahoo.com Website: www.maplingua.com</p>	

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<p><i>Susan McLain</i> Helius, Inc. 333 South 520 West Suite 330 Lindon, UT 84042 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Document design• Technical writing• Marketing and sale writing• Graphics development• Some illustration development• Usability design
<p>Phone: 801.932.6304 Email: smclain@helius.com</p>	

<p><i>George Mettee</i> Mettech 2021 Ahoy Court El Dorado Hills, CA 95762 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Technical writing• Web content development• Web help
<p>Phone: 916.933.4479 Fax: 916.939.1525 Email: gmettee@sbcglobal.net</p>	

<p><i>Michele Micha</i> The Write Help, LLC 11 Grandview Avenue Suffern, NY 10901 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Technical writing• Online help• Courseware development• Training program design/development• Needs assessments• QA• Instructor-led training• Web-based training• Project management
<p>Phone: 845.369.1189 Fax: 845.369.1189 Email: michele@thewritehelp.com Website: www.thewritehelp.com</p>	

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<p>Sherry Michaels Michaels & Associates, LLC 11639 E. Wethersfield Road Scottsdale, AZ 85259 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical documentation• Technical training content development• Sales training material content development• Management training material development• Policies, process and procedures documentation• Web site content development• E-Learning content development• Training and documentation strategic planning• Process facilitation and mapping• RFP response content development
<p>Phone: 877.614.8440 Fax: 480.614.2775 Email: sherry.michaels@docntrain.com Website: www.docntrain.com</p>	

<p>Mary Mielke 7513 Villa Court Eden Prairie, MN 55346 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Editing• Instructional design• Writing and delivering training• Writing documentation• Writing policies and procedures• Conducting research• Creating and conducting surveys• Analyzing end user data for trends and reports• Industries: healthcare, hospitality, financial, chemical, education and retail• English BS, Training/HR Development/Information Media; MS coursework completed
<p>Phone: 952.906.7604 Email: camprunski@yahoo.com</p>	

<p>Michael Morling Capital Learning Systems, Inc. 513 Westminster Avenue Ottawa, Ontario K2A 2T9 CANADA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional project management• Instructional design
<p>Phone: 613.724.1623 Fax: 613.722.5647 Email: mmorling@caplearn.ca Website: www.caplearn.ca</p>	

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<p><i>Angela Myers</i> Wachovia Corporation Mail Code NC6344 809 4th Street Winston Salem, NC 27106 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Create training documentation• Create user references• Project management
<p>Phone: 336-773.2293 Fax: 336.773.3355 Email: angela.myers@wachovia.com</p>	

<p><i>Kelly Nowak</i> Time Warner Cable P.O. Box 883 605 Brownell Street Georgetown, CO 80444-0883 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Project management• Process improvement/mapping/documentation• Usability/user experience research• Technical writing• Technical editing
<p>Phone: 303.569.2525 Email: kelly.nowak@twcable.com Website: www.ornet.biz</p>	

<p><i>David Orr</i> David Orr Consulting, LLC 38 Heather Lane Fairview, NC 28730 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Online training• Technical documentation
<p>Phone: 828.628.9945 Email: dorr20@earthlink.net</p>	

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<p><i>Rionda Osman-Jouchoux</i> 2211 Nicholl Street West Boulder, CO 80304 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Online training• Technical documentation
<p>Phone: 303.939.9164 Fax: 303.939.9164 Email: rosman-jouchoux@qwest.net</p>	

<p><i>Laura Ricci</i> 1Ricci LLC P.O. Box 11692 Milwaukee, WI 53211 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Proposal development• Procurement strategy• Virtual management• Virtual communication skills• Complex sales strategy• Storyboards• Proposal management
<p>Phone: 414.807.3669 Fax: 215.243.7965 Email: LRicci@1Ricci.com Website: www.1Ricci.com</p>	

<p><i>Denise Roberts</i> Convergys 8880 Walnut Street West Chester, OH 45069 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Consult with clients to design e-learning solutions• Write instructional content, assessment questions, and scenarios• Design course animations and interactivities• Develop and conduct usability testing on client sites• Coordinate business communications with client• Develop team plan and project schedule• Conduct in-house training sessions• Coordinate course reviews and task analysis• Define internal team roles and workflow• Participate in sales support activities
<p>Phone: 513.759.2524 Email: denise.roberts@convergys.com</p>	

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<p><i>Rosalind Rogoff</i> My Training Dept. 2000 Crow Canyon Place Suite 300 San Ramon, CA 94583 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Crystal Reports training and consulting• ERP training and consulting• Technical writing• Instructional design• Course material development
<p>Phone: 925.866.4181 Fax: 925.560.0826 Email: rosalindr@mytrainingdept.com Website: www.mytrainingdept.com</p>	

<p><i>David Rozin</i> DCR Consulting 390 Queen's Quay West Suite 2207 Toronto, Ontario M5V 3A6 CANADA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Facilitation• Technical communication• Change management
<p>Phone: 416.414.7626 Email: david.rozin@rogers.com</p>	

<p><i>Ayanna Sawyer</i> California USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Technical writing and editing (hardware/software development)• Instructional design and course development• Graphics and user interface design• Web site design• Usability testing and assessment• Project management (on-site/of-site/outsourced projects)• Industries: Online marketing; CRM; Internet and Network Security; Content Management, etc.
<p>Email: voodoo Khan@yahoo.com Website: www.voodooinc.com</p>	

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<p><i>Flo Wolfe Sharp</i> Beachside Technical Media, Inc. (formerly Systems Consulting Services, Inc.) 2512 Cactus Wren Court Saint Augustine, FL 32084 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• eLearning courseware development• eLearning instructional design• Online help development• RoboHelp training and consulting, including .NET applications• Streaming media production• Web development for very small business and non-profits• Technical manuals• Claroline LCMS implementation• Trade show management software
<p>Phone: 904.824.1140 Email: flo@scsvirtual.com Website: www.scsvirtual.com</p>	

<p><i>Jane Smith</i> JEM Communications, LLC 65 Mingus Mountain Road Sedona, AZ 86336 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design and course development• e-Learning design• Workshops and classes• Mentoring and coaching• Project management• Courses to improve job performance• Performance Improvement consulting
<p>Phone: 928.284.0455 Fax: 928.284.0498 Email: jemcomm@sedona.net Website: www.jemcommunications.com</p>	

<p><i>Paul Sinasohn</i> Press Any Key Oakland, CA 94602 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Training & performance improvement strategic planning• Needs analysis & solution development• Process mapping & redesign• Instructional design – ILT, CBT, e-Learning/web learning• Course development – Enterprise software• Game/simulation development• Training delivery• Presentation design, template design (FrameMaker, PowerPoint)• Soft skills ILT (customer service, conflict resolution, harassment)• Software, finance, customer service, & communications industry experience
<p>Phone: 510.368.1178 Fax: 510.436.7526 Email: currdev@yahoo.com</p>	

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<p><i>Adele Sommers</i> Sommers Associates 10725 Colorado Road Atascadero, CA 93422 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Performance analysis• WBT development• Tutorial design• Help authoring• Marketing overviews• Technical writing• Process mapping and redesign• Interface design• Performance support systems
<p>Phone: 805.462.2199 Fax: 805.462.2187 Email: adelesommers@earthlink.net</p>	

<p><i>Chuck Stewart</i> ConText Editorial Services, Inc. 3623 N. Pennsylvania Street Indianapolis, IN 46205 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• Online course development• Curriculum development• Technical book development• Technical writing• Copy editing• Proofreading
<p>Phone: 317.926.5532 Email: cstewart@contextedit.com</p>	

<p><i>Lyse Tremblay</i> 880 Christina Place, Unit #3 Kelowna, BC V1V 1S2 CANADA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Self-employed consultant
<p>Phone: 250.763.5764 Email: tremblayly@shaw.ca</p>	

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<p>Beth Troell Direct Writing .net 3103 South Oak Drive Austin, TX 78704 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Design• MarComm• Layout• Formatting• Presentation• Distance education
<p>Phone: 512.626.9709 Email: beth@directwriting.net Website: www.directwriting.net</p>	

<p>Steven Ulosevich Ulosevich and Associates 7626 Triple Bend China Grove, TX 78263-5035 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Policy manuals• Process/procedural manuals• Manager and/or supervisor handbooks• Employee handbooks• Research (aviation, education, human resources, leadership, management, training)• Résumé preparation• Presentation preparation• Curriculum design and development• Instructor guides and lesson plans
<p>Phone: 210.648.6567 Fax: 210.648.1609 Email: sulosevich@satx.rr.com</p>	

<p>Mike Unwalla TechScribe 24 Spooner Road Sheffield S10 5BN UNITED KINGDOM</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Author training• Technical documentation for software
<p>Phone: +44.114.266.6933 Email: mike@techscribe.co.uk Website: www.techscribe.co.uk</p>	

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<p><i>Karen Waterfield</i> Copper Finch LLC 18875 Yarborough Trace Maple Grove, MN 55311 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Instructional design• E-Learning development• Technical writing
<p>Phone: 763.494.0300 Email: karen.waterfield@comcast.net</p>	

<p><i>Chris Willis</i> Media 1 Interactive, Inc. 605 Elliott St., Suite 3 Grand Haven, MI 49448 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• Custom classroom, online and blended learning programs
<p>Phone: 616.935.1155 Email: solutions@media1.us Website: www.media1.us</p>	

<p><i>Cherie Woodward</i> CoolText 1300 Hamblen Way Cool, CA 95614 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• FrameMaker training, specializing in templates and training of engineering departments• Instructional design• Template design (FrameMaker, Word, InDesign)• Help systems (RoboHelp, WebWorks)• Writing hardware and software manuals for technical and lay audiences
<p>Phone: 530.887.0738 Fax: 530.887.8960 Email: cherie_w@direcway.com</p>	

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<p><i>Vince Yokom</i> Instrux P.O. Box 277 Tomball, TX 77377 USA</p>	<p>Description of Services Offered:</p> <ul style="list-style-type: none">• CBT/WBT development• Traditional training materials• Graphics• Video production (Final Cut Pro)• Classroom instruction• Adobe Certified in Framemaker (5.5/6)
<p>Phone: 800.681.6488 Fax: 281.290.0654 Email: vyokom@instrux.com Website: www.instrux.com</p>	