



Saturday, April 24, 2021

\*Full program schedule at [speedcon.net](http://speedcon.net)\*

## Keynote

### **Skills Needed in Technical Communication as a Field**

Dr. Huiling Ding, (Director of the MS program in Technical Communication at NC State University)

**Abstract:** In this keynote session, Dr. Ding will talk about the skills needed in Technical Communication as a field.

**Bio:** Dr. Huiling Ding is an Associate Professor of Technical Communication and Director of the MS program in Technical Communication at NC State University. Her scholarly interests include health communication, intercultural technical communication, risk communication, grant writing, and workplace communication. Her current research examines the interaction between artificial intelligence, technical communication, and culture.

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## SpeedTalks

### **Tips to Build Subject Matter Expert (SME) relationships when Working Remote**

Sreeranjani Pattabiraman (Senior Technical Writer, Extreme Networks, Inc.)

**Abstract:** A large section of information development teams are now working remotely owing to the pandemic. However, in the information technology field, this has been a common occurrence for many years even before the pandemic. We often come across global teams within the technical communication realm teleworking and it is the same case for product owners and software development teams as well.

It is imperative for technical communicators to build good rapport with Subject Matter Experts (SMEs) to deliver high-quality documentation. One of the biggest challenges for technical communicators is to extract crucial information from SMEs and receive actionable feedback to improve documentation.

Gone are the days when we had the luxury of popping over to an SMEs desk to ask questions. There is also an added layer of complexity if you start a new job completely remote where you haven't had a chance to meet and chat with your project team mates. As an enormous section of the workforce continues to work remotely, the art of building good working relationships with SMEs is considered an essential skill for technical communicators.

In my Speed Talk, I will share my top 5 tips for building long-lasting SME relationships. The tips I share will be useful for technical writers new to the field, lone writers, or writers who are part of a large information development team.

**Bio:** Sree Pattabiraman is a Senior Technical Writer at Extreme Networks, Inc., where she manages software and hardware documentation and creates videos for the wireless networking product offerings of the company. An alumna of the North Carolina State University, Sree has worked on global teams and has led various initiatives to produce high-quality customer-facing documentation at her job and strives to promote technical communication in the Carolinas region. Sree is an active STC volunteer, incoming STC Director, STC Carolina mentor, past STC Carolina president (2019-2020), and a member of the Center for Information Development Management (CIDM).

## **TikTok #Tutorial and #Howto: A rhetorical analysis of the instructional microvideo as a genre**

Michael Monarrez Puckett (Graduate student in Technical Communication M.A. program at UCF, Orlando, Florida)

**Abstract:** The internet has thoroughly altered the way we communicate and our views on authorial authority. Online spaces allow nonprofessional users to participate in content creation, effectively blurring the line between user and producer. The study of user-generated content has been ongoing within the field of technical communication, along with the study of tactical communication, which is defined specifically by its aim of expressing a means to complete a particular task. By continuing to analyze instances of communication within social settings, researchers can better understand how noninstitutional users create tactical communication intended to fulfill specific task needs to refine best practices for industry use. The popular short-form video app TikTok, with an estimated 1 billion active monthly users, has become a content space for individuals to create technical content for niche uses. Not only is the platform popular for creating collaborative entertainment content, but it also provides a space for individuals with a specific technical expertise to share how-to content with other users to form online knowledge communities.

As of January 2021, the hashtag “#tutorial” had 117.3 billion views on TikTok, pointing to the significance of the app for disciplinary study. These short-form technical videos can be called instructional microvideos to distinguish them as a genre from entertainment-based videos on the platform. By studying the rhetorical strategies used in instructional microvideos on TikTok, we can better understand the boundaries of the genre and the practical applications of microvideos as a genre to the technical communication industry. The research for this presentation will be conducted using a case study methodology that analyzes microvideos created by TikTok user “@sheetgeek” related to Google Sheets functionality for data analysis and visualization.

**Bio:** Michael Monarrez Puckett is a graduate student in the Technical Communication M.A. program at UCF in Orlando, Florida. He has conducted independent research into the uses of short-form videos for instructional content and presented at the 2021 UCF English Symposium. His research interests include user-generated content, social knowledge management, new media, and game design for instructing. He co-owns a law firm digital marketing agency with his husband and specializes in brand identity creation, copywriting, and content strategy.

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## **A Comparative Visual Content Analysis of the CDC & WHO COVID-19 Infographics**

Manushri Pandya (Second-year graduate student in M.S. in Technical Communication program at Missouri University of Science & Technology)

**Abstract:** I conducted a comparative visual content analysis of the CDC and WHO COVID-19 infographics. I considered infographics as an important genre of communication during a pandemic because they not only provided sufficient information to the audience but did so in an engaging manner. The goal of my study was to think about the role of infographics in the context of health and risk communication during a pandemic, and to emphasize the rhetorical elements that constituted the creation of infographics by major health organizations. I specifically focused on three elements: the kinds of information communicated through infographics, the text and graphic organization in the infographics, and the underlying rhetorical strategies.

The results of my analysis indicated that (1) the CDC and WHO infographics included how-to information, dos and don'ts, step-by-step guidelines, checklists, and general informational topics on COVID-19 in their infographics; (2) the CDC infographics had structured text and graphic organization that established a reading pattern, whereas the WHO infographics followed an abstract design that gave the audience more freedom to explore the infographic; and (3) both the CDC and WHO used visuals to make information more understandable, used imperatives whenever the aim was to initiate action, avoided frightening references in the infographics and focused on helpful information, and used document design according to the reading patterns of the audience. I concluded that audience was the key factor that stemmed the differences in the implementation of rhetorical strategies in the CDC and WHO infographics.

**Bio:** Manushri Pandya has earned her B.A. in English Literature from L.D. Arts College, located in Gujarat, India. She received two gold medals upon her graduation in January 2018. She will receive her M.S. in Technical Communication from Missouri University of Science & Technology in May 2021. She has also served as a Graduate Teaching Instructor in the Department of English and Technical Communication and taught English 3560 Technical Writing to undergraduates. During the summer of 2020, she interned at Cytokinetics Inc. as an IT Technical Writer and generated internal documentation for the company.

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## **Should You Take That Promotion? And What Happens Next? Insights from a First-time Manager**

Catherine Sprankle (Manager of Scientific and Technical Communications, ILS, RTP)

**Abstract:** After avoiding management responsibilities my entire career, a year and a half ago I accepted a promotion to the newly created position of Manager of Scientific and Technical Communication at ILS. Since then I've had to hire new employees, let an underperforming employee go, develop strategies for managing remotely, and learn how things work in a part of my company I previously knew nothing about. In this speed talk, I will share what factored, or should have factored, into my decision to take the promotion. I'll also share what I've learned in the past year, what I think I did right, and what I wish I'd done differently. My talk should be helpful for technical communicators considering whether a management track might be right for them.

**Bio:** Catherine (Cathy) Sprankle, M.S., is Manager of Scientific and Technical Communications at ILS in Research Triangle Park. Cathy is a writer, editor, and web content developer for a National Toxicology Program group that develops and evaluates non-animal methods for chemical safety testing. She also manages writers who prepare toxicology study reports. Before joining ILS, Cathy worked as a lab scientist for a number of RTP-area institutions. Cathy's work has been recognized for excellence by the Society of Technical Communication with multiple awards over the past six years. Cathy earned her Bachelor's degree in Biology from the University of Virginia and her Master's in Technical Communication from NC State.

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## **COVID-19 and Intercultural Communication**

Manasi Gandhi (Content Designer and Developer, IBM)

**Abstract:** The COVID-19 pandemic has necessitated the world to come together to fight against the virus on one hand, while creating divisions across borders, religion, race, and culture on the other. It has impacted the way we interact and communicate and led to a rise in incidents related to xenophobia, racism, prejudice, stereotypes, and discrimination. The virus has affected different communities differently and a one-size-fits-all approach may not be the best move forward. There is a need for understanding, research, and education to better communicate and address the issues faced by different cultures, nationalities, and regions across the globe and make sure that we frame our messages empathetically and in a non-biased manner.

**Bio:** Manasi Gandhi works as an Information Developer for the IBM Cloud and Cognitive Software, where she is a part of the WebSphere team and works on several areas like software documentation, error messages, doc bugs, concept topics, accessibility. She graduated from the M.S. in Technical Communication program at NC State University in 2020. Previously, she worked as a Technical Writer for the Information Technology and Engineering Computer Services (ITECS) at NC State University. In the past, she worked in the education field and taught at various educational institutions and schools in India and the United Kingdom. She also has a Postgraduate Certificate in Education from the University of Cambridge, UK, and an M.A. in History from the University of Mumbai, India.

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## Virtually interviewing and onboarding for a technical communication role

Carolyn Carpenter, Catherine Airey, Courtney Bittner (Content Designers, IBM)

**Abstract:** Job searching is a challenge at any time, but doing it during a pandemic is especially so. In this SpeedTalk, we'll share the experience of interviewing for a technical communication role and onboarding to a company from two perspectives: the new hire (Catherine) and the hiring team (Carolyn/Courtney). We'll touch on the process of interviewing itself, learning new tools and technologies, getting to know the team, and accomplishing tasks. Join this talk to learn about the specific challenges that we encountered without in-person, face-to-face interactions, and the strategies that we employed to overcome the distance.

### Bios:

**Catherine Airey** is a content designer at IBM. After graduating from NC State's MSTC program in 2020, Catherine was faced with a new challenge, finding a job during a pandemic. Over the next few months, she would continue to look for a full-time position while working as an independent contractor. Luckily in November of 2020, Catherine stumbled across a job posting for IBM. Now, she is fulfilling her dream of working for IBM as a technical writer. She is excited to return to NC State and SpeedCon to share her experiences interviewing for and onboarding to a new job during a pandemic.

**Carolyn Carpenter** is a content designer and strategist at IBM with over nine years' experience creating technical content in the software and cloud computing domains. She is passionate about creating highly consumable, user-focused content and has experience with content types across the technology spectrum, from UX writing to hands-on tutorials to API and CLI reference documentation. A proud graduate of the M.S. in Technical Communication program at NC State, she also holds a B.A. in Linguistics and German from UNC-Chapel Hill.

**Courtney Bittner** is a Senior Content Strategist and the Terminologist for IBM Cloud. Courtney leads a team of content designers that own the content experience for the IBM Cloud platform. In addition to providing editing support, she is focused on creating enablement assets for teams to deliver a consistent content experience across IBM Cloud.

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## Building Inclusive and Accessible Technical Documentation

Olivia Payne and Sayee Jadhav (Second-year graduate students in the MS in Technical Communication program at NC State University)

**Abstract:** Equity, the fair treatment, access, opportunity, and advancement for everyone; striving to identify and eliminate barriers that prevent participation from some groups. Equity acts as a blanket for diversity, inclusion, and accessibility. This will be a 45-minute session that discusses diversity, inclusion, equity, and accessibility with respect to technical documentation during a pandemic, and provide attendees with a toolkit to take with them to their workspaces to help them act during this exclusive pandemic and after.

Inclusion before the pandemic is hardly discussed, and inclusion during the pandemic is discussed even less. This session will provide firsthand perspective from myself as a hard of hearing person in a time where reading lips is near to impossible. It will also touch on other elements of inclusivity when mask wearing, social distancing, and virtual spaces is necessary. Gender, disability, race, etc. may not be as visible under a mask, but it is still very much apparent. I will touch on the field of technical communications as the driving factor to cultivating inclusive spaces. I will provide people with tips for how to be inclusive now and moving forward. I will touch on some technical communication scholarship that is helpful in learning more about how to be more inclusive in not just your field as a technical communicator, but also your personal lives.

With the creation of international standards and the rise of public awareness, web and software accessibility have become a topical issue. However, it seems like accessibility is rarely taken into account by technical companies who primarily focus on innovation. Part of the usability and accessibility of a software is based on its documentation. As technical writers, we often wonder what role we have to play in fostering accessibility. As

technical writers, we ought to write our documentation with accessibility in mind. The World Health Organization estimates that 15% of the world's population (more than 1 billion people) have an accessibility need. When documentation is written with accessibility in mind, it improves the overall experience for all readers.

**Bios: Olivia Payne** is a second-year MS in Technical Communication student at NC State and this year's TCA treasurer. Her research interests and her passion surrounds diversity, inclusion, equity, and action. She has been hard of hearing my entire life, so her research and her actions are a big portion of who she is. On the fun side, she is also an avid runner. She ran her first virtual half-marathon during the lockdown, and she plans to run another this year for an organization that's values align with her own.

**Sayee Jadhav** is a second-year MS in Technical Communication student at NC State and this year's TCA President. Her research interest lies in content strategy, usability, and offering an overall seamless user experience across all digital channels. Outside of work and academics, you'll find her talking about traveling, photography, books, and food *in that order*.

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## Workshops

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### Minimalism with Miffy

Mugdha Bapat (Manager, Information Development, Rocket Software)

**Abstract:** In this interactive session, Miffy, the rabbit, helps writers get acquainted with minimalism. After the session, the participants will not feel daunted by minimalism. They will befriend it as a creative approach that makes their content friendlier. The session also emphasizes how the brain works differently when practicing minimalism.

**Bio:** Mugdha Bapat is a Manager, Information Development at Rocket Software. With almost 20 years of experience, Mugdha leads a globally distributed team of information developers. The team is responsible for providing content for 100+ mainframe products. She is also a seasoned speaker in STC India, and has presented papers on design thinking, content strategy, neuroscientific writing, minimalism, and so on. Her workshop on design thinking has been a big hit in recent years and was conducted in multiple cities before the pandemic began. She loves reading, traveling, and spending time with kids (– maybe because she doesn't have her own!)

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### The hero of the story: Transforming documentation with user stories

Ingrid Towey (Senior Technical Editor and Writing Coach, Red Hat)

**Abstract:** Stories—fairy tales, parables, and even news reports—structure reality. And every story has a hero seeking a happy ending. My company used to deliver features-heavy documentation. We cataloged all of the user interface and every command. Our docs weren't stories, and they didn't have heroes.

Our product-centric approach was hurting our customers because their stories transcended any single software product. Our customers were also frustrated because they wanted a solution to solve a problem, not a bunch of unrelated products and features.

Now we design our docs around Agile user stories, which help us create a better user experience for our customers. In this workshop, I'll set the stage and we'll work together testing out the principles:

- You'll learn what user stories and personas are.
- You'll see before and after examples from our documentation.
- You'll practice writing user stories and see how they can transform documentation.

You'll learn how to reduce your readers' frustrations and help these heroes find their happy ending.

**Bio:** THE WRITE UX! I combine technical writing with user experience skills to produce usable documents and to design user interfaces that don't need tons of documentation.

With a Master's degree in Folklore and over 15 years of experience in technical communication, usability testing, and user experience, I'm well equipped to analyze user stories and their impact on documentation. I currently work as a technical editor and writing coach. The favorite part of my job is working one-on-one with writers to help them create more customer-focused content. I've taught Shakespeare in performance, acted in plays, and presented at many professional conferences.

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## **What's the next Mechanic?: Is this thing I'm stuck on just interesting, or is there a research project happening here?**

Dr. Michelle McMullin (Assistant Professor, Technical Communication Dept. at NC State University)

**Abstract:** Much of our focus at conferences is on presenting results-- the culmination of research, that is designed to join a knowledge-making conversation. This workshop will open up a space for talking about work in progress. What's the thing you're toying with, interested in, stuck on right now-- and is it a potential research question that responds to a need in your workplace or a gap in the academic conversation that you want to amplify and explore?

I'll talk for about 10 minutes about a project I am currently incubating that focuses on communication and community collaboration in multiplayer video games, including the story of getting to my questions and my current thinking about research design.

You might like to join this conversation if you are:

- Interested in games research and/or DIY technical communication
- Developing a current project (research, capstone, dissertation, workplace analysis) you'd like to talk about with others
- Working through a problem or situation you need to learn more about but aren't sure where to start.

Workshop Timeline:

- Dr. McMullin will talk for about 10 minutes
- Depending on the number of participants, we will use the remaining time for a roundtable workshop discussion, or split into breakout rooms for discussion
- We'll use the last ten minutes for a round-up of insights and takeaways.

**Bio:** Dr. Michelle McMullin, assistant professor of English at NCSU, researches collaborative response to problems and the role of technical communication in community response. Her current research focuses on networked mentoring and collaboration in distributed teams, and in how gaming and fan communities collaborate and respond to problems. Her recent publications cover graduate student professionalization through grant writing (SIGDOC 2020), fandom interaction and collaborative storytelling through actual play podcasts (McFarland 2021) and sustainable collaboration and mentoring in distributed teams (forthcoming in Journal of Business and Technical Communication Oct 2021). Currently playing: Final Fantasy XIV and Persona 5 Royal.

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## **Visual content experience mapping with Mural**

Carolyn Carpenter (Content Designer and Strategist, IBM)

**Abstract:** Whether you're creating content for a brand new product or revamping existing content that needs a fresh take, mapping out the end-to-end content experience is essential to making sure your content is cohesive and complete. In this session, we'll walk through how to go from blank page to complete content plan by visually mapping out content using Mural, a virtual whiteboard tool. Topics include how to use journey mapping together with information typing to generate content ideas, and then use card sorting to create your information architecture.

**Bio:** Carolyn Carpenter is a content designer and strategist at IBM with over nine years' experience creating technical content in the software and cloud computing domains. She is passionate about creating highly consumable, user-focused content and has experience with content types across the technology spectrum, from UX writing to hands-on tutorials to API and CLI reference documentation. A proud graduate of the M.S. in Technical Communication program at NC State, she also holds a B.A. in Linguistics and German from UNC-Chapel Hill.

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## **Integrated Chemical Environment: A Case Study of Award-winning Database Documentation**

Catherine Sprankle (Manager of Scientific and Technical Communications, ILS, RTP)

**Abstract:** The National Toxicology Program Interagency Center for the Evaluation of Alternative Toxicological Methods (NICEATM) supports development and validation of new approaches for chemical safety testing. Access to high-quality data is essential to accomplishing this goal. Sources of such data must address user requirements for accessibility, content, and usability. Improvement of user documentation is a key focus of each release of NICEATM's Integrated Chemical Environment (ICE). Help resources provided by ICE include tooltips to explain features and terminology, dialogs that explain inputs and outputs in greater detail, metadata that provide context for download data, webpages within the ICE site that provide explanations of data sets and tools, and downloadable user guides for every ICE tool. During every ICE update, documentation is reviewed and improved using a process that leverages the expertise of subject matter experts and technical communicators to ensure accuracy and continuous improvement. This process has resulted in ICE having a body of user support documentation that has been recognized for its utility and quality by both stakeholders and technical communications professionals in the Society for Technical Communication. The presentation will describe the ICE user help improvement process and demonstrate how ICE tools are supported by the documentation. This project was funded with federal funds from the NIEHS, NIH under Contract No. HHSN273201500010C.

**Bio:** Catherine (Cathy) Sprankle, M.S., is Manager of Scientific and Technical Communications at ILS in Research Triangle Park. Cathy is a writer, editor, and web content developer for a National Toxicology Program group that develops and evaluates non-animal methods for chemical safety testing. She also manages writers who prepare toxicology study reports. Before joining ILS, Cathy worked as a lab scientist for a number of RTP-area institutions. Cathy's work has been recognized for excellence by the Society of Technical Communication with multiple awards over the past six years. Cathy earned her Bachelor's degree in Biology from the University of Virginia and her Master's in Technical Communication from NC State.

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## **MSTC Capstone Information Session & Brainstorm**

Stacey Pigg (Assistant Professor, Technical Communication Dept. at NC State University)

Current 2nd-year graduate students and Capstone project participants in the Technical Communication Program at NC State University

**Abstract:** This workshop will walk MSTC students through useful information for planning ahead toward completing their capstone projects. We will begin with advice from people who have recently completed the capstone, continue with an information session for helping students understand what makes a good capstone project, and follow up with tips for how to get started on a project literature review before the start of your second year in MSTC. The remainder of the workshop will be open for attendees to ask questions about the capstone project and/or to brainstorm about possible project ideas. The target audience for this workshop is students in the first year of the MSTC program; however, we welcome industry and other academic participants who want to learn more about how the capstone project works or who may have project ideas to pitch to students.

**Bio:** Stacey Pigg, Associate Professor at NC State University, researches digital and networked writing practices that shape work, learning, and engagement across professional contexts. She teaches graduate and undergraduate

courses in rhetorical theory, professional communication, and digital rhetoric and writing. She serves on the editorial board of leading journals such as *Written Communication* and *Communication Design Quarterly*, is the Grants Coordinator for the Council of Programs in Technical and Scientific Communication (CPTSC), and is the 2020 Conference Chair for SIGDOC. In her role as the Director of the Professional Writing Program, Stacey works to support students across NC State in learning effective professional writing practices.

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## Panel

### Strategies for Getting into Technical Writing

Jacob Berger, Julie Stickler, Samantha Gidlow, Sara Thomas, Sangeeta Raghu-Punnadi, Lavanya Mandavilli, Dana Brown, Kevin Owen (Technical Writers, Red Hat)

**Abstract:** Technical Writers from Red Hat's Customer Content Services (CCS) host the panel: Strategies for Getting into Technical Writing. In this panel, Red Hat writers from diverse backgrounds share their advice on how to network, build a portfolio, market writing and technical skills, and ultimately, get a technical writing job. We encourage attendees to come with questions on how to land a technical writing job.

The best advice is targeted to the individual's needs, so bring your unique questions and concerns to the panel!

#### Bios:

**Jacob Berger** graduated with a M.A in English from NCSU in 2018 (he taught English 101 while he was here!). At Red Hat, Berger is the only technical writer for the product, Devfiles, where he is the go-to person for all content related concerns and user needs. He loves Shakespeare plays, Eastwood movies, and Elton John music (he saw John live right before the pandemic!)

**Julie Stickler** has been making a living from the printed word her entire life. She has delivered newspapers, taught English, sold books, and for the past 20 years worked as a technical writer. She has worked everywhere from small start-ups to large companies like IBM. She spends her days keeping her three cats off the keyboard, and her weekends researching medieval history.

**Samantha Gidlow** started her journey into technical writing as an intern at Tekelec at the age of 15. From there she went on to work as a technical writing associate throughout her high school and college years for Tekelec and Oracle. She completed her undergraduate degree in Sociology at Meredith College. After Meredith College, Samantha worked for WebAssign for a brief period of time then moved onto SAS Institute. She completed her MBA during her tenure at SAS. Samantha joined the OpenShift team at Red Hat as the Senior Technical Writer in January 2021. She enjoys rooting for the Carolina Hurricanes, binge watching *Frasier* and *Supernatural*. Samantha is also working on her first fiction novel.

**Sara Thomas**, Technical Writer, started cultivating her professional writing career while clerking for a Worker's Comp lawyer in her undergraduate. Ever the avid reader and writer, she has a B.A. in English and Philosophy from UNC Chapel Hill and a certificate in Technical Communication from Duke University Continuing Studies. After college, she joined a med tech start-up company where she took on multiple roles, including writing training materials, business acquisition materials, policies, procedures, and user manuals. Although the med tech world was fascinating and fast-evolving, Sara was interested in getting more involved in software writing, so she transitioned to SAS as a member of the Platform Programming team, and now here at Red Hat working on OpenShift Container Platform documentation! In her free time, you can find her reading a book on her back porch, enjoying local parks, grabbing boba, or attending a ballet barre class at her local studio.

**Sangeeta Raghu-Punnadi** has been in the TechComm domain for the last 17 years. She works as a Principal Technical Writer with Red Hat. During her journey, she has donned various hats. She has worked extensively on API documentation. She tries to contribute to other types of content apart from regular help documentation. She has worked closely with other teams to create non-traditional content, such as, microcopy, user onboarding flows, readmes, code messages, and so on. She is an active STC volunteer. She held the position of Secretary in the STC India Admin Council, 2020.

**Lavanya Mandavilli** is an award-winning technical writer who is skilled at working with international teams to create content strategies and develop technical content for targeted audiences. Her content development experience spans across multiple genres: user experience text, blogs, white papers, installation guides, user guides, network/system administration guides, command syntax documentation, architectural overviews, and infographics.

**Dana Brown** is a technical writer and web developer. She obtained a Journalism degree from the University of Georgia with a major in Advertising. She spent over a decade working in Marketing, Event Planning and Public Relations roles for property management, aeronautical, credit bureau and technology companies. In those years her curiosity about tech and development in particular grew. So, In 2017 she vowed to bring her long term goal of learning to code to fruition. She attended a coding bootcamp and then spent many months preparing for a developer role. She has worked for small start-ups and larger corporations. After a contract role at IBM she joined Red Hat as a Technical Writer in September 2020.

**Kevin Owen** is a technical writer with no awards or degrees, but a high school education and a passion for open source philosophy. His entrance to the world of technical writing came as a natural progression from working directly with documentation in open source communities as a hobby to keep him busy as a stay-at-home father. Currently, Kevin enjoys writing, film, philosophy, and sharing his technical knowledge with other writers (in between caring for his garden, chickens, and year-old pig).

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