

# Conference Testimonials

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2002–2015

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## 1.0 Introduction

Conference testimonials received for presentations delivered by Rhonda Bracey since 2016 are available on the CyberText website (<http://www.cybertext.com.au>). This document captures the scores and comments for conference sessions presented between 2002 and 2015.

### Notes:

- Not all conferences ask attendees to complete post-conference evaluation sheets/surveys, or, if they do, they don't always share the responses with the presenters. See Section 15.0 for a list of conferences I've spoken at, but for which I've received no feedback.
- If a conference asks attendees to complete a post-conference evaluation survey, the rate of return varies—many attendees don't complete them, or, if they do, they only give a numeric rating and do not make any comments.

## 2.0 2012: ASTC(NSW) Conference: Sydney, NSW

Presentation	Attendee Comments
Editing: It's not as easy as it looks	<ul style="list-style-type: none"> <li>• A guru for [technical communicators]</li> <li>• Confirmed I'm doing it right</li> <li>• Good presentation</li> <li>• Such sound advice, cogently presented.</li> </ul>
Remote working: Telecommuting from the trenches	<ul style="list-style-type: none"> <li>• Been doing this for &gt;10 years so didn't learn a lot. Good value though, Well done!</li> <li>• Great info and well presented</li> <li>• Excellent! Good style. Handled [person's name] well</li> <li>• Would like to see more of Rhonda on another topic</li> <li>• Clear presentation. Pros and cons. But win-win.</li> </ul>

## 3.0 2009: WritersUA Conference: Seattle, Washington

Presentation	Scores (out of 5)	Attendee Comments
Techniques for Reviewing a User Interface	<ul style="list-style-type: none"> <li>• Presentation Skills 4.41</li> <li>• Subject Knowledge 4.74</li> <li>• Quality of Session Information 4.28</li> <li>• Quality of Session Slides/Handouts 4.29</li> </ul>	<ul style="list-style-type: none"> <li>• Great job!</li> <li>• Good infusion of humor, great examples, great sites/sources/resources as takeaways. Thanks!</li> <li>• Delightful. Great sense of humor. Great references to accessibility tools. Bracey is a top-quality act.</li> <li>• A little too general, but then again, I've had extensive training in the subject. [gave 24 out of a possible 25 points]</li> <li>• Excellent. Very helpful. Great take-home resources too.</li> <li>• A great presentation of the basics. Next time add more depth.</li> <li>• Too general.</li> <li>• Very knowledgeable. Light on humor. She handled questions very well.</li> <li>• Nice to add 'how to communicate review comments'. Comprehensive—able to create checklist from presentation.</li> </ul>

Presentation	Scores (out of 5)	Attendee Comments
		Almost made me want to be a tester. Nicely referenced. Had never heard of screen rulers before—will definitely use.

#### 4.0 2008: ASTC (NSW) Conference: Sydney, NSW

Presentation	Scores (out of 5)	Attendee Comments
Techniques for Reviewing a User Interface	<ul style="list-style-type: none"> <li>• Relevance: 4.63</li> <li>• Depth: 4.69</li> <li>• Quality of presentation: 4.63</li> </ul>	<ul style="list-style-type: none"> <li>• Best presentation of the conference.</li> <li>• I looked forward to this and I wasn't disappointed—a tsunami of valuable information.</li> <li>• Terrific.</li> <li>• Full of good stuff.</li> <li>• Encyclopaedic and authoritative.</li> <li>• Excellent.</li> <li>• Incredibly useful.</li> <li>• Your presentation was one of the few that I sat through over the conference—being on the registration desk kept me busy. Although I am a bookkeeper/administrator and not a technical writer, I must say I thoroughly enjoyed your presentation. You are indeed a very dynamic speaker, easy to listen to as well as delivering an enjoyable talk. I quite enjoy having a little giggle during a presentation and your examples of how not to do it—particularly in MYOB—certainly gave me a good laugh as I use this program quite a lot. I feel that I benefited from your presentation as it has made me look at the admin forms I create and how they look and line up, so thank you.</li> <li>• Rhonda Bracey was perfect for the last session—her clearly vast experience in reviewing user interfaces combined with her humour and desire for us to know had us ending on a high note. Truckloads of information energetically delivered. Probably the best example of how I would say I wasn't alone in my positive reaction to the conference was glancing around during Rhonda's presentation and seeing a room full of animated faces. (review of session at the ASTC (NSW) Conference, by Gill Knowles; published in the ASTC (NSW) Newsletter, November 2008, p4)</li> </ul>

#### 5.0 2008: AODC Conference: Surfers Paradise, Queensland

Presentation	Scores (out of 5)
Techniques for Reviewing a User Interface	<ul style="list-style-type: none"> <li>• Speaker Skills 4.8</li> <li>• Speaker Knowledge 4.7</li> <li>• Value of Topic (to attendee) 4.4</li> <li>• Extent of (attendee's) Learning 4.0</li> </ul> <p>Note: This session was ranked 3rd highest of all the conference sessions.</p>

## 6.0 2008: WritersUA Conference: Portland, Oregon

Presentation	Scores (out of 5)	Attendee Comments
Techniques for Reviewing a User Interface	<ul style="list-style-type: none"> <li>• Presentation Skills 4.7; rank: 13th (of 41)</li> <li>• Subject Knowledge 4.8; rank: 10th</li> <li>• Quality of Session Information 4.6; rank: 12th</li> <li>• Quality of Session Slides/Handouts 4.6; rank: 10th</li> </ul>	<ul style="list-style-type: none"> <li>• Great presenter—very well done! A lot of excellent info and resources shared.</li> <li>• Great!! Very useful info. Will share with the rest of my team.</li> <li>• Very well done and very helpful.</li> <li>• Was expecting a bit more depth and more examples. Ended up being a good review.</li> <li>• Good references on where to find more information.</li> <li>• Excellent! Thank you.</li> <li>• Very practical and very useful.</li> <li>• Very satisfied with her presentation. Great tips!</li> <li>• Directly helpful to upcoming project.</li> <li>• Excellent!</li> <li>• Excellent! This information will be so useful! Thanks.</li> <li>• Excellent—and chocolate too!</li> <li>• Thank you—the resources are very helpful. I've been searching for existing UI Guidelines (style guides) for a while and I appreciate this presentation.</li> <li>• Presenter was a good speaker, but level of information was basic [for me]. I would've preferred more specific examples and rules. GUI examples would have been extremely useful—less text, more screen shots. Tools list was very helpful.</li> <li>• Information put very nicely.</li> <li>• BEST OF SHOW!</li> <li>• Really helpful tools and examples.</li> <li>• Informative, good presentation flow.</li> <li>• Could have shown more examples.</li> <li>• Just a quick 'thanks' for the excellent session on UI reviewing. This is certainly an issue I plan to address here at [company]. Your insight and obvious experience have inspired me to approach our software R&amp;D director with a plan to increase the value of their already very excellent software apps by following the checklist you suggested and, to help them develop a sound yet simple style guide.</li> </ul>

## 7.0 2006: ASTC (NSW) Conference: Sydney, NSW

Presentation	Scores (out of 5)
Reviewing Screen-based Content	<ul style="list-style-type: none"> <li>• Relevance: 4.69</li> <li>• Depth: 4.74</li> <li>• Quality of presentation: 4.72.</li> </ul>

## 8.0 2006: WritersUA Conference: Palm Springs, California

Presentation	Scores (out of 5)	Attendee Comments
Customizing HTML Outputs from Author-it	<ul style="list-style-type: none"> <li>• Presentation Skills 4.64; rank: 14th</li> <li>• Subject Knowledge 4.95; rank: 4th</li> <li>• Quality of Session Information 4.77; rank: 5th</li> <li>• Quality of Session Slides/Handouts 4.55; rank: 12th</li> </ul>	<ul style="list-style-type: none"> <li>• I want to thank for sharing the your handout from the conference. I've been working through the first two sections. I've also been using the first part of the presentation to troubleshoot customized book templates and related files that were causing me problems in the past. I was able to clean up some things. This first section was a godsend! I've talked to our vendor on several occasions asking him if he had or knew of anyone who had a roadmap to customizing HTML templates/pages. And nothing until your link popped into my inbox. Thanks you so much for sharing your information!!</li> <li>• I have finally gotten around to implementing the suggestions in Rhonda Bracey's excellent handout from the conference; it's like it was written for what I'm tasked with doing. Thank you, Rhonda! The work you and Char contribute to the forums is amazing and appreciated. I know I have found the answer to many of my questions through your posts.</li> <li>• Thank you so much for this information and for the presentations. They were very helpful! Thanks to you, everything is up and running perfectly! I'd be happy to recommend you and sing your praises—the information you distribute on the list is really helpful and you are obviously THE expert in Author-it.</li> <li>• Rhonda Bracey in Australia ... is probably one of the best (if not the best) persons on the planet to talk about [Author-it's] abilities.</li> <li>• Thanks for a great session on customizing Author-it's HTML output—it was one of the most useful conference sessions I've ever attended.</li> </ul>

## 9.0 2006: AODC Conference: Cairns, Queensland

Presentation	Scores (out of 5)	Attendee Comments
Reviewing Screen-based Content	<ul style="list-style-type: none"> <li>• Speaker Skills 4.8</li> <li>• Speaker Knowledge 4.8</li> <li>• Quality of Content 4.8</li> <li>• Delegate interest in topic 4.7</li> </ul> <p>Note: This session was the 3rd highest ranked for the conference.</p>	<ul style="list-style-type: none"> <li>• Wonderful</li> <li>• I hadn't thought I was interested, but it had heaps of useful info, so I'm glad I didn't choose this session for a break</li> <li>• Spoke a bit fast. Great content</li> <li>• A great coverage of a lot of useful tools</li> <li>• A lot of content in time, but wouldn't want it longer</li> <li>• Great practical session</li> <li>• Would have liked more demo stuff</li> <li>• Very useful review and tools</li> <li>• Great session. Not teaching us to suck eggs. Useful resources.</li> </ul>

## 10.0 2005: WritersUA Conference: Las Vegas, Nevada

Presentation	Scores (out of 5)
Time-saving Techniques Using Author-It	<ul style="list-style-type: none"> <li>• Presentation Skills 4.75</li> <li>• Subject Knowledge 4.75</li> <li>• Quality of Session Information 4.75</li> <li>• Quality of Slides/Handouts 4.67</li> </ul>

## 11.0 2005: Society of Editors (WA): Perth, Western Australia

Presentation	Attendee Comments
From Paper to Pixels: Dealing with Digital Content	<ul style="list-style-type: none"> <li>• Thanks, Rhonda, for last night. Your presentation was exceptional and very much appreciated by all who attended. I have already received one email full of praise for your presentation and the conversation over a glass of wine before we slouched off into the night was absolutely positive and deeply sincere. (President, Society of Editors (WA), Inc., Perth)</li> <li>• Many thanks to those who attended last night's meeting—it was a great success. A huge thanks to our presenter, Rhonda Bracey, for her well-prepared, thorough and engaging presentation.</li> </ul>

## 12.0 2004: STC Conference: Baltimore, Maryland

Presentation	Scores (out of 5)	Attendee Comments
Author-it Tips and Tricks (co-presented with Char James-Tanny)	<ul style="list-style-type: none"> <li>• Content 4.77</li> <li>• Delivery 4.680</li> </ul> <p>Note: Ranked in top 10% of all 363 conference speakers</p>	<ul style="list-style-type: none"> <li>• Very good intro; good technical tips; excellent demo! good publishing example.</li> <li>• Excellent tool! Thank you!</li> <li>• Good job—wish it was longer so you could spend more time on each topic.</li> <li>• Super information; great speakers.</li> <li>• This was very informative!</li> <li>• EXCELLENT! Thank you.</li> <li>• This made the conference for me.</li> <li>• Entertaining and useful.</li> <li>• Good stuff—a little rushed.</li> <li>• Excellent—thank you both!</li> <li>• Excellent presentation! Thank you.</li> <li>• Useful tips and tricks of Author-it. Contains information that we can use immediately. I enjoyed Rhonda and Char's conversational tone and sense of humor.</li> <li>• Excellent presentation—definitely not for beginners.</li> </ul>

### 13.0 2003: STC Conference: Dallas, Texas

Presentation	Attendee Comments
Training 101: Logistics for Delivering Face-to-face Training	<ul style="list-style-type: none"> <li>• I am a member of STC and belong to several listservs on which I have seen many of your ever-helpful posts. We have a pretty thorough training manual for both students and instructors and are working on some final touches for a Certified Trainer program. We wanted to add some "how to train" information in the instructor version of our manual for added reference. I recently came across your conference presentation "Training 101: Logistics for Delivering Face-to-Face Instruction." I was extremely impressed with how well written it is and it hits the primary items we want to mention in our guide.</li> <li>• I [received] the proceedings with your materials and reading through them once again, I believe that yours is such a fabulous resource—extremely comprehensive as well as sound. I want to say that I adored your [Training 101] presentation. It was absolutely fantastic. You provided specific, practical tools (i.e., the checklist of what to do before class) and strategies (use a toy to indicate that student has finished the exercise) that you have developed, used, and perfected from real life experiences; in addition, the presentation and materials were extremely clear, easy to understand, and organized. I strongly believe that trainers the world over, whether beginning or advanced would benefit from your "Tool Kit," because it is (1) Effective and (2) Comprehensive.</li> </ul>

### 14.0 2002: STC Conference: Nashville, Tennessee

Presentation	Attendee Comments
Training 101: Learning How to Train	<ul style="list-style-type: none"> <li>• I haven't had a chance yet to look through your work [Training 101], but it looks terrific, as does your site—it's nice, clean, easy to navigate, easy to understand, no dancing clowns or flashing text, no useless "look at what I can do with Javascript" tricks. I think it is a great indicator of the high quality of your work.</li> <li>• Our very own Rhonda Bracey gave an excellent presentation at this year's STC conference on how to conduct training/giving presentations. She had some good ideas that I hadn't thought of, and I've been giving presentations for the past 4 years or so.</li> <li>• I attended the STC conference but didn't get a chance to attend your Training 101 sessions. However, I downloaded the material from the STC website and I found it so helpful! I used to do training in the past and plan to do a lot this year, and I found your PowerPoint presentation and checklists to be great reminders. I'm sorry I missed your presentation now!</li> <li>• Your materials on "Training 101: Learn how to train" are some of the most comprehensive and well organised that I've seen in the past twenty years of my training and education management career. For the administration of training these will help novices and long-time professionals remember all of the critical details that make training successful. Much of what you document is taken for granted or assumed, and thus, often times forgotten, leaving the training professional looking and feeling less than professional in their delivery. So, thank you for sharing your knowledge with the rest of the world.</li> </ul>

## 15.0 Conference Presentations with No Feedback

I've also presented these conference sessions but have received no feedback for them.

Year	Location	Conference	Presentation Title
2016	Perth, Western Australia	EditorsWA Winter Seminar	Plain Language Writing: Tips for Delivering Complex Messages to a General Audience
2015	Perth, Western Australia	Perth Business Writers Conference	Plain Language Writing: Tips for Delivering Complex Messages to a General Audience
2015	Pittsburgh, Pennsylvania	American Copy Editors Society	Working Away from the Office: Benefits and Drawbacks
2015	Melbourne, Victoria	Technical Writers Industry Association	Working Efficiently with Microsoft Word
2015	Perth, Western Australia	Society of Editors (WA) Winter Seminar	Working Efficiently with Microsoft Word
2014	Palm Springs, California	WritersUA	Clear, Concise, Consistent: Reducing User Confusion
2014	Christchurch, New Zealand	TCANZ	Clear, Concise, Consistent: Reducing User Confusion
2014	Perth, Western Australia	Society of Editors (WA) Winter Seminar	Telecommuting: Pros and Cons
2014	Sydney, NSW	EAPAA	Getting Your Professional Message Across
2014	Sydney, NSW	EAPAA	Working Away from the Office: Benefits and Drawbacks
2012	Memphis, Tennessee	WritersUA	User Interface Text
2012	Memphis, Tennessee	WritersUA	Editing Content for User Assistance
2011	Long Beach, California	WritersUA	(Word 2010 expert in the hands-on laboratory at this conference)
2010	Seattle, Washington	WritersUA	(chaired the 'Predictions' panel, closing session at this conference)