

WASHINGTON COUNTY PAF USER GROUP

700 South Chapel - 550 East 700 South

Group Meeting

20 January 2007

Welcome by President Fran Lightner at 10:00 a.m.

Opening Prayer: Fran Lightner

Announcements: Don Snow

- 1 Family History Forum in Kanab on 27th January.
- 2 Dick Eastman's Newsletter has an interview with Holly Hansen regarding the St. George Family History Jamboree to be held 9-10 February <http://blog.eogn.com/>
- 3 Computerized Family History and Genealogical Conference at BYU.

March 16 and 17, 2007, are the dates of this year's Computerized Genealogy Conference at the Conference Center on BYU campus. This conference is designed as a how-to guide for everyone, including beginning, intermediate, and advanced researchers. Join

- 4 There is to be a meeting on the 15th of March for all Family History Directors.
- 5 World Vital Records currently on line at: WorldVitalRecords.com.

Alexa ranked WorldVitalRecords.com as the number four most visited genealogy site on the Internet. Some of the services WorldVitalRecords.com provides are international record databases, geo mapping, training, online blog planet, and newspapers. Genealogy training will be available next week.

SPECIAL OFFER: Enroll today and get a TWO year membership for the price of one. Just \$49.95!

- 6 Footnote.com
[Footnote](http://Footnote.com), making more than 4 million images available online through a special partnership with the National Archives. Many of these images are available for the first time on the web. \$99.99 per year or \$9.99 per month
- 7 Cruise Classes CD's are still available.

Announcement: Elaine Booth

Still working on the Cruise Pictures. CD's should be ready by February Meeting.

Announcement Fran Lightner

Genealogical Jamboree: Flyers are still available.

There is a need for volunteers to man our booth in the exhibition hall.

Introduction of Speaker: Fran Lightner

Gary Beus in the Director of the Regional Family History Training Center in St. George, Utah. His presentation entitled: "Listening to Customers" in Family History.'

The Customer being Untrained FH Consultants. It's critical for FH Consultants to be knowledgeable enough to "identify/prepare/submit".

Outline of presentation attached as Addendum A.

Discussion at the end of presentation with Kent Beus answering questions.

Closing Prayer: Judy Sanders.

June Morton - Secretary

ADDENDUM A:

Outline of Gary Beus' Presentation for January 20th Meeting

“LISTENING TO CUSTOMERS”

Family History Training

PART I: BEGINNINGS AND BACKGROUND

ST. GEORGE REGIONAL TRAINING PROGRAM: Beginnings

3 Mar 1003 Letter from Area Precedency (show copy)

16 June 2003 First training course

Created a manual (huge project, little time)

Contained several of the most common formats

“Typical FH training materials

EARLY ASSESSMENT OF TRAINING

After four classes (June, July, August, and September)

Brief surveys and conversations

Glaring weaknesses emerged (a surprising picture)

Students struggled to learn (here and in other FH classes)

Tutors struggled to prepare

Manual was not a stunning success

It was a terrible manual (Edsel?)

WE ARE IN GOOD COMPANY

Example of poor instructions

Translated instructions ???

Exact quote of two steps in the manual

The mouse depend the “ON/OFF” switch control the power

When power is “ON”, the mouse will goes into “sleep mode” after 8 minutes in not use.

Hopefully, not all manuals are this bad.

REPUTATION OF POOR MANUALS: The Spectrum, 12/25/05

... instruction manuals “are rivaled only by the TV remote control as the poorest executed item in all of consumer electronics”

Kids would not understand this statement

... manuals used to be considered a necessary evil and an afterthought

... hard to decode engineer-speak (too technical)

... manuals that give consumers headaches

Note: many good software programs have failed due to poor manuals.