MEMO TO MEMBERS

"Creating and supporting a forum for communities of practice in the profession of technical communication."

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From the President's Desk
Joint STC-UCF Meeting is a "Can't Miss!"
By Mike Murray, Orlando Chapter President

Tuesday, January 13th, 6:30 p.m., at UCF

In the 2002-2003 STC program year, one moderately sized chapter finished fourth in the world in the total number of student members. This chapter had more student members than the largest "student chapter" on the globe and a relationship with their local university that has become the envy of other chapters in the Society.

While Orlando Chapter leaders are proud of this accomplishment, we are well aware that numbers, while an indicator of potential success, do not alone ensure that success. As in most other measurements of success, quality takes precedence over quantity. That's why the Orlando Chapter leaders, which include prominent UCF faculty members and alumni, work to develop leading-edge programs that are of mutual value to faculty, students, student STC members, and other STC members alike. This focus is what makes the annual joint STC-UCF meeting on January 13 at the University so important.

ATTENTION, UCF STUDENTS!
Don't Miss the UCF-STC Meeting January 13th at the Student Union

✓ Lynnette R. Porter, STC fellow and Associate Professor of Communications at Embry-Riddle Aeronautical University located in Daytona Beach will present "What Technical Communicators Can Offer Online Educational Design."
✓ Special incentives will be offered to existing student members who renew (or have renewed) their membership and to non-member students who sign up for membership, including meeting coupons and fee discounts*.
✓ Great door prizes will be up for grabs for all attendees.
✓ Excellent food will be provided by Wackadoos Grub and Brew
✓ A special incentive will be offered to students who join the AccessAbility SIG as part of their new or renewal membership**.

Date: Tuesday January 13th, 2004
Time: 6:30 Social; 7:15 Meeting Begins
Place: UCF Campus, Pegasus Ballroom, sections G, H and I located on the first floor of the student union
Fees: $5.00 for Students, $7.00 for STC Members and $10.00 for Non-Members
RSVP: To gwhite@tadpgs.com

*Incentives: $10 in meeting coupons and a chapter lapel pin for renewals, $15 off membership fee for new memberships.
**Incentive: An A-SIG membership pin.

Memo to Members

Joint STC-UCF Meeting, continued

It's Educational

Our very special guest speaker for the evening will be Lynnette Porter. Lynnette is an STC Fellow in the Suncoast Chapter and a professor at Embry-Riddle University. An accomplished speaker, she has authored such best selling books as *Developing an Online Curriculum: Technologies and Techniques* and *Creating the Virtual Classroom: Distance Learning with the Internet*. Her topic for the evening will be "What Technical Communicators Can Contribute to the Design of Online Learning." Teachers will benefit by learning more about design. Students are sometimes hindered by poor design and can also benefit by knowing how to take advantage of good design. And area professionals need to know more about how online learning—done well or poorly—is affecting and will continue to affect their own professional development. The corporate world has a huge stake in how online learning is, and will be, practiced.

It's Accessible

Because the January meeting focuses on students, it will be held on the UCF campus, making it as easy as possible for students in the technical communications program to benefit from attending.

Membership is Inexpensive

Sign up or renew your membership at the meeting. An STC student membership is the best bargain in town when you consider everything you get for $56 – and that's *before* the added bonus of a $15 discount for new student members and two $5 meeting discount coupons and a $5 chapter lapel pin for renewals, both compliments of the Orlando Chapter STC! You simply can't afford *not* to jumpstart your career with an STC membership.

Membership is a Tremendous Value

Check with some of the current student members and find out for yourself about:

- Content-filled, fascinating monthly chapter meetings
- Opportunities to network with technical communications professionals
- Job leads
- Mentoring opportunities
- A wide variety of training possibilities to fit your specific needs and interests
- Professional publications (printed and online) bursting at the seams with the latest technical communications processes, ideas, and research
- An extensive online database of scholarly articles to support your research projects.
- Lots more, all geared to the technical communications student and future and present professionals

An Investment in the Future for Everyone

Not only is student membership good for the future technical communicators at UCF, it's a wonderful opportunity for STC. Already, several past student members have assumed prominent leadership roles in the Orlando chapter. The former students get actual leadership training and experience, while the Orlando chapter benefits from the energy and fresh ideas contributed by students from one of the most outstanding technical communications programs in the nation.

Don't regret not attending the joint STC-UCF chapter meeting on January 13 at UCF. Opportunities like this don't come around every day. *MtM*

If You Missed Last Month's Meeting...

By David Coverston, Chapter Secretary

If you missed the December meeting, then you missed seeing the mother of all printers. Really, this printer wouldn't even fit in my cubicle. The print head alone was about two feet wide. And tell me this, how many 300 dpi printers have you seen that can print on carpet?

For our December meeting, we took a tour of Triangle Reprographics and got to see all this cool technology up close and in person. Several employees took us around and showed us all kinds of interesting machines. They were able to answer all of our questions about their business, which is large digital format. All of their staff were very hospitable and very knowledgeable.

One of the interesting machines they had was a light jet printer. This machine uses lasers to print to a special photo paper. The result is a giant photo with continuous tone print quality. No ink is used in this process. You can send in just about any file format you want, and they can print it for you. The quality is amazing.

Not only can Triangle print images for you on just about any material you desire, but they can also mount regular prints to just about any surface. For indoor or outdoor use, the salespeople can advise you of what material would be the best for your project.

I asked how most of the customers are sending in files now and found that most are using CDs. Triangle also has an ftp site, so you can upload your files directly to their machine. If you have a fast connection (not dial-up) you can upload huge files. Customers include Lockheed Martin, Campus Crusade, and Disney.

After our tour, we headed out for pizza and a great time talking and networking. If you missed this meeting, you really missed an adventure. *MtM*

STC TELEPHONE SEMINAR
Demonstrating the Value of Technical Communication Products and Services

presented by Saul Carliner

Are you concerned that your job or your department is on the line? If so, this entertaining, informative, and interactive presentation will:

- Identify common challenges to our value posed by both management and technical professionals
- Explain that value is a perception, not a formula
- Suggest types of data that support your value to the organization
- Propose a framework for collecting that data
- Discuss how and to whom you can most effectively present the data

Wednesday, January 28th, 1^{00} - 2^{30} PM ET

Participants will use the information to solve "real world" cases in which technical communicators must demonstrate their value.

What is a telephone seminar? A telephone seminar is much like a large conference call in which the speaker makes a presentation over the phone. As a participant, you simply dial the 800 number from your phone, enter your personal identification number, and you're connected! You then sit back and listen to the presentations and join in the lively Q&A discussion that follows.

Benefits
- Minimal travel time
- Pay per site and not per person
- Train without leaving the office (or nearby)

Costs
- U.S. sites: $145/$160 (Canadian sites: $160 /$175)
- Overseas sites: Contact the STC office
- With all seminars, the cost is per site, not per person.
- An additional $10 will be charged for registrations received less than five business days before the seminar.

ATTENTION Orlando Chapter Members!!!

As a service to our STC-Orlando chapter members, the Orlando STC chapter offers you the opportunity to benefit from this telephone seminar at a reduced cost by sharing the cost with your fellow members. Bob Shydo has generously offered the conference room at Intuitive Info, Inc., in Sanford as a site at which to host the telephone seminar.

If you would like to benefit from this offer, please send an email to Alan Gaynor, STC-Orlando Telephone Seminar Coordinator, at invisibledesigns@cooperation.com

December Telephone Seminar Review

Adding Panache to Your Procedures
By Cathy Parrish

How much can you learn from a 90-minute telephone seminar? On December 10, 2003, Leah Guren covered all 38 pages of the handout that accompanied her presentation, "Adding Panache to Your Procedures," in addition to answering questions from the tele-connected audience.

Leah explained that adults read to *do*, not to learn. Therefore in recent years the move has been to design procedures to bring the product closer to the user rather than bringing the user closer to the product. How can you do that?

Begin with the basics:

➢ Use a **title** for the procedure that reflects how the user thinks (the user's "mental model") instead of identifying a feature (e.g.., *Retouching Photos* vs. *Using the Blend Eraser Tool*.)

➢ Include an **introduction**, the most commonly overlooked element of procedures. Why is it so necessary? It isn't always obvious when or why a user would want to use the procedure. (Why would you want to use dithering in a GIF?)

➢ List the **prerequisites**. Include everything needed before the user starts the procedure. Don't forget things like workspace, software, time, etc. But leave out the obvious, such as the computer and power source.

➢ Identify all the hidden **hazards** to the procedure, then decide which ones pertain only to certain steps. Position the hazards so that hierarchy and relationships are clear—the user can readily distinguish between global hazards and step-specific hazards. And be sure to place hazards before the potentially problematic action.

➢ Chunk **steps** based on complexity, using the "chew and swallow" rule: never make swallowing a separate step. Forget the "7 +- 2 rule." (Seems as though that rule was based on erroneous data from a 1956 study about short-term memory; it doesn't apply to procedures.) But be sensible. If your procedure has 30 steps, it's probably too long. Long procedures increase the risk of user error because he or she may skip a step.

That's only a few of the highlights from the first 15 pages of the presentation. There was "additional value" as Leah talked about adding advanced features to our procedures (think of critical factoids), avoiding common pitfalls (have you ever tried to follow instructions that refer you to a nonexistent procedure?), and performing usability testing on a budget.

That's quite a bit in just 90 minutes, don't you think? *MtM*

Mike Murray, the "Voice of the Panthers"

President of Distinction Honored For 17 Years of Service at DPHS
By Dan Voss

In one of his other lives, our chapter president is a sports announcer for Dr. Phillips High School.

DPHS Athletic Director John Magrino told Mike to stick around at halftime of a recent DP-Edgewater basketball game because they needed to do a presentation. Mike had no idea the presentation was for him.

As he prepared to present whatever award he was being asked to bestow, Mike was flabbergasted to find that it was *he* who was being honored—by Principal Gene Trochinski, Student Council Advisor Rick Dunlap, and Magrino—for his 17 years of volunteer service to the school. Our multi-faceted chapter president was presented with an engraved glass trophy that reads "For 17 years of dedication to and support of Dr. Phillips High School…the ONLY "Voice of the Panthers."

Mike has been a staple at Dr. Phillips football and boys' basketball games since 1987, the school's first year. "His booming voice and strict professionalism are his obvious qualities, but there's so much more," said Magrino. "Mike is one of the greatest people I've met. He has such a love

Silver-tongued, double-decibel Mike is a fixture in Pantherland.

for this school….he makes every game more enjoyable because of his attention to detail. He's a true gentleman… he takes the time to meet and talk with people and he makes everyone around him feel important. You don't see that very often."

Dunlap agrees. "Every Homecoming it seems we throw all this information at him, there are changes all over the place…but you never hear Mike complain about it. He knows it's chaotic, but he's a professional and he gets it done. He makes everyone else's job easier."

We second that emotion. Congratulations, Mike! *MtM*

The Florida High School Tech Writing Competition and Web-Based Judging
By Jon Kessler, Coordinator, High School Technical Writing Competition

The STC/Orlando Chapter has been sponsoring an annual student technical writing competition since 1996. In the early years, the competition produced only a handful of entries, and therefore the evaluation process was relatively simple. Four or five judges met at a public library conference room, read the entries for the first time, discussed the papers' merits, and reached a consensus. Numeric scoring, if used, was tabulated by hand.

In 2000, however, this system grew unwieldy, as our solicitation efforts yielded an unprecedented 159 student entries. The jump in entries forced us to increase the number of judges, and it became impossible to accommodate everyone for a face-to-face meeting. In addition, we had to split the judging staff into groups, so that each judge did not have to read every paper. For a scoring system, I distributed programmed MS-Excel spreadsheets to standardize the evaluation criteria. Upon completion of judging, I imported the spreadsheets into a database, and then tabulated the results. Finally, a small group of the original judges met to confirm – and in some cases, adjust – the raw numeric scores to determine the student award winners.

The spreadsheet scoring method was a success, but it was still largely mechanical and labor-intensive. After further development, in 2001 I implemented an integrated database system for collecting teacher contact lists, creating mailing labels, generating solicitation and other correspondence, using web-based forms for judges' scoring, and creating statistical reports for student award compilation.

This method has proven to be very successful over the past three years, enabling us to manage and evaluate a large number of entries without overly burdening the volunteer judging crew.

The Database
The core of the system is a relational database, with tables in the following schema (Figure 1).
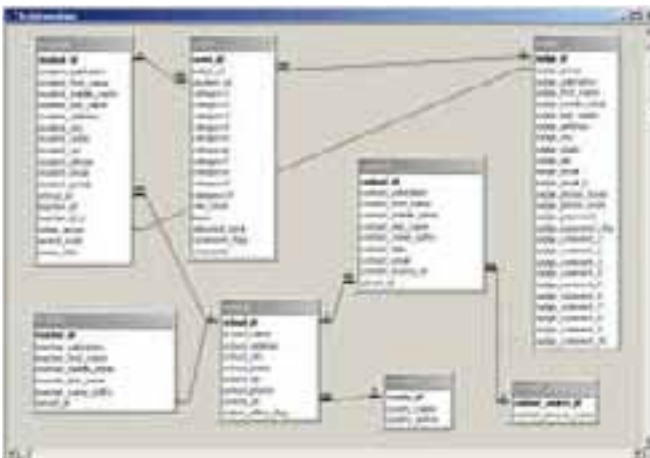

Figure 1: Relational Database at Hub of Online Judging Tool

Since the database resides on the chapter's website (with, of course, numerous security precautions), maintenance is entirely web-based via Microsoft ASP (Active Server Page) code. Figure 2 is an example of a maintenance page, viewable only by the competition coordinator.
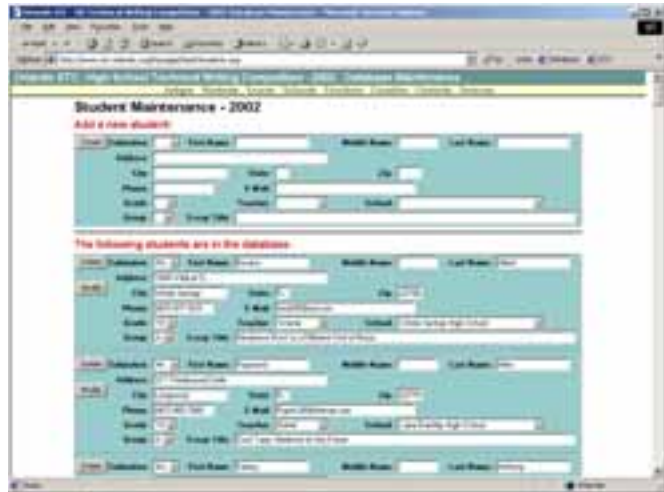
Figure 2: Maintenance Page in Judging Database

The Judging Interface
The judges never see the database maintenance pages. Since the original entries are stripped of their identification (name, school, teacher, grade level), the judges are not tempted to balance the winners by locale, gender, or age.

When a judge first logs into the score sheets, he or she sees a list of assigned papers, with no scores or comments. (Figure 3).

Figure 3: Judges Electronic Scoresheet

The Florida High School Tech Writing Competition, continued

Although comments are optional, they provide constructive feedback to the students. Since many papers elicit similar critiques, the judging system allows each judge to store up to ten predefined comments to reduce repetitive data entry (Figure 4).

Figure 4: Constructive Feedback to Students

To input the scores, the judge simply clicks the Edit button next to each entry in the assigned papers list. The scoring detail list appears, with drop-down numeric lists for category evaluations, and a free-form text area for comments. The judge can mix one or more of the appropriate predefined comments with an individualized critique (Figure 5).
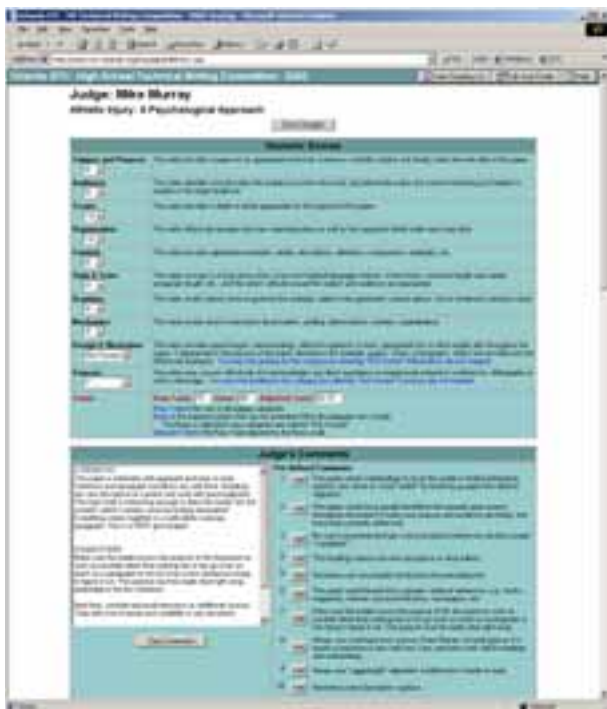

Figure 5: Online Judging in Action

After each evaluation is saved, the assignment list is refreshed. The judge can sort the list to obtain relative rankings, and subsequently re-edit some scores if desired (Figure 6).

Figure 6: Automatic Tabulation and Ranking

The Reports
When all judges have finished, I download the database from the chapter website, and run a series of Crystal reports on the data. These reports guide the final consensus judging to determine the ultimate award winners. A sample report is shown in Figure 7.

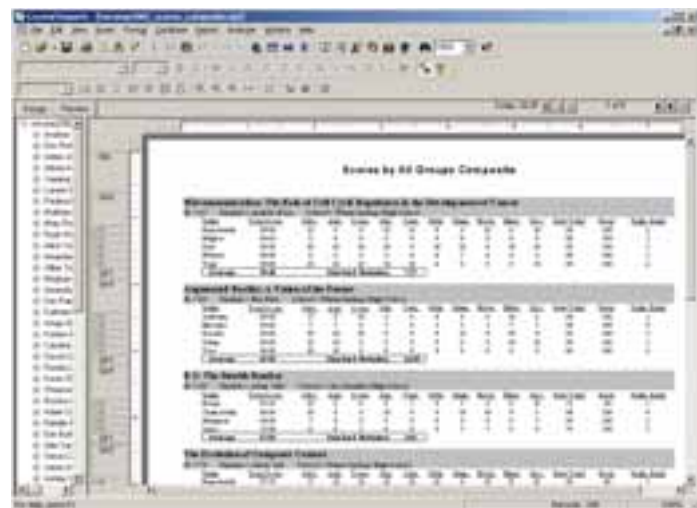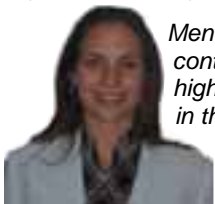All in all the online judging system has been a great help

Figure 7: Numerical Reports for Consensus Judging

to the judges, and it has allowed us to keep pace with the competition as it continues to grow.   *MtM*

Apopka H.S. Engineering Students Eye Writing Awards

Engineering + Mama Beecham = Blue Darter Success Formula

By Bonnie Spivey, Education Committee

Mentor's Note: My mentee's contribution to the article on high school visits that appeared in the December edition of Memo to Members *was inadvertently omitted because a party who shall remain nameless (initials DV) sent the editor the wrong file.*

We came bearing gifts and projects to Apopka High School's magnet engineering class on Thursday, September 18, from 12:01 to 2 p.m. (that's right—an hour and three quarters!), at the invitation of science instructor Ken Bowles. I was a bit scared of the unfamiliar territory but confident with our strategy. Our goal was to keep things moving as quickly and smoothly as possible to avoid boring our 10 extremely bright audience members. We wound up using all but 4 of the 106 minutes available to us.

Dan began the presentation with a short set of transparencies hand-picked from a National Engineering Week presentation (thank you, Lockheed Martin!). In so doing, we broke down the initial barriers by showing our interest in their field of study. Before we knew it, students were directing the interactive multimedia presentation, choosing from the main menu which concentrations they wanted to learn about. Whenever we had the chance, we interjected outside information, and our hosts responded well to the spontaneity. My favorite part of the presentation was the hands-on, "show and tell" session. With materials spread across two lab tables, I manned the UCF collection of student technical writing

> "Oh, no!" the students cried. "Not 'Mama Beecham!'"

projects, my own portfolio, and literature on UCF's technical writing program. Nearby, covering two more lab tables, Dan hovered by a pile of lithographs, brochures, fact sheets, CDs, decals, and other technical communication products. Many of the students had questions and comments. We even had enough time for a few impromptu minutes of state-of-the-art footage of exploding bombs and missiles, which went over very well.

Dan introduced the high school writing competition, covered the basics, and fueled the fire by mentioning the success of their rivals, Winter Springs and Lake Brantley high schools. Then, we asked students to tell us the titles of their science projects and what made each one interesting. With genuine enthusiasm, I suggested writing the entries in a simple, clear style in hopes of sharing with non-scientists the magic and potential contained in each of the projects. When Dan suggested that the students should have an English teacher as well as their science teacher review their papers, Mr. Bowles said, "I'm sure Mrs. Beecham would be glad to do that for you."

"Oh, no!" the students cried. "Not 'Mama Beecham!'"

We told them that Mama Beecham sounded just perfect for the job. Look for some young Blue Darter engineers in the winners' circle this year! *MtM*

The A-SIG Wants You!

Just a reminder: when you renew your STC membership, please consider renewing your membership in the AccessAbility SIG as well.

The AccessAbility SIG needs your continued support to pursue its twin missions of helping technical communicators with disabilities in the practice of our profession and helping *all* technical communicators produce information products that are fully accessible to end users with disabilities.

These missions have taken us into very exciting territory over the past couple years--as you can readily surmise from our listserv, Web site, and newsletter, we are at the very cutting edge of this important initiative--but in order for us to continue, we have to preserve our fiscal viability as an organization.

When students renew or initiate their A-SIG membership, they'll receive a coupon good for an A-SIG lapel pin due out in March. *MtM*

A-SIG motto ©1999, Barbara Luther, at http://www.windbeneathyourwings.com. The AccessAbility SIT acknowledges Barbara's kind permission to share her logo.

Tool Tips: Copying and Moving Bookmarks
By David Coverston, Chapter Secretary

What do you do when you get a new computer and you want to move your bookmarks from the old one to the new one? Do you know an easy way of copying your bookmarks and moving them? In this month's Tool Tips I will show you three ways to do this, plus a couple of other nifty tricks for managing bookmarks.

The first method uses Microsoft's Internet Explorer, which comes as standard equipment on almost all PCs.

1. Choose File > Import and Export from the Internet Explorer toolbar to open the Import and Export wizard.
2. Click Next, then choose Export Favorites.
3. Select the folder you want to export and click Next. Windows automatically selects the Favorites folder, but you can select a sub-folder if you want to save just the bookmarks in one folder. There's nothing like having your bookmarks organized, is there?
4. Finally, change the filename and path in the Export to File or Address box, or accept the default bookmark.htm file in your user profile location on your hard drive.
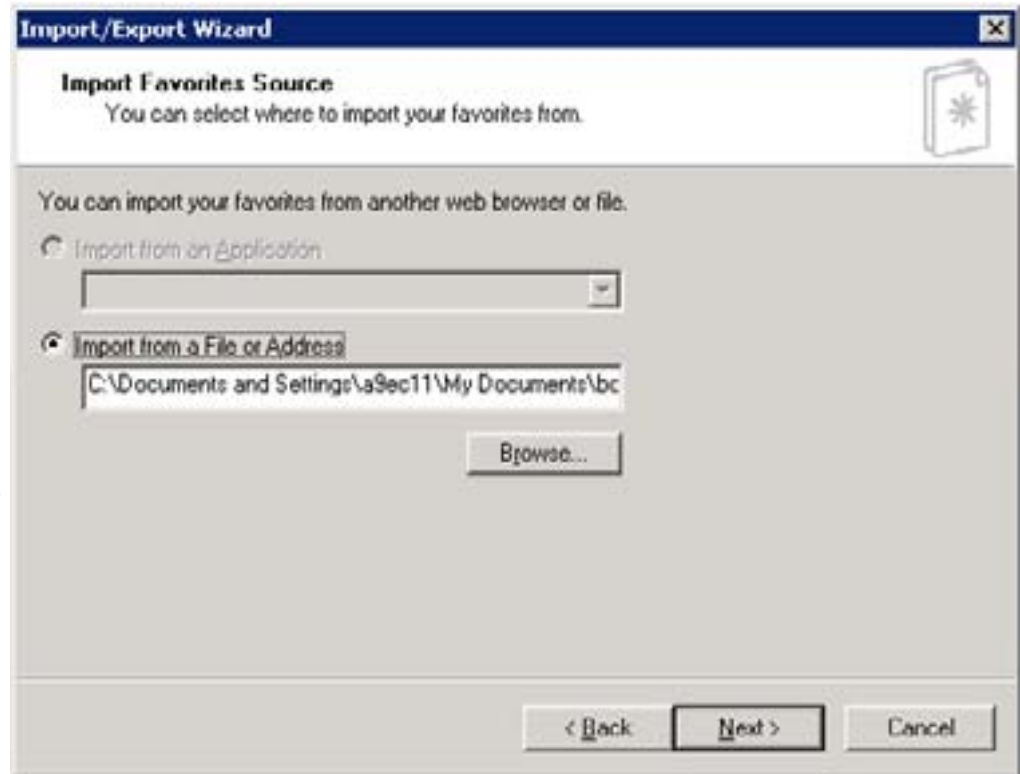

Figure 1: Internet Explorer's Import/Export Wizard

A second method is using FavesToGo, a simple little program by Charles Petzold. Download the favetogo.zip file from http://www.extremetech.com/article2/0,3973,9409,00.asp. *PC Magazine* now charges a $20 a year fee for access to its download site, but you can find this file by looking around on the Internet.

Unzip the files into a folder and it's installed. Double-click the FavesToGo.exe. A splash screen will flash briefly, then the program creates a FavesToGo.html file in the same folder where you installed it. That's the only user interface the program has. FavesToGo adds buttons to the html file it creates that let you change the background and text colors.

Figure 2: FavesToGo Bookmark File

The third method is with AM-Deadlink, a tool that does several really neat things. I saved the best for last. Download AM-Deadlink from http://aignes.com/products.htm. The file

Tool Tips, continued

includes an installation program, so just double-click it and follow the prompts to install it.

Before you save all your bookmarks, you may want to check them to make sure the websites are still around. AM-Deadlink will verify your bookmarks to make sure they are still valid. First, start AM-Deadlink and make sure you are connected to the Internet. Then click the Check Bookmarks button to verify all the links in your bookmarks. After the program has checked your bookmarks, you can sort the bookmarks with errors to the top of the list, and you can check for duplicates. You can delete dead links from the interface. It also has a preview pane to view your sites. Out of 175 of my bookmarks, I only found one set of duplicates.

Now you can see why I need the next feature I want to tell you about.

AM-Deadlink will let you *search* your bookmarks! So if you

Figure 3: AM-Deadlink

have a lot of bookmarks and you can't find a link you know you have, press Control+F to open a search box. Type your query and away you go.

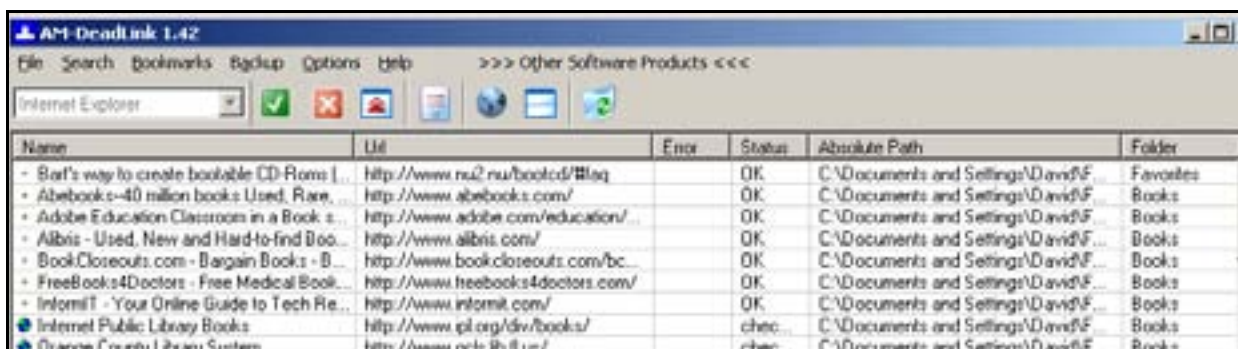Choose Backup > (your browser) to make a zip file with all your bookmarks. AM-Deadlink supports German and English as default languages, and you can download other language packages. Quite honestly, I haven't tried any of them, so you are on your own there. It also supports several different browsers. Did I mention that both these programs are free? I would tell you that the Internet Explorer tool is free, but you paid for that when you bought Windows.   *MtM*

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Society News

❋❋The Society office encourages all STC members to update their membership information with home addresses, home phone numbers, or home e-mail addresses. Many members provide only their work contact information, and the office often loses track of these members when they change jobs. To update your membership information, complete the STC address change form at http://www.stc.org/address_change.asp or contact the office at (703) 522-4114.

❋❋Plan now to attend the Atlanta Chapter's annual conference, Currents, on February 27 and 28, at the Atlanta campus of Mercer University. Register by February 7 for the best rates. Access the Atlanta Chapter's website, http://www.stcatlanta.org, for complete conference information, fees, and registration form.

❋❋"Disability Studies and the University," the first national conference in the humanities on disability studies will be held March 5 through 7, 2004, at the Emory University Conference Center in Atlanta, Georgia. Registration materials and a list of session titles and speakers can be found at http://www.mla.org.

❋❋LavaCon: The International Conference on Technical Project Management is now accepting proposals from interested speakers. LavaCon 2004 will be held in New Orleans, LA, September 25-30, 2004. The complete call for speakers is available at http://www.lavacon.org.

❋❋STC now offers its members a range of health insurance options thanks to a program recently implemented in cooperation with Marsh Affinity Group Services, a leader in insurance program management. To help STC members with their decision process, a Web site has been posted at http://stc.healthinsurance.com. *MtM*

Word Mint X11: Act Quickly. . . It's A Timed Exam!

Final Examination in Word Mint 101
By Dan Voss

Directions: This is a matching exam. Select the word that best fits the context surrounding the blanks in the following sentences from the list of words below and place the appropriate letter in the blank. The dates next to the words identify the 2003 issue of *Memo to Members* in which the Word Mint column that coined them can be found. **Each letter must be used once and only once.**

The first person to send an e-mail to the writer with all 11 answers correct (all the e-mail requires is the numbers 1-11 with the letters A-K next to them) will receive one free libation of his/her choice following the February STC chapter meeting (the offer does not include Johnny Walker Blue Label scotch, Dom Perignon champagne, vintage Bordeaux reds, and the like; but it does cover any reasonable alcoholic or non-alcoholic beverage of the winner's choosing at a suitable eaterie or tavern close to campus). The winner will be identified at the chapter meeting. If he/she is not present, the prize will revert to the runner-up, and so forth down the list of finishers. If there is no winner, the writer will claim and sadly sip the award himself to the pensive tones of Billy Joel's "Piano Man."

1. Due to the _____ of the new high-technology millimeter wave antenna, the Army was reluctant to take it into rough terrain.

2. Following a major proposal effort, an aerospace technical editor often requires several liters of expresso to achieve full ____.

3. Shrewd _____ on a final layout can often trim the crucial column-inch it takes to prevent text from spilling over onto a second page.

4. "No fair starting the birthday party before I get there!" sobbing little Becky cried to her voracious friends at Donato's via cell phone as her mother's Yugo sat motionless on traffic-clogged I-4. "____ finished all the pizza before I get any!"

5. The more entrenched your company's bureaucracy, the more intractable its policies and procedures, the more dangerous it is for you to engage in maverick activities involving ____.

6. "Omigodgemmeoutahere!" Todd shrieked in horror when he first saw his blind date. "This is the worst example of ___ I have ever seen!"

7. "Don't try to boondoggle me with your ___!" raged the brevity-driven wire service editor. "If you want to make a genuine commitment to conciseness, then never use a long word when a short one will do!"

8. Horrified at the government's eleventh-hour modifications to the already approved product specification, the Contracts manager pounded her fist on the negotiating table and shouted, "#@&$^@*$#! You can't make changes post-_____!!!"

9. The closer you get to Election Day, the more you need a Black Belt in ___ to accurately interpret politicians' speeches.

10. A 30-page unedited engineering practices manual becomes a 15-page document after an assiduous technical editor has completed the arduous process of ___.

11. Dr. Kevorkian would strenuously oppose ___.

MtM

Choices (use each word once)
A. dezombification (Jan)
B. anti-autodefenestrationism (Feb)
C. dewidowfication (Mar)
D. post-definitization (Apr)
E. counter-taradiddlefication (May)
F. quasi-ruggedizability (Jun)
G. debloviation (Jul/Aug)
H. anti-ossification (Sep)
I. y'all'll've (Oct)
J. quasi-antisesquipedalianism (Nov)
K. ultracontrapulchritudinousness (Dec)
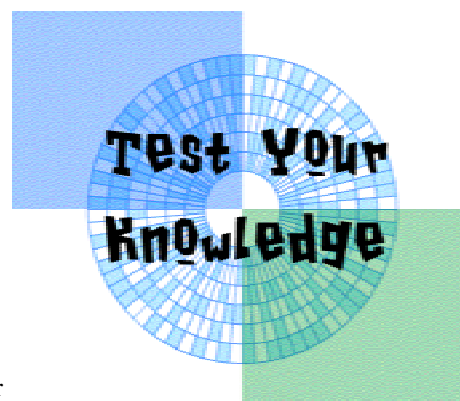
FROM THE EDITOR'S DESK

Happy New Year, fellow Society members. This month's meeting is a very exciting kickoff of the year 2004. The event is our joint UCF-STC meeting being held on the campus of UCF. Lynnette R. Porter, STC fellow and Associate Professor of Communications at Embry-Riddle Aeronautical University located in Daytona Beach will be presenting , and the Orlando chapter will be holding its January Student Membership drive with special incentives for new and returning student members. Don't miss this spine-tingling event!

As always, I welcome your feedback and opinions, so feel free to email me at ecoto72@yahoo.com.

Thanks for reading,
Erika

YOUR OPINION COUNTS

Due to the nature of last month's meeting (a tour of Triangle Reprographics), an opinion survey was not taken. This feature will return in February. *MtM*

THE ORLANDO CHAPTER OF STC WOULD LIKE TO WELCOME THE FOLLOWING NEW MEMBERS!

LISA SIEGEL
JOYCE MASSEY

Help Support Orlando-STC. Click on the button to go to Amazon.com. **Remember**: *A percentage of your purchase is rebated to the Orlando Chapter when you use our click-through.*

Mark Your Calendars!

✓ **January 13th: Joint STC-UCF Chapter meeting - Lynnette Porter presenting**

✓ **February 11th: STC Council Meeting**

✓ **February 23rd: High School Writing Awards Presentations**

CONGRATULATIONS!!!

The Orlando Chapter of STC wishes to congratulate the following new senior members of the Orlando chapter. According to the "STC Bylaws," the grade of senior member is conferred upon those who have held the grade of member in STC for five years.

- **Michelle Chadwick**
- **Debra Chamberlin**
- **Nancy Sandusky-Krantz**
- **Sherry Steward**