



# MEMO TO MEMBERS

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



STC Orlando Chapter: A 2003 and 2004 Chapter of Distinction

Volume 3, Issue 9 ♦ October 2004

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Winner of STC's  
Chapter of  
Distinction Award,  
2003 and 2004

## From the President's Desk

### Successful "Books for Ed" Campaign Continues in October

By Mike Murray, Orlando Chapter President



This is one of the many reasons why I love the Orlando Chapter of Distinction!

In last month's edition of *Memo to Members*, I introduced you to Ed Santsaver and the wonderful work he is doing integrating technical communications with technical class work for dual-enrolled high school students at Daytona Beach Community College ("The power of One" ...Meet DBCC's Ed Santsaver"). I then related how hurricanes

Charley and Frances devoured Ed's home, along with his technical writing books, view foils, and other materials.

#### Members rise to the occasion

When the Orlando Chapter members heard about Ed's plight, the response was immediate. In spite of Hurricane Jeanne's detrimental affect on attendance at the September 28 chapter meeting (hitting Central Florida only two days before the

*(Continued on page 2)*

Tuesday, October 26th at 6:30 PM

### Selecting the Right Content Management System

By Christina Hammock, Orlando Chapter Vice President



Please join us Tuesday October 26 when Bret Freeman of Vasont Systems will give us an introduction to content management.

The problems that result from flawed authoring and publishing processes plague technical writers every day, including duplicated files, inefficient review processes, expensive and time-consuming data conversions to produce documents in multiple media channels, the inability to share information or perform content querying, and the lack of a central repository.

Now technical writers are being bombarded with information about the virtues of single sourcing, and it sounds perfect. Content management, it seems, is the remedy for those publishing woes. But there are many varieties of content management to choose from. So where do you begin? How do you find the information you need to make an informed decision about content management? This presentation will answer these questions.

Bret Freeman is Sales Engineer for Vasont Content Management Solutions. He has more than ten years of experience in the information management and publishing industry and has delivered numerous presentations and training courses to various groups in the United States, Canada, and the United Kingdom. He has extensive knowledge in content management strategies and complex multilingual outputs. **MtM**

**Join Us!**  
**Tuesday, Oct. 26th**  
**6:30 PM**  
**Winter Park**  
**Civic Center**

Fees: (cash or check):  
\$5 - Student members  
\$8 - Student visitors  
\$8 - Members  
\$12 - Visitors

**RSVP by 10/25/04 to:**  
[vicepresident@stc-orlando.org](mailto:vicepresident@stc-orlando.org)



## Successful “Books for Ed” Campaign, continued

(Continued from page 1)

meeting), Ed was surprised with an initial donation of 26 technical communications books, a CD, teaching notes, some STC Technical Communication journals, and a \$50 check representing two very generous financial contributions.

A large number of members mentioned that night that they were unable to make their contributions due to having no electricity or other hurricane-related issues. Other members were unable to attend the meeting due to pressing concerns about hurricane damage to their own homes. As a result, the “Books for Ed” drive will continue one additional month at the October 26 chapter meeting.

### Why this initiative is so important

In his day-to-day communications with Orlando chapter leaders, Ed occasionally relates a special moment that reinforces why his program and the Orlando chapter’s support are so very important in the lives of the young people at DBCC. One such moment involved a young lady whose parents work very hard and do whatever is necessary to provide a good life for their children.

*One of my students this morning told me [how hard her parents work] as I went through her class notes and gave her 200 points. She is the first ever in her Mexican-American family tree to go to college, etc. She is quiet, and when I said, “But your major is Computer Engineering and you have a good brain” (based on her specifications for her midterm writing project) she blushed and smiled demurely. I also told her she would disappoint me if she did not turn in the best project and present it at STC among you folks. She said, “That’s the kind of pressure I need to excel with. I will do my best on this project.”*

*She has no scanner at home and I’m sure her computer is an old one. So we here are giving out some computers that come*

*in as gifts from the local ads we run and then have them refurbished here at the Advanced Technical Center first. No I am not looking for computers from you guys. You have done me a critical service by pioneering an audience for these Junior STC advocates.*

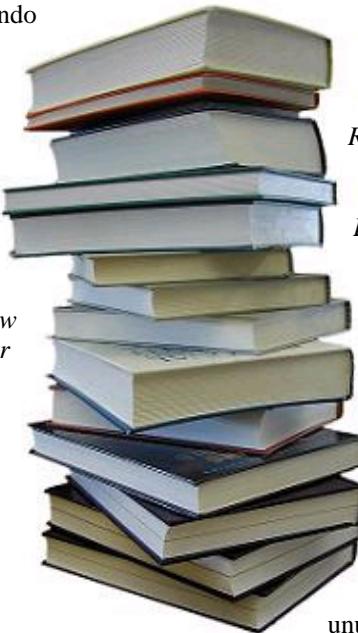
### “Books for Ed” Night #2 is October 26

Because so many members said they would like another chance to contribute technical communications materials to Ed Santsaver’s program, our “Books for Ed” drive will extend one more chapter meeting on October 26. This is a wonderful opportunity to clear your shelves and storage areas of books you no longer need but just can’t see throwing away. The publication dates on the books don’t matter, and your donation is tax deductible. Financial contributions are also gratefully accepted.

### Why we do what we do

An unknown author once said:

*Risk more than others think is safe.  
Care more than others think is wise.  
Dream more than others think is practical.  
Expect more than others think is possible.*



If you hang around Ed Santsaver long enough, you begin to think that maybe, just maybe, he is the author of that wisdom. And of course, it would be just like him not to worry about trivial things like making sure he gets credit for anything he does. That’s where the Orlando Chapter comes in. We know how important Ed’s work is, and we know a good person when we are fortunate enough to cross his or her path. He is one of those people who feed your spirit. Please take the time to collect those unused technical communications materials and either bring them to the October 26 chapter meeting or contact Mike Murray to arrange pick-up:

Home: 407-384-6657

Work: 407-306-4681

e-Mail: [mike.murray@lmco.com](mailto:mike.murray@lmco.com) **MtM**



*Listen to the Mustn’ts, child,  
Listen to the Don’ts  
Listen to the Shouldn’ts  
The Impossibles, the Won’ts  
Listen to the Never Haves,  
Then listen close to me –  
Anything can happen, child,  
Anything can be.*

—Shel Silverstein, children’s book writer, author of “The Giving Tree”



## Active Membership: It's What Sets Your Chapter Apart from Others that Haven't as Much Distinction. . .

By W.C. Wiese

It began with the belief that there is no such thing as too much member recognition, and that recognition carried visibly into the workplace is even better.

The Orlando Chapter gives many awards each year. We like to surprise new senior members by giving them STC recognition pins as soon as they complete 5 years of membership. We identify a Distinguished Chapter Service Award recipient who makes a sustained contribution to the chapter. We recognize the sacrifice and leadership of chapter officers when they leave office. We also recognize outstanding achievement in online and publication competitions, and through our Jaffe Award for Excellence in Technical Communication, we recognize an area professional who best exemplifies our ability to contribute to business success. We award scholarships to students enrolled in the technical communication program at the University of Central Florida. Our chapter president enjoys awarding spontaneous "Hero Awards" to members who have just solved a big problem for us.

***But at the end of the day, no award is more important to our chapter's future than one that recognizes the bedrock active participation of our chapter members.***

And we keep score!!!

This will be the 4<sup>th</sup> year that the Orlando Chapter has maintained a recognition award for members that care enough about programs and meetings to be consistent in their attendance, and who might also do a little something more – put on a program perhaps, or serve on a committee. Above all, we want to reward those who do the work of the chapter as officers, mentors, judges, or committee members.

In general, a member has to do just a little more than attend every meeting to be recognized as an active member. As the

points table shows, you earn points every month you attend a meeting, put on the program, attend Executive Council, or serve as a judge or mentor.

Active members receive "Orlando Chapter Active Member" shirts in our awards ceremony in June. They confer a special, professional distinction among chapter members. They've been a knockout at the annual conference for the past two years – and the elected leadership of

STC has noticed. The shirt also lets our members celebrate chapter pride in the workplace whenever they choose to wear it. It sends a positive message to employers and co-workers: *I am committed to my profession and committed to self development.*

Will you be an active member? Look for points updates in upcoming issues of *Memo to Members!* **MtM**



**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.



**IMPORTANT**  
Start budgeting now for:

- ✓ Your Annual STC Membership Renewal
- ✓ The STC Annual Conference

### Upcoming FTC Workshops (Fall '04)

#### October 23, 2004: Dreamweaver Basics

Learn how to create impressive web pages or update your existing sites with this easy to learn and easy to use tool.

#### November 6, 2004: CSS Basics—Learn how to create Cascading Style Sheets that will revolutionize the way that you write for the web.

**November 20, 2004:** Introduction to Macromedia Flash—Learn how to integrate video, audio, and high resolution graphics into your presentations, web site, or e-learning interface.

Each **FREE** workshop is held from Noon to 1:30 pm and a small snack will be served. All STC members and faculty are welcome to attend. For more information, contact [futuretek2004@hotmail.com](mailto:futuretek2004@hotmail.com).



## Tool Tips: Getting MIFfed with FrameMaker

By David Coverston, Chapter Secretary

When I was in graduate school, one of my professors referred to workers who used software programs without really understanding how the programs worked as “button pushers.” They would follow their step-by-step procedures until something didn’t work right; then they would have to stop, because they had no idea how to fix any problems.

In order to troubleshoot a problem with a program or a file, you first have to understand how the programs and files work together. This article will introduce you to a FrameMaker tool you can use to troubleshoot problems with FrameMaker files and suggest ways that you can automate your processes.

FrameMaker files, like most files produced by Windows programs, are stored in a binary format. FrameMaker can also save files as Maker Interchange Format (MIF) files. A MIF file is an exact copy of a binary FrameMaker file in ASCII text format. MIF files are the same on every platform that Frame supports, so there are no conversion issues between platforms. You can think that a MIF file is to FrameMaker as an RTF file is to Word. MIF files completely describe a document's text, graphics, formatting, and layout. Any version of a FrameMaker product (except FrameViewer) can save a document or a book to a MIF file and convert a MIF file back to a document or book without losing any information. The MIF Reference, an online manual included with FrameMaker, provides a complete description of MIF files. The default installation location for FrameMaker 7 is *C:\Program Files\Adobe\FrameMaker7.0\OnlineManuals\MIF\_Reference.pdf*.

So why do we care about this alternate format?

Because FrameMaker files can be corrupt. One way to fix a corrupt FrameMaker file is to save it as a MIF file, then import it back into FrameMaker. Some people recommend that you do this on occasion to keep the files clean.

Another reason you may want to investigate MIF files is that they can help you overcome some of FrameMaker’s limitations. One well-known bug in FrameMaker is the

search and replace function. You can overcome this weakness by saving your files as MIF files, performing your string manipulations using a text editor or a scripting package like PERL or UNIX shell scripts, then converting the files back to their binary format. Thomas Michanek has some UNIX scripts on his website, <http://go.to/framers/mifscripts>, along with other useful information. By running scripts on files, you can automate your processes, too! For more on this, take a look at an article by another STC member at [http://www.stc-siliconvalley.org/newsletter/2002\\_11/MIF.htm](http://www.stc-siliconvalley.org/newsletter/2002_11/MIF.htm).

One tool I use to discover what is in my files and troubleshoot them is MIFBrowse, a free tool by Graham Wideman. You can download it from his website at <http://www.wideman-one.com/>. Click the FrameMaker link, then FrameMaker MIF File Browser link. (Be sure and check out the FrameMaker Document and Layout Structure page while you are there.)

The screenshot shows the MIFBrowse application window. The title bar reads "FrameWitchFM.mif - MIFBrowse". The menu bar includes "File" and "Help". Below the menu is a toolbar with "Verbose Nodes" checked, and buttons for "Collapse Tree", "Search", and "Reload File". The main interface consists of two panes. The left pane is a tree view showing the structure of the MIF file, with nodes like "MIFFile = 7.00", "Units = Uin", "CharUnits = CUpt", and various catalogs. The right pane is a text viewer displaying the ASCII representation of the MIF file, highlighting specific sections such as "ColorCatalog" and "ColorTag 'Black'". At the bottom of the window, status bars show "Tree: 22 to 95 (74)", "Text: 22", and "15006 Lines Read".

*MIFBrowse*

The file doesn't have an installation routine, so to install it, unzip the downloaded files to a folder. Create a shortcut on your Desktop or Start menu to the executable, MIFBrowse.exe, and you are ready to go.

You can save a FrameMaker book file as a MIF file, too. I

(Continued on page 5)

## Tool Tips, continued

(Continued from page 4)

did this once to find out what conditional tags were copied into the book file. Let me explain. When you add files to a FrameMaker book file, the conditions from each file are copied into the Conditional Catalog of the book file. But when you remove the files from the book, the conditions are not removed from the book file. So you could have, as I did, a book file with a conditional tag, yet none of the files in the book have that condition in them. At least now you know an easy way to explore the files.

One more tip: Bruce Foster has a shareware plugin for FrameMaker that saves all files in a book in MIF format. You can find it at <http://www.pacifier.com/~bfoster/MifSave.htm>. **MtM**

### **student** (stdnt, styd-)

*n.*

One who is enrolled or attends classes at a school, college, or university. One who studies something: *a student of contemporary dance*. An attentive observer: *a student of world affairs*.

The STC board of directors has voted to amend the new student member category to provide more benefits to students. The student membership now entitles students to join one student chapter, one professional chapter, and an unlimited number of STC special interest groups.

Student membership dues are \$50; students can join additional chapters at a cost of \$10 per chapter.

The board also adopted a more stringent definition of student membership. To be eligible for student membership, a member must now be a full-time student. Previously, professional technical communicators enrolled in part-time continuing education classes could qualify for student membership. The new definition ensures that the benefits of student membership are available, as intended, only to students.

**Student Member.** Student Member. To be eligible for student membership, an applicant must be (1) enrolled in an accredited university, college, community college, or technical school; (2) considered a full-time student according to the criteria of the school he or she is attending; and (3) preparing for a career in technical communication.

## Web-Telephone Seminars: A Tremendous Value for STC Members

By Mike Murray, Orlando Chapter President

I recently shared the cost of STC's "Communicating With Older Audiences" Web-telephone seminar with Mary Freen. Seeing the worth of this seminar, Mary traveled from Titusville to Orlando to join me and an international audience in viewing Amy Lee's interactive presentation. Amy is the manager of Creative Web Development for AARP Services, Inc. As such, she is the manager of AARP's Web site. What better person could there be to present this information? At times, Amy paused to answer questions, and ask we did! Think of it – the nation's foremost authority on communicating with older audiences, and we spoke *directly* with her!

### Speak directly with leading experts!

When I first heard about the "Communicating With Older Audiences" seminar, I immediately recognized its value. Just as all of us as technical communicators should be aware that any audience likely includes people with disabilities, we certainly must be aware that it will include older people who need our information. A more accessible Web site for these audiences is a more accessible Web site for *everyone*.

My feelings about its value intensified after participating in the seminar. Not only will I gladly take 90 minutes out of more work days to be a part of future seminars, I'd take a half-day or a full-day, use my own vacation time, and spend my own money to get this information that is such a plus for me and my career. But I didn't have to go that far. My employer allowed me to miss an all-hands monthly telecom to get this information. I'll be sharing it with my co-workers, our customers will be the beneficiaries, and our company gains another advantage for the next contract.

### The more participants, the lower the cost!

I now have some valuable insights about communicating with older audiences and at half the usual cost thanks to Mary Freen. Telephone seminars are truly one of the best benefits of STC membership. Seminars are advertised in advance in Society and chapter publications. Be sure to take advantage of one in the near future, and invite other chapter members to join you. My seminar's total cost was only \$99 per phone line. Just think of what your cost would be if 2 or 3 or 4 or more others joined you and split the total.

It's a value you can't afford to miss! **MtM**



Seminar presenter Amy Lee manages AARP's Web site.

# Daily Tribune

## Orlando Chapter Requests Nominations for its Third Annual Gloria Jaffe Outstanding Technical Communicator Award

By W.C. Wiese

# EXTRA! EXTRA!



The Orlando Chapter of STC is pleased to request nominations for the 2005 Jaffe Award, which will be presented next January to Central Florida's outstanding technical communicators and the organizations that benefit from their professionalism.

*Changes in this year's contest format encourage entries whether you are an in-house employee, contractor, or freelance professional. You may even nominate yourself or another technical communicator who is deserving of this award.*

We will select an individual award winner and two runners-up based on full-time pursuit of technical communication responsibilities; attainment of highly significant business objectives; and unique contributions during product development, product marketing, product support,

instruction, or through the achievement of high user satisfaction. Nominations are due by November 8, 2004.

Last year's award was won by Kelli Pharo, an employee of PBS&J in Orlando.

The Jaffe Award is named for Orlando Chapter founder and retired University of Central Florida Technical Communication professor Gloria Jaffe. Her leadership is reflected in the enduring communication values prized by the Orlando Chapter and in the professionalism of UCF graduates who had the opportunity to study with her.

If you're an Orlando Chapter member, just watch your post office mailbox for an application. If you're on the listserv, you will also receive electronic entry materials. If we've missed you and you'd like an application, contact W.C. Wiese, Jaffe Award Publicity Chairman, at (407) 356-4792 or e-mail: [wiliam.c.wiese@meadsintl.com](mailto:wiliam.c.wiese@meadsintl.com).

## Call for Proposals: Special Issue on Accessibility and Technical Communication

By Gail Lippincott, Education Committee Manager

*Technical Communication* is pleased to announce a special issue exploring accessibility and technical communication, to be published in February 2006. The guest editors are Gail Lippincott of RGL Solutions and Kathryn Riley of the Illinois Institute of Technology.

Articles should help practitioners, teachers, and researchers understand communication principles, technologies, organizational dynamics, and legislation related to accessibility. Articles might offer new insight into the audience traits that accessibility studies investigate: physical (e.g., sight, hearing, mobility), cognitive (e.g., learning, reasoning), and social (e.g., resources, access, training, attitudes). In addition, articles might discuss the consequences of adopting—or ignoring—accessibility initiatives in practice, education, or research.

All standard methodological approaches are welcome,

including (but not limited to) case studies, experimental research, ethnographic and observational research, and literature reviews and annotated bibliographies.

The deadline for submitting 500-word proposals is January 15, 2005; send proposals by email to both guest editors: Gail Lippincott at [gllippincott@earthlink.net](mailto:gllippincott@earthlink.net) and Kathryn Riley at [riley@iit.edu](mailto:riley@iit.edu). All proposals and manuscripts will be peer-reviewed. For further information and additional deadline details, or if you wish to be considered as a reviewer of proposals and manuscripts for this special issue, contact the editors.



## If You Missed Our Last Meeting...

By David Coverston, Chapter Secretary

... hopefully it was not due to the hurricane. Although the storm slightly diminished our numbers, our spirit and enthusiasm were not dimmed in the least. Society past-president Mark Hanigan presented "The 'Plug and Play' Technical Communicator: Providing Value at All Stages of a Project Life Cycle." Mark answered the first question he asked, "What is it that corporations want today?" - they want the employees they have to work a little harder. In order for us to do that, he said, we should get to know our tools. Teach yourself the tricks of your tools. "Whatever you're using, learn it!"

As an aside that fit in quite nicely with his presentation, Mark responded to a question about a comment he had made at an earlier meeting about putting job applications from writers who were not using styles at the bottom of the stack. "A writer who is not using styles is not an efficient worker," he said.

When you are knowledgeable about your tools, you are better, faster, and cheaper—thereby providing measurable value to your employer. One way you can measure this decreased cost is to count the number of phone calls to technical support. When users have better documentation, calls to support lines will decrease.

One problem that we can help with is that project managers get "siloed" and see only what is in their area of responsibility. Technical communicators should learn how to



*Society past-president and program presenter Mark Hanigan (left) listens as Ed Santsaver (center) thanks chapter president Mike Murray and Orlando chapter members for their "Books for Ed" contributions.*

do business the way their company wants to do business. "When you know the system," Mark said, "you can suggest ways to make it better."

"Go to your project manager and tell him you can save him time and money," Mark said. Then sit down with him and devise a data dictionary, or a glossary of terms. Define the terminology for your project up front, and your project will be more consistent and clear from the beginning. Then negotiate for a reasonable review cycle.

Look into content reuse, Mark advised. As you work, think about information that could go into a repository of information that could be reused, or utilized for another project.

A couple of final points Mark made:

- Learn about use case development
- Check out the online computer dictionary at <http://wombat.doc.ic.ac.uk/foldoc/>

I would be remiss if I did not mention a couple of other items. W.C. Wiese gave an excellent overview of the active member program, and our meeting also featured "Books for Ed night." Ed Santsaver teaches technical communication to dual-enrolled high school students at Daytona Beach Community College. He lost his technical writing books to one of our hurricanes, and our chapter responded by bringing in what we could to make up that loss. We will be doing this again at our next meeting. So if you missed your opportunity to help out, you will have another chance at the October meeting.

See you at the next meeting! **MtM**

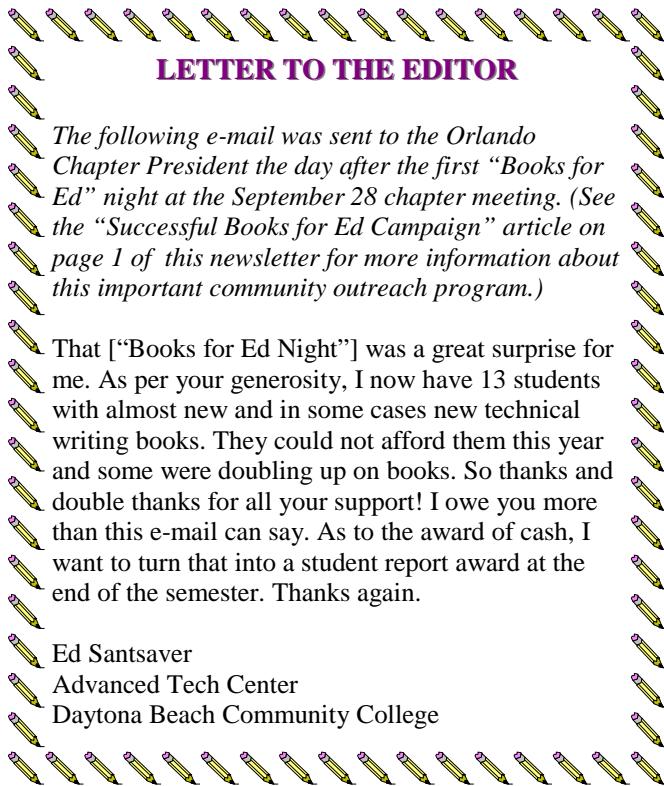
### STC Membership At a Glance

**As of September 30, 2004:**



<b>Total members:</b>	<b>17,980</b>
<b>Members residing in the U.S.:</b>	<b>15,357</b>
<b>Members residing in Canada:</b>	<b>1,595</b>
<b>Members residing elsewhere:</b>	<b>1,028</b>
<b>Total chapters*:</b>	<b>147</b>

\*Includes 33 student chapters



### LETTER TO THE EDITOR

The following e-mail was sent to the Orlando Chapter President the day after the first "Books for Ed" night at the September 28 chapter meeting. (See the "Successful Books for Ed Campaign" article on page 1 of this newsletter for more information about this important community outreach program.)

That ["Books for Ed Night"] was a great surprise for me. As per your generosity, I now have 13 students with almost new and in some cases new technical writing books. They could not afford them this year and some were doubling up on books. So thanks and double thanks for all your support! I owe you more than this e-mail can say. As to the award of cash, I want to turn that into a student report award at the end of the semester. Thanks again.

Ed Santsaver  
Advanced Tech Center  
Daytona Beach Community College

## The Value of Chapter Meetings: Professional Development

By Mike Murray, Orlando Chapter President

To grow and advance in our professions, some of us will commit from two to four years of our time and money to a university. Others who need to learn a certain piece of software will take evening classes at their local Computers R Us store. Trying to develop as a supervisor or manager in your company? How can you evolve if you don't have the first-hand experience that many positions require? And what happens to you and your family if you take on a job that you aren't familiar with and are unable to perform as expected? Volunteer to take an active role in STC Orlando and learn while doing. There's no pressure, and oh the things you will learn!

Welcome to the Orlando Chapter STC, where professional development is included in your chapter affiliation! We'll see you on the fourth Tuesday of the month at the Winter Park Civic Center. Networking begins at 6:30 and program at 7:00. **MtM**

## Society News

### **\*\*SIGMA TAU CHI, ALPHA SIGMA APPLICATIONS DUE NOVEMBER 1ST**

The Society encourages qualified students to apply for membership in its honorary fraternities, Sigma Tau Chi and Alpha Sigma. The application material is available on the STC Web site at: [www.stc.org/awards\\_STX-AS.asp](http://www.stc.org/awards_STX-AS.asp).

### **\*\*INTERCOM ONLINE WEB SITE LAUNCHED!**

*Intercom*, the magazine of the Society for Technical Communication, is published to provide examples and applications of technical communication that will promote its readers' professional development. Now, members can view each month's issue online! Search articles, get advertising information, purchase STC merchandise, and more. Visit <http://www.stc.org/intercom/>.

### **\*\*ACADEMIC PROGRAMS DATABASE IS UP AND RUNNING**

To assist those interested in pursuing a career in technical communication, STC provides a database of academic programs worldwide. Schools are welcome to add their programs to the database. For more information visit: <http://www.stc.org/academicDatabase.asp>

### **\*\*U.S. MEMBERS: DEDUCT YOUR STC DUES!**

If you pay taxes in the United States, keep in mind that STC dues are tax deductible. Please note, however, that *dues must be deducted from the tax return filed for the year in which they were paid*. In other words, dues paid in 2004 may be deducted only from 2004 tax returns. Therefore, if you pay your 2005 dues on or before December 31,2004, these dues can be deducted only from your 2004 return. Members who have questions should contact their local IRS office or their accountant. You can claim dues as a deduction in several ways: as a charitable expense, a business expense, or a miscellaneous deduction. **MtM**

### ~~DIRECTOR-SPONSOR~~

At its September meeting, the STC's Board of Directors voted to change the name of all STC Region representatives on the STC Board of Directors. The new name of the STC Region representatives is Director, replacing the previous name of Director-Sponsor. Although Directors still act as Sponsors, the designation "-Sponsor" has been officially removed from the office's name.

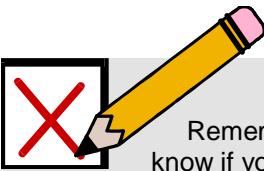
## FROM THE EDITOR'S DESK

 Autumn Greetings, fellow chapter of distinction members. I think it is safe to say that despite a tense hurricane season, we are having an exceptional fall. We are only two meetings into our year, and already we have had some great presentations. Our October meeting will also be a special treat as we will be having a presentation by Bret Freeman of Vason Systems speaking to us about how to select the best content management system for our needs. Bret is coming all the way from Philadelphia to see us so please be sure to mark Tuesday the 26th on your calendar for another information-packed meeting!

As always, I welcome your feedback and opinions, so feel free to e-mail me at [newsletter@stc-orlando.org](mailto:newsletter@stc-orlando.org).

Thanks for reading,  
*Erika*

## YOUR OPINION COUNTS



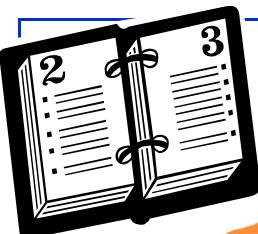
Remember to let a chapter leader (red badge) know if you have any ideas for ways we can make chapter meetings even more valuable to you. **MtM**

## BE HEARD!

- ✓ Write a letter to the editor
- ✓ Contribute an article to *MtM*. (For submission guidelines contact [newsletter@stc-orlando.org](mailto:newsletter@stc-orlando.org))
- ✓ Give a presentation at one of our monthly chapter meetings.



## Mark Your Calendars!



### October 20, 2004: A Brief, Comprehensive Indexing Primer

Presenter: Seth Maislin. Level: All Levels. Type: Web-Telephone. <http://stc.webex.com/>

- ✓ October 26th: Chapter Meeting at the Winter Park Civic Center, 6:30 PM
- ✓ October 31st: Happy Halloween, Daylight Savings Time Ends—"Fall Back" One Hour
- ✓ November 2nd: ELECTION DAY



### November 10, 2004: Introducing Windows 'Longhorn' Help

Presenter: Char James-Tanny. Level: All Levels. Type: Web-Telephone. <http://stc.webex.com/>

*Memo to Members* is published monthly for members of the STC-Orlando chapter and distributed via our e-mail distribution list. This newsletter is also available on our chapter Web site at [www.stc-orlando.org](http://www.stc-orlando.org) under the link **Newsletters**. Comments, suggestions, and questions are always welcome and should be directed to the Editor, Erika Coto, at [newsletter@stc-orlando.org](mailto:newsletter@stc-orlando.org).

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Mailing Address:  
STC Orlando, P.O. Box 540444, Orlando, FL 32854-0444  
[www.stc-orlando.org](http://www.stc-orlando.org)

#### Contact Us:

**President:** Mike Murray  
[president@stc-orlando.org](mailto:president@stc-orlando.org)

**Vice President:** Christina Hammock  
[vicepresident@stc-orlando.org](mailto:vicepresident@stc-orlando.org)