



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 12 ♦ February 2005

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From the President's Desk

Chapter to Finish Year in High Gear!

By Mike Murray, Orlando Chapter STC President

If you think the first half of the Orlando Chapter STC year was fast-paced, record setting, and packed with great value – well, you'd be *right!* But as someone who valued enthusiasm over grammar once said, "You ain't seen nuthin' yet!" It would not be possible to list all of the activities planned by our core leadership team in this space, so here are just a few.

Bylaws update – Our chapter bylaws, the basis for the way we do business, are getting an overhaul to reflect the evolution of our chapter and further establish the solid foundation that supports high-value activities. Stay tuned for a summary of the updates and your chance to vote on the new bylaws.

Fund-raiser – Our second annual "Rising Stars" fund-raiser kicks off soon. This exciting initiative, which proved highly successful in 2004, provides funds that allow us to continue expanding our chapter initiatives and adding even more value to our award-winning *Memo to Members* newsletter, chapter Web site, and chapter meetings and special training opportunities.

New, completely redesigned chapter Web site – And about that Web site. Be watching for announcements about the unveiling of our brand new, totally redesigned chapter Web site! Webmaster Jon Kessler is hard at work creating one of the most awesome Web sites

STC has ever seen. With more functionality, a special members' section, and a highly attractive, professional look and feel, the new Orlando chapter Web site will once again multiply the value of your membership dollars.

Mentoring program – Having already kicked off earlier this year, the extremely successful chapter mentoring program, led this year by Education Committee Manager Gail Lippincott and UCF Future Technical Communicators Club President Jen Selix, once again pairs motivated university students with seasoned technical communications professionals. This very creative and well-organized program (by Dan Voss and Bonnie Spivey) addresses student career goals and provides valuable real-world advice that combine to maximize the students' probabilities for success.

Special edition of Technical Communication – As the "Home of STC's AccessAbility Special Interest Group," the Orlando chapter is in the forefront of developing an entire edition of this quarterly journal that focuses on accessibility issues which confront *all* technical communicators. Co-edited by chapter member and Associate Fellow Gail Lippincott, this valuable resource will be published in the first half of 2006.

(Continued on page 2)



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

The Levels of Edit

By Christina Hammock, Orlando Chapter STC Vice-President

A successful technical communicator knows that editing is an important final step to ensure a document's validity. This month Doug Kerr will lead you in the "write" direction to better edit your documentation.

Mr. Kerr graduated with a BA in English from Rollins College in 1966 and earned his MBA from Rollins in 1986. Since 1966 he has been employed by

(Continued on page 6)

Join Us!

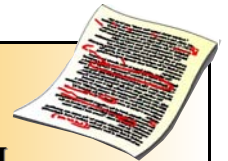
Tuesday, Feb.

22nd, 6:30 PM

Winter Park Civic Center

RSVP by February 21st, 2005 to

vicepresident@stc-orlando.org



Chapter to Finish, *continued*

(Continued from page 1)

Rechartering – As part of STC’s Transformation Initiative, chapter leaders are participating in a “rechartering” effort whereby we examine what we do and make sure we’re in concert with member needs. We are responding to specific Society questions, the answers to which will be approved at the next Society Board Meeting. The good news is we’ve been sensitive to member needs all along!

Central Florida High School Technical Writing Competition – The deadline has passed, and our group of judges, led by Senior Member and Webmaster Jon Kessler, will soon be poring through the entries from high schools across the Central Florida area. The competition, which has become a model at the Society (international) level where our students annually win top awards, continues to grow every year in participation and prestige.

Special March workshop – Here’s something for our members that most chapters aren’t able to support – a special, all-day Saturday workshop at UCF! Led by highly acclaimed STC stalwart Whitney Quesenbery, “Creating Personas,” one of the hottest methods of audience analysis and designing usability into documents and products, is certain to draw attendees from other Florida chapters as well as our own Chapter of Distinction. You get drinks, lunch, snacks, and lots of valuable information that would normally only be available in an STC Annual Conference post-conference workshop. But unlike the Annual Conference, this workshop will cost a *small fraction* of the \$200 charged for post-conference workshops! You’ll want to grab a spot quickly. (See page 6 for more details)

Chapter of Distinction application – Yes, we feel that we are in strong contention again this year for the highest chapter honor in all of STC. Only 6 out of 150 chapters worldwide are chosen annually for this honor, and we’re working hard on a “knock-out” application that will make us extremely competitive for our unprecedented third straight Chapter of Distinction honor.

More outstanding monthly chapter meetings – Our Vice President Christina Hammock has lined up some renowned experts to present the topics that you asked for in our pre-chapter year interest survey.

- We kicked off the year with our highly-attended *joint STC-UCF meeting* when Dr. Ian Gibson (B.Sc., M.A., MIEE, C.Eng., Ph.D.) presented the timely and fascinating topic of “Digital Asset Management.”
- We don’t slack off at all in February when senior manager Doug Kerr from Lockheed Martin presents the topic “*The Levels of Edit*,” a much-anticipated subject from the perspective of the world’s largest and most successful aerospace contractor. Most everyone involved in any aspect of technical communications needs to be

able to edit, so this is an especially relevant topic.

- In our extremely popular *employment-focused March meeting*, we bring in recruiters and other employment specialists who will help you hone your job-search skills, tell you what to expect in an interview, provide recommendations for a powerful resume, answer your personal questions, and so much more. Some may even come with job openings!
- April’s meeting honors our *writing contest and Pellegrin scholarship winners*. Mingle with award-winning students and their proud families while enjoying a catered dinner, then look into the eyes of the winners as they receive their awards. Many members say this is the most fulfilling evening of the year for them because they can experience the very tangible results of our efforts as a chapter – as a team.
- In May, we explore *other career opportunities for technical communicators*. These insights could be life changing when you realize what else you can do with your special abilities. This is a “can’t miss” opportunity, so mark your calendar now. This is also the month when you elect the new chapter leaders for 2005-2006.
- The June *end-of-year banquet* is when we spend a very special evening of camaraderie, reflection on our achievements, and a glimpse into the future of the Orlando chapter. The “laid-back” atmosphere supports lots of fun and friendship as we recognize our active members with specially embroidered shirts, enjoy the president’s “State of the Chapter” report, and congratulate this year’s chapter award winners in several different categories. What a fun and fulfilling way to end the chapter year!

STC Annual Conference – Several chapter members are preparing presentations for STC’s 52nd Annual Conference to be held in May in Seattle, Washington. We set chapter records for attendance last year in Baltimore as more and more members realize the value of “rubbing elbows” with other technical communicators from around the world. The insights and knowledge you’ll gain in less than a week from networking with technical communications experts and attending your choice of dozens of timely sessions are truly unparalleled! You do *not* want to miss this incredible opportunity to enhance your career!

Hey Mike, did you say you were going to mention “just a few” activities? Yes I did, and I’m keeping my word by stopping here. Hang on and join us for the exciting ride that is Orlando Chapter STC! You and your career will never be the same. **MtM**



Tech Writer Spotlight: Debra Chamberlin

The technical communicators of the Orlando Chapter STC have wide varieties of specialties, skills, and careers. This new column will introduce us to a different member every month and answer some questions about his or her job and industry.

Debra Chamberlin is a Team Leader for Production and Client Services Management with Gartner, Inc., an IT advisory company. She has worked as an instructional designer and technical writer for six years and has been with Gartner for three years. She earned her BS degree in English Education (1992) and an MA degree in English Technical Writing from UCF (2004). Debra is a senior STC member and assists the Orlando Education committee's annual high school writing contest.

Q. Can you provide a brief summary of your position?

I'm the team leader of a new team, Production and Client Services Management within our Applications Development group. I used to work in Document Services, a department of one (smile). My team includes another writer, who previously worked with Web interfaces, and our publishing person, who puts together CDs and binders and sends them out.

Q. What kind of documentation do you write?

Well, until recently, even though I work for a fairly large company, I operated as the sole technical writer for a software development team, which I equated to being the only writer in a small company. Accordingly, I do a bit of everything, but mostly help collateral: HTML help, manuals, Web documents, flyers, print guides, graphics, Web pages, multi-media demos and simulations.

Q. What software do you use?

I use FrameMaker, WebWorks, RoboHelp, Acrobat, Word, GoLive!, RoboDemo/Captivate, Morae, Photoshop, Visio, Flash MX 2004, Visual SourceSafe, and DevTrak. Basically, I use whatever tools are needed. I may need to learn more about audio editing, so I may look into learning more about Adobe Audition or Sony SoundForge. There seems to be a need to pick up more multi-media types of skills. Anyone else feel that way?

Q. Who do you report to? Who do you have to interact with in developing products (Engineers, HR, etc.)?

I report to the VP of the Applications Development team. I work mostly with the engineers about how the software works and when features will work. I also interact with the person who does the software builds (constructs the install) because my documentation is part of the deliverable. At times I work with Customer Service and Training regarding client needs and issues. I also work with Production—the person who produces and sends out the deliverables. I interact with the product and project managers to discuss time lines and scope of projects. I work with the Quality Assurance team. I was part of the Usability and QA team for a time. Sometimes I also interact with our analysts. They generate content, but primarily I'm concerned with software or Web application functionality, not intellectual content. My deliverables are used by internal and external customers.

Q. Does your company employ other technical writers?

Not that I'm aware of until recently when a new writer was just added to my team. Previously, he wrote Web content for our intranet. I'll be mentoring him in his new role.

Q. What do you feel is unique about being a technical writer in your industry?

My company publishes research about information technology (IT) and we have a marketing team so there is plenty of writing being done; however, I don't know anyone else with the title "technical writer" in my company. I think most of the writers in the company are more into editing and publishing—taking subject matter experts' articles and preparing them for publication. I differ as a writer in that I need to understand and generate my own content, which requires that I become the subject matter expert about our software and other applications. I feel that I have a lot of variety and autonomy in my job, which is important to me.

Q. Anything else you'd like to add?

Being able to gather, organize (even analyze), and present data are powerful skills that have many applications.

Technical writers should be considered for more projects than purely "writing" products. It seems like I do a lot of educating others about the services that a trained technical writer can provide. I'm fortunate that my current company has allowed me to grow and contribute in many ways. **MtM**

Want to be featured in the next "Tech Writer Spotlight"?

Always dreamed of your fifteen minutes of fame? Want to impress your office mates, your boss, your family or friends? Is there an empty space on your mantel just waiting for a framed feature of you in *MtM*? Simply send an e-mail to newsletter@stc-orlando.org and you could be our next spotlight subject.



Tool Tips: Firefox

By David Coverston, Orlando Chapter Secretary

In 1995 Microsoft released their Internet Explorer (IE), setting off what came to be known as the “browser wars.” A recent headline article on Slate, the Microsoft-owned news site (<http://slate.msn.com/id/2103152/>), asks the question “Are the browser wars back?” The reason they are asking is that for the first time since 1995 the Internet Explorer is actually losing market share. What they mean by “market share” when talking about free software is that people are using another browser to surf the web. The Mozilla foundation, who brought you the Netscape browser, has spawned yet another contender for market share, Firefox.

If you have become comfortable using Internet Explorer, you may wonder why you should care about another browser, especially since they are both free. I’ll start by giving you one good reason: security flaws in Internet Explorer. There are other reasons, but that is the most important.

Here is why IE is a problem—Explorer’s ActiveX system lets Web sites download and install software onto your computer, sometimes even without your knowledge. If you are very active on the Internet, you’ve probably had a number of infestations of adware, spyware, and just plain junk that consumes resources on your computer, slowing it down at best. Another plus for Firefox is that it runs independent of the operating system, so you have less exposure to your computer.

Firefox features a popup blocker (Figure 1) that you can set to allow certain sites. If you have not yet used a blocker, you will be surprised at how much time you will save. But the really big draw for many users is the tabbed browser feature (Figure 2). Instead of opening multiple copies of Firefox, you can open web pages as tabs in the browser window. Try it, you’ll like it.

Firefox is currently a 4.7 MB download available from <http://www.mozilla.org/products/firefox/>. Download the

Firefox Setup 1.0.exe file and double-click it to install. The installation is straightforward, and it imports your bookmarks from IE.

The developers have taken a lightweight approach to their product, so there is a certain minimal functionality with the default installation. This is by design, so that you can install other features, called extensions, to add functions that you want. Choosing Tools > Extensions opens the Extensions dialog box (Figure 3) that shows you what extensions you

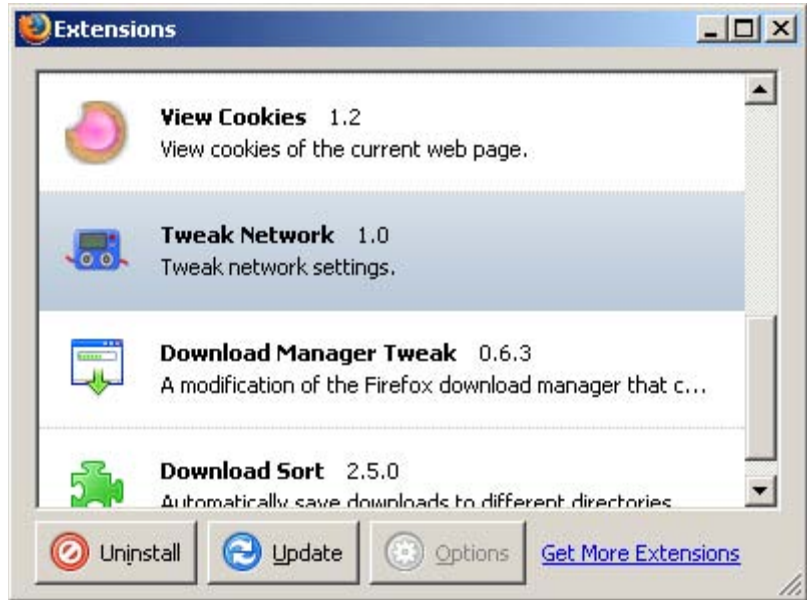


Figure 3: The Extensions Dialog Box

have installed. It also has a link to a site where you can add more extensions. After installing the browser, you’ll also need to reinstall plug-ins for some files like Flash, PDF, and Java. To see what you have installed choose Tools > Options > Downloads and then the Plug-Ins button. You can get more information on extensions, plug-ins, and themes at <https://addons.update.mozilla.org/?application=firefox>.

Firefox features a customizable search toolbar (Figure 4). Google, Yahoo, and eBay are installed by default, but you can add more. Firefox also is an RSS reader, which is useful for bloggers and news junkies.

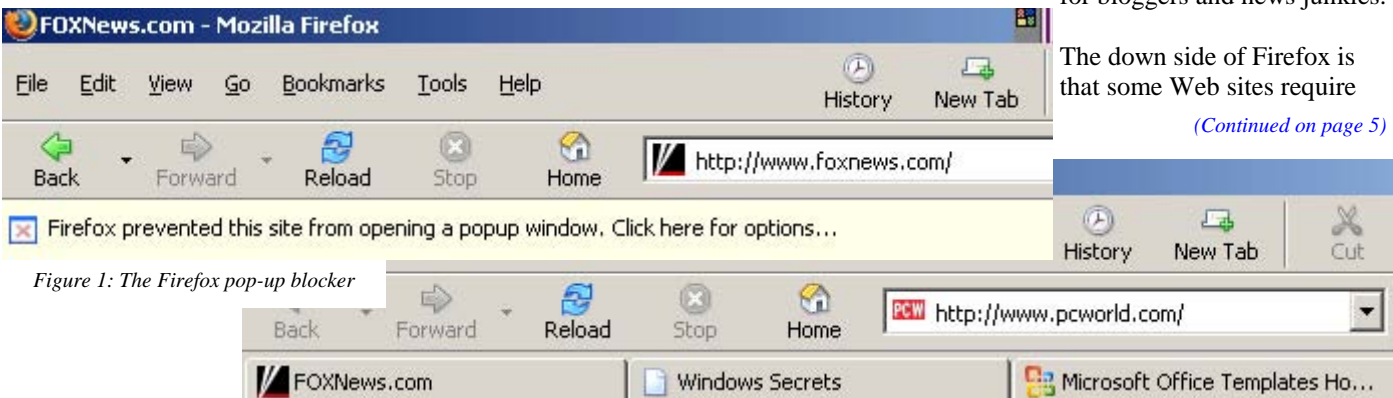


Figure 1: The Firefox pop-up blocker

Figure 2: The Firefox tab interface

The down side of Firefox is that some Web sites require

(Continued on page 5)

If You Missed Our Last Meeting. . .

By Christina Hammock, Orlando Chapter STC Vice-President

Then you missed the best DAM meeting so far this year!

Yes, we got 2005 off to a fantastic start with our annual joint meeting with UCF. The crowd gathered early for some great networking and reunions with UCF faculty. We quickly ran out of room and more chairs were brought in to accommodate the huge crowd. Many of those present were students taking advantage of our special January incentives. Students joining STC for the first time received \$10 off the regular membership fee and renewing student members received two free meeting coupons.

Chapter President Mike Murray opened the meeting by sharing his pride in our chapter and the fantastic relationship we have built with UCF over the years. Thanks went out to everyone who was involved in coordinating this evening. Next Mike was joined by Jon Kessler, our chapter Webmaster, who helped unveil a big surprise, three new STC banners to display at chapter events.



Lori Brodkin and Gloria Jaffe enjoy Lori's triumph.

The first of the evening's two main events was the presentation of the 3rd annual Gloria Jaffe Outstanding Technical Communicator Awards. Gail Lippincott, Education Committee Manager, introduced the awards and judges Karen Lane and Richard Phipps. W.C. Wiese gave a history of the award and its namesake, Gloria Jaffe, a founding member of the Orlando Chapter and of the UCF Technical Writing program.

The two finalists for the award were Michael Smith, a senior technical writer with TAD PGS, in Oviedo and Lori Brodkin,

a visiting assistant professor at UCF. The grand prize went to Dan Voss, of Lockheed Martin Missile & Fire Control in Orlando. Dan was presented with two trophies, one for himself and a second for his employer.



The January meeting saw the highest attendance of its kind so far.

Jen Selix, FTC President, then introduced the evening's presenter, Dr. Ian Gibson of the School of Digital Media at UCF. Dr. Gibson gave an overview of Digital Asset Management (DAM). He explained that DAM is a flexible, searchable storage method that can store images, video, and audio files in a database. Asset Management is a process that identifies the valuable media files and stores them in a way that will maximize their value. By reusing and repurposing this information, costs are reduced.

Half-way through the meeting, through the miracle of technology, we were joined by John Costa, who spoke to us via speakerphone from Chicago and remotely navigated the presentation, offering us a unique presentation experience.

Mr. Costa gave us a practical example of a DAM system in use by Avon. We were able to see how Avon stores graphics and media files for use in their catalogs throughout the world. These individual assets are divided into categories which make them searchable and easy to navigate. As an example of how the system tracks data, Mr. Costa generated a report that showed the frequency of use for an asset. **MtM**



Dan Voss receiving his award.

Tool Tips, continued

(Continued from page 4)

IE functions and will not work with Firefox. My online banking Web site is one example. As you might have guessed, Microsoft requires its browser to access its Windows Update and Office Update services, so you can't totally abandon IE.

For more info:

http://itmanagement.earthweb.com/columns/executive_tech/article.php/3439491

<http://www.spreadfirefox.com/>

<http://www.windowssecrets.com/041202/>

<http://texturizer.net/firefox/extensions/>

<http://www.wired.com/wired/archive/13.02/firefox.html>



Figure 4: The Firefox Search Drop-down

UCD Workshop on March 5th at UCF

By Gail Lippincott, Education Committee Manager

- What is user-centered design (UCD)?
- What are personas?
- Are your design decisions informed by your users' needs and wants?
- Do you want to learn an easy, low-cost way to help your designers really know who your users are and how to meet their needs?

Learn how to make your users come alive in a hands-on workshop called "Personas: Bringing Users Alive," hosted by an internationally acclaimed usability expert.

The Orlando Chapter STC and the UCF Student Government Association proudly offer a day-long workshop with Whitney Quesenbery, a user interface designer and usability specialist with a passion for clear communication (www.wqusability.com).



About the Presenter

One of STC's newest Associate Fellows, Whitney serves as Webmaster for STC's Usability SIG (www.stcsig.org/usability/). She's also president of the Usability Professionals' Association (www.upassoc.org), directing its Voting and Usability Project. In June 2004 she

was appointed to the US Elections Assistance Commission's committee to develop technical guidelines, working to ensure the usability of voting systems.

The Levels of Edit, continued

(Continued from page 1)

Lockheed Martin Missiles and Fire Control where his title is Senior Manager, Communications. Mr. Kerr was a founding member of the Orlando Chapter of STC and continues to serve on the chapter Education Committee.

Mr. Kerr's presentation, The Levels of Edit, is based on the Levels-of-Edit concept developed by the editors at the Jet Propulsion Laboratory (JPL). The JPL editorial staff proposed nine distinct levels or degrees of editing that an editor can apply to a finished publication in order to achieve the degree of quality desired by the author or the organization endorsing the publication. This presentation provides an overview of these nine levels as well as an open forum to discuss specific examples or organizational policies provided by questions from the audience. **MtM**

Whitney has conducted this workshop on the user-centered design method of personas around the world, including the STC Annual Conference, STC chapters, and most recently, in Germany and Beijing, China. Seating for this workshop is limited, so register early!

For registration or more information, contact Gail Lippincott, Workshop coordinator, at persona-workshop@earthlink.net **MtM**



About the Workshop

- Date:** Saturday, March 5, 2005
- Time:** 9 a.m. to 3 p.m. (registration 8:30 a.m.)
- Place:** University of Central Florida campus
- Includes:** Refreshments for morning and afternoon breaks, lunch, and session materials
- Cost:** Early registration (payment received by Feb. 22)*:
 STC student member \$20
 STC member \$45
 Non-member \$65

* If you register after February 22, add \$20.



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Mentoring Party a Sweet Success!

By Gail Lippincott, Education Committee Manager

Unwelcome guests Charley, Frances, Jeanne, and Ivan got the second year of the chapter's mentoring program off to a rocky start. The September kick-off meeting was delayed time and again as each hurricane invaded Florida. Finally, the new mentoring managers Gail Lippincott and Jen Selix launched a virtual kick-off in mid-October, helping the nine STC chapter mentors meet their UCF mentees and set goals for their partnership.

Last year's inaugural launch of the mentoring program ended with high praise from all involved. When asked what would make the program better, several participants urged a mid-year party. A group meeting in a festive atmosphere would let folks share strategies for keeping in touch with each other and possibly offer helpful course corrections to pairs who weren't meeting frequently enough (see July/Aug 2004 *MtM* [http://www.stc-orlando.org/newsletter/2004/memo_2004_08.pdf]).



Inaugural M&M, Dan Voss manager proudly observes new student manager Jen Selix and successful returning M&Ms Jeremy Boehl and Molly Townsend.

Gail and Jen, themselves a new mentoring pair, took the party suggestion to heart. Negotiating by email, everyone settled on January 6th as the most compatible date, a weekday evening after the holidays but before the new school term started. A further round of negotiations ensued to settle on a meeting place. We wanted a restaurant that was centrally located to our participants and that featured a separate room for the planned entertainment. Happily, Red Lobster in Waterford Lakes matched on both counts, and calendars were marked.



In their own email exchanges, Gail and Jen began calling the Mentor-Mentee program the M&Ms, and others picked up the abbreviation. The party's theme was born, and Gail and

Jen eagerly scoured post-holiday sales for M&M items, which served as ice-breaker props at the party.



Mike Murray and Drew Hoffman, Mark Hanigan's new mentee, share the fun with successful pair Karen Lane and Rose Petralia.

The evening of the party, 16 STC members – mentees and mentors – eagerly gathered for an evening of fun and good food. After dinner, founding managers Bonnie Spivey and Dan Voss taught us about mentoring in an entertaining way. Using our meeting as their dress rehearsal for the STC Annual Conference in Seattle, this dynamic duo acted out four vignettes that animated their lessons learned over two years of successful mentoring. You'll be able to read these vignettes in the May *Proceedings*.

One other item that last year's M&Ms suggested was that pairs take on a service project together. After consulting with newsletter editor Erika Coto, Jen created a list of what she called "bonding moments," complete with M&M bullets. Always mindful of generating ROI (return on investment), we sweetened the pot with points earned toward the chapter's Active Member shirts when participants write those articles for *MtM*, judge papers for the High School Technical Writing Competition, and create certificates and press releases for the chapter's March 5 usability workshop (see **Page 6**).



Mentee Rose Petralia describes how the desire for order and organization drove Karen Lane to choose the M&M folder instead of candy.

As the evening closed, everyone voted to mark the end of this mentoring year with another party. And we seconded Christina Hammock's suggestion to invite last year's mentoring pairs to join us then. The more M&Ms, the merrier.

Note: For background on the mentoring program, see the July/Aug 2003 *MtM* at http://www.stc-orlando.org/newsletter/2003/memo_2003_08.pdf. View program guidelines at <http://www.stc-orlando.org/education/mentor/mentor.asp>. **MtM**



Looking for Work? Does the Employment Committee Know?

By Richard Phipps, Employment Committee

Did you know that when local employers contact our chapter about openings at their firms, they usually ask if we, as a chapter, have anyone available who can fit their needs?

What they're trying to do is get down to the business of solving their problem without the hassle of going through the process of advertising a job and reviewing all of the responses that come through their human resources system.

It's time to refresh our chapter's "database of available talent." If you're interested in a new job, or if you're interested in taking on new work, and haven't sent your resume to the employment committee, now is the time to do so. Make a note on whether you're looking for permanent (W-2) employment, or if you're looking to take on some new work as a 1099 independent contractor. If temp-to-perm is something that you're willing to do, be sure to say so.

Keep in mind that no other chapter members will know about your work-search status. As a former recruiter, I can assure you that those details remain in strictest confidence. If employers request a "short list" of available talent within the chapter and your resume is on file, your name will be submitted to the employer prior to any advertisement going out to the list-serv.

To update your resume in the Orlando Chapter's "Available Talent" database, please send it to rhipps@ciber.com.

On a final note, if you have questions about your job search, your resume, the I.T. business, or anything along those lines, please know that you can always reach me via email, and I will make myself available for you as soon as I can.

The Orlando Chapter STC Employment Committee is headed by Richard Phipps, Consulting Services Manager for CIBER, Inc., a global I.T. consulting services firm. Richard is a former CIBER corporate recruiter. For the past two years, as Consulting Services Manager, he is responsible for the career development of CIBER consultants and their redeployment onto new projects and engagements. He is currently working on a special assignment as a Program Manager for CIBER's Business Intelligence and Middleware Integration services at a large client in Orlando, Florida.

MtM



A New Twist on an Old Favorite!

The March meeting transforms into "Employment & Career Expo."

Sharpen your networking skills and prepare to rub elbows with hiring managers working for Central Florida's most prominent employers. That's right! The Orlando chapter is bringing the technical writing job market to you.

Not looking for a job? Don't worry. Expert career guidance will also be available.

Stay tuned for a detailed list of participants.

Society News

**STUDENT MEMBERSHIP REVISITED

In the midst of STC Transformation, we promised "do no harm." We have listened to many responses from students and student chapter advisors about the new definition of student member as well as the process of applying for student membership. This week the STC Board voted unanimously to return to the original definition of student member as well as the original process for applying for student membership.

It is the intention of the STC Board to encourage and support student membership in every way possible. The definition reads as follows:

To be eligible for student membership, an applicant must be (1) enrolled in an accredited university, college, community college, or technical school; (2) taking at least two courses or their equivalent each term; and (3) preparing for a career in technical communication.

In addition, the application must be signed by an STC Student Chapter Advisor or a faculty advisor teaching in the technical communication program.

**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. Members who have questions should contact their local IRS office or their accountant. **MtM**

FROM THE EDITOR'S DESK



How about last month's joint UCF-STC meeting with Dr. Ian Gibson, huh? Was that not impressive stuff they are doing over there? I'll spare you any more DAM jokes, but this was truly a darned great meeting. If you missed it you also missed a heartwarming Jaffe awards presentation. But, don't worry, there is yet another great meeting in store for all who attend on Tuesday the 22nd! Check out our newest feature—Tech Writer Spotlight and don't miss your chance to be a part of it. Also, if there is any news you'd like to share with the rest of the membership, send it along and we'll give you a High Five in the next issue.

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

Thanks for reading,
Erika

Check Out Our New Banner!!

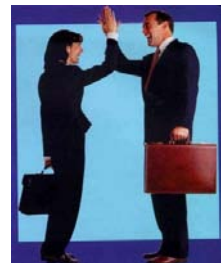


Thanks to some great work by Jon Kessler!!

Member High Fives!

Great things our members are doing. . .

High Five to Orlando Chapter member Gail Lippincott for earning an FTCC Award of Excellence in the technical publications category for her *IEEE Journal* article "Gray Matters: Where Are the Technical Communicators in Research and Design for Aging Audiences?"



YOUR OPINION COUNTS

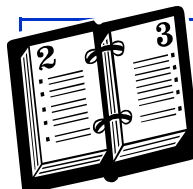
Remember to let a chapter leader (red badge) know if you have any ideas for ways we can make chapter meetings even more valuable to you.

MtM

Orlando Chapter Lapel Pins!

Now available at our chapter meetings—the one-of-a-kind Orlando Chapter lapel pins. Only \$5⁰⁰ Each

Buy Your Lapel Pin at the next meeting!



Mark Your Calendars!

- February 22nd: Orlando Chapter Meeting at the Winter Park Civic Center, 6:30 PM
- March 5th: Persona Workshop at UCF, 9 AM - 3 PM
- March 9th: Web/Teleseminar - "That's a Good Question" by Elizabeth Frick, 1:00 PM EST
- March 9th: Administrative Council Meeting, 6:30 PM
- **March 17th: St. Patrick's Day**



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