

MEMO TO MEMBERS

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

STC Orlando Chapter: A Three-Year Chapter of Distinction · January 2006 · Volume 4, Issue 9

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Resolutions: Bring 'Em On!

BY GAIL LIPPINCOTT

Welcome to 2006! Did you make a few New Year's resolutions? Have you broken any yet? Chapter presidents, like

many people, make resolutions. Personal resolutions, it seems, often include losing weight—just check out the Sunday paper, loaded with coupons for low-fat foods and ads for exercise equipment. My resolution for the Orlando chapter is just the opposite: I want to increase our weight in several areas:

- Boost participation on the Administrative Council.
- Expand the number of members attending chapter meetings by 15%.
- Add to the number of student members.

We are off to a roaring start! New member Carla Tarantino joined the Administrative Council (AdCo) as manager of the Community Achievements Award program. Carla also volunteered to photograph the fun we have at chapter meetings. Welcome, Carla! You are well on your way to an Active Member Shirt.

The AdCo is now up to 23 members, and we have a fun, productive time at our monthly dinner meetings at Pizzeria Uno (see coupon on pg. 7). We encourage any chapter members to join us at these meetings, where the real work of the chapter is done. So, I'm pleased to report that we've already met Resolution #1, a goal many chapters envy.

Next, to entice more members to attend chapter meetings, we pitch our ideas to

Bonnie Spivey, PR Manager, who creatively promotes the great meeting lineup assembled by VP Erika Higgins. Our attendance varies between 30 and 45 people, but not all are members. Membership manager Mark Wray and his sidekick Jen Selix keep track of numbers and dream up promotions to remind members of the opportunities the chapter offers. I'd like to see 5–7 new faces (new members as well as long-timers) at each meeting.

I'm always looking to maximize effort, so Resolution #2 should be met this month; the January 24th meeting will be at UCF and typically draws a large crowd of alums and current students, setting the stage for Resolution #3.

I didn't want to quantify Resolution #3—we had 17 student members in November and 21 in December, a 23.5% increase! Now the goal will be to keep the numbers up with current students renewing their memberships or December grads renewing as full members, plus adding new student members. As Future Technical Communicators (FTC) officers Alex Garcia and Rachel Eichen (who are also AdCo members) spread the STC word to students and faculty this new semester, they'll also play up the chapter's generous membership deal for new and renewing students.

I'm optimistic that our chapter will continue to gain weight, especially when members add up the benefits they receive. Stay tuned to *Memo to Members* and the chapter LISTSERV for more exciting opportunities such as scholarships, workshops, high-school competition judging, awards, and gift giving. See you at a meeting! —M/M

GAIL LIPPINCOTT IS STC ORLANDO CHAPTER PRESIDENT, AN ASSOCIATE FELLOW, AND MANAGER OF THE PROFESSIONAL DEVELOPMENT STEM FOR STC'S 53RD ANNUAL CONFERENCE TO BE HELD IN LAS VEGAS IN MAY 2006. GAIL TEACHES TECHNICAL WRITING AT THE UNIVERSITY OF CENTRAL FLORIDA.

Have an article?

Submit a new article or
Chapter Meeting
summary to
newsletter@stc-orlando.org.
If it's printed, you win
a \$5 chapter meeting
discount voucher.

Tool Tips: Firefox Part Two

BY DAVID COVERSTON

Last year, I introduced you to Firefox, a new browser that is gaining in popularity (Memo to Members, February 2005). This month, I will give you an update on some features in the new version and talk about some of my favorite extensions.

The Firefox 1.5 download is only slightly larger than previous versions, weighing in at 5 MB. Updating the browser has been automated, and pop-up blocking has been improved. Web pages load faster and now you can change the order of the tabbed interface by dragging and dropping the tabs. Most links open on a new tab instead of another browser instance now, so being able to arrange them is quite nice.

If you enter private information on Web pages and you want to clear that information from the browser, you will find a new Clear Private Data command on the Tools menu makes it easy for you.

Choose Tools > Extensions to open the Extensions dialog box and

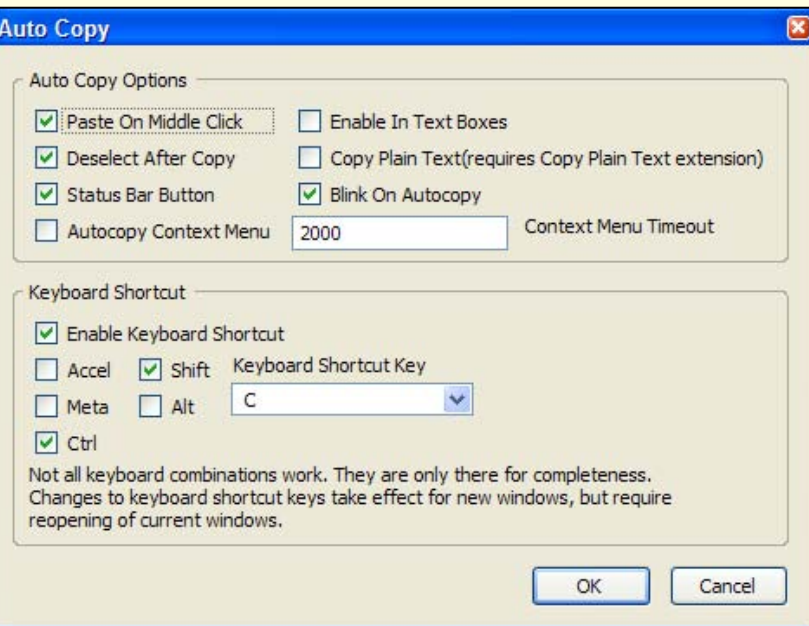


Figure 2. Auto Copy options dialog box.

take a look. The Extensions dialog box has been changed so that an Update Now button next to an extension notifies you that an update is available for that extension. Click the button and your extension update is downloaded and installed. Click Get More Extensions to open the extensions Web page and you can see what extensions are available. There is a keyword search box on that

page to make it easy to find extensions by name as well as a category listing to find them by type of extension.

One thing I missed in the previous version of Firefox was Internet Explorer's ability to save Web pages as an archive file with the file extension of .mht. This format combines all the text and images into one handy file. Well, now there is an extension that will do that in Firefox, the Mozilla Archive Format. After I took the screenshot in Figure 1, I updated my copy. This extension adds MAF MHT Archives to the File > Save As menu, and the file is automatically given the .mht file suffix.

Another one of my favorite extensions is Auto Copy (Figure 2). Auto Copy copies text that you select on a page to the clipboard. Right-click on the list in the Extensions dialog box, and choose Options to open the Auto Copy options dialog box.

(Continued on page 4)

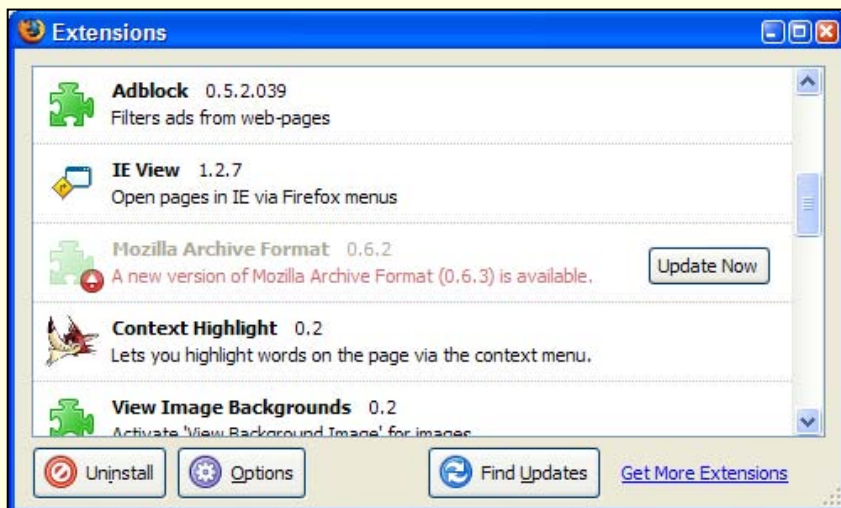


Figure 1. Extensions dialog box.

Upcoming Seminars

January 25: Learn how content management works from a presenter with over 10 years of experience in the field, **Bret Freeman** of Vasont Systems. The free webinar "Content Management 101: How Does It Work?" will take place at 1:00 pm and will help attendees to understand how a content management system manages reused information. Visit ira100.livemeeting.com/LRSRegistration/EC/vasont/1751668212.aspx to register and for more information.

The following Web telephone seminars take place from 1 to 2:30 p.m. Register at stc.webex.com. Please note that registration closes 24 hours prior to the event. For more information, visit www.stc.org/seminars.asp.

January 25: **William Horton** will present "Developing Visual Fluency." The seminar will help improve participants' ability to find the right picture to communicate a message.

February 8: **Susan W. Gallagher** will host "Documenting APIs: Step Up to the Plate." Gallagher's overview of

API (Application Program Interface) documentation will discuss target audience, possible deliverables, and tools for generating reference material automatically.

February 22: **Susan Haire, Amy Himes, and Marella Colyvas** will present "Improve Your Technical Communication Skills through Creative Writing Techniques." The presenters will demonstrate how to adapt techniques of fiction writing for use in technical writing. —**MtM**

Identify this Orlando Chapter Member!

ANSWER IN NEXT MONTH'S MEMO TO MEMBERS



Aaw. So, that shirt dates back to what year, you think?



Last month's mystery kid is none other than our own Mike Murray! Did you guess right?

Active Membership News

BY W.C. WIESE

Five months into our 2005-2006 chapter year, we have already awarded 259 active member points to 48 different members. Monthly meeting attendance at 149 to date is right on the chapter's 4-year average but down 15 percent from last year's record pace. Be sure to check the calendar page of *Memo to Members* (page 12) for upcoming meetings and programs.

We hosted 29 members and guests at our December holiday meeting, down 8 from last year but 4 above our 4-year average.

Now, about those shirts that the most active among you are earning...

A total of 11 points are required to earn one of 20 active membership shirts at our awards celebration next June. The pacesetters are President Gail Lippincott and Publicity Chairperson Bonnie Spivey, tied at 16. The top 6 have already clinched a shirt

(you'll notice an attractive "x" beside their names), and the rest of the Top 20 are on pace to collect theirs.

Lippincott-x	Spivey-x
Lane-x	Murray-x
Pharo-x	Eichen-x
Garcia	Kessler
Selix	Higgins
Graham	Hanigan
Wray	Coverston
Shydo	Voss
Wiese	Petralia
Bivins	Kitalong
Phipps	Schenck

We hope to see your name here next month! —**MtM**

Tool Tips (Continued from page 2)

I would be quite remiss if I did not mention the Amazing Media Browser. If you right-click on a Web page containing a multimedia file, and choose Amazing Media Browser from the context menu, the Amazing Media Browser dialog box opens. When I have had trouble viewing video files in the browser, the Amazing Media Browser has usually been able to play it for me. But the thing I like about it the most is that it will let me save the video to my hard drive.

Occasionally upgrading to a newer version of Firefox will break an extension you have installed. When that happens, a message appears in the Extensions dialog box that the extension is disabled, and the text is dimmed. Sometimes if you wait for a few weeks, the Update Now button will appear, and you can get that extension working again just by clicking the button.

Let me mention a couple more favorites before I go: Stealthier and

Image Zoom. Stealthier will stop sites from putting cookies on your computer, and Image Zoom lets you control the viewing size of images on Web pages. This is a good extension for anyone who has vision problems.

Well, I just have to mention one more, Enhanced Bookmark Search. This one is great for people who have tons of bookmarks. You can guess what it does. —MtM

DAVID COVERSTON IS A SENIOR MEMBER OF THE ORLANDO CHAPTER. HE RECEIVED HIS M.A. IN JOURNALISM FROM UF. DAVID ENJOYS TEACHING OTHERS HOW TO BE MORE PRODUCTIVE, AND HIS TOOL TIPS ARTICLES HAVE BEEN REPRINTED IN SEVERAL CHAPTER NEWSLETTERS.



Letters to the Editor

Another great job! I particularly like the nine-up page of "coupons" and miscellaneous items.

—Dan Voss

I'm a regular reader of the STC Orlando Chapter newsletter and am really impressed with what you've done with it. You should be very proud of your accomplishment!

—Mary Kendig

Editor's note: I really do like to hear from you, and your comments help to make the MtM better. E-mail newsletter@stc-orlando.org, and if you don't want me to print your message (you've got something against being famous?), just let me know.

What Were We Thinking?

Oh my goodness, Mike Murray's not running for *national* director, but **international**. Apologies to Mike, and to anyone who was confused by the error in December's Memo to Members. —MtM

Society News

PREVIOUSLY PUBLISHED HERE AND THERE

STC is pleased to announce the launch of the STC Forum at forum.stcforum.org. You've been asking for a place where you can discuss issues of STC governance and broader issues of technical communication; you've now got such a place on STC's own Web site. Make your voice heard!

—MtM

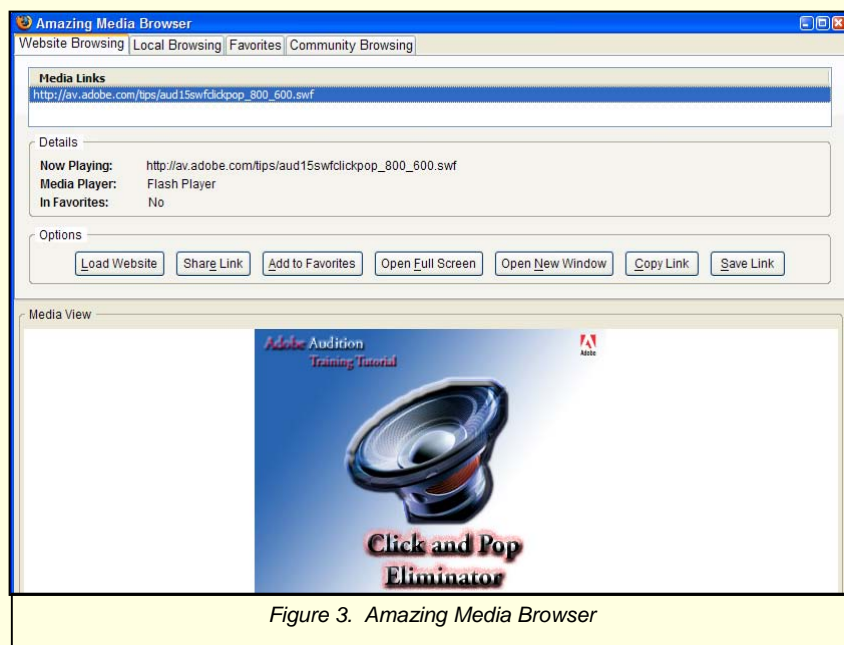


Figure 3. Amazing Media Browser

January Meeting Preview

BY KARLA KITLONG

Our guest speaker for the January 24th chapter meeting, to be held at UCF, is Alice J. Robison. Alice is on the verge of receiving her doctorate in Rhetoric and Composition Studies from the University of Wisconsin-Madison. Her areas of research, though, extend beyond the traditional scope of English composition; in fact, one of her minor areas of study is curriculum and instruction. Her dissertation, which she expects to defend this spring, is about the rhetoric and pedagogy of video games.

The tentative title for Alice's talk is "Imagining Readers and Players: Videogame Design as a Writing Process."

Alice's ground-breaking work at the intersection of writing and video game studies is highly regarded. Besides her keynote address to the Orlando Chapter of STC, Alice has given 16 presentations at home in Madison, Wisconsin and as far away as Taipei, Taiwan. She's taught at the college level since 1998 and has worked with her university's writing across the curriculum program since 2002.

Alice's credentials clearly speak for themselves, but you might like to know that the co-director of her dissertation is Professor James Paul Gee, author of *What Video Games Have to Teach Us about Learning and Literacy*, a book that has been very influential in literacy and learning since its publication in 2004.

Alice's vita is online at www.wisc.edu/english/graduate/cvs/robison.pdf, and a short bio from one of her many conference presentations can be found here: www.glsconference.org/pop/robison.htm

Directions to UCF:

From Orlando International Airport: Go east on 528 to 417 north. Take 417 north (Toll Road) to exit 37 - University Blvd. Exit east onto University Blvd. to UCF.

From Orlando Sanford Airport: Lake Mary Blvd to 417 south (Toll Road). Go to exit 37 - University Blvd. Turn left onto University Blvd. continuing east to UCF.

From Daytona Beach on I-4: Exit 94 (old exit 49) onto FL 434 east. Go through Longwood, Winter Springs, and Oviedo on FL 434 to UCF.

From Tampa on I-4: Exit 72 (old exit 28) onto east 528 (Toll Road). Go past Orlando International Airport to 417 north. Take 417 north (Toll Road) to exit 37 - University Blvd. Exit east onto University Blvd. to UCF.

From South on Florida Turnpike: Exit 254 (Orlando South - 441). Take first right onto east 528 (Toll Road). Go east past Orlando International Airport to 417. Take 417 north (Toll Road) to exit 37 - University Blvd. Exit east onto University Blvd. to UCF.

From North on Florida Turnpike: Exit 267 onto east 408 (Toll Road). Go east through Orlando to merge with 417. Take 417 north to exit 37 - University Blvd. Exit east onto University Blvd. to UCF.

From Titusville (East Coast): SR 50 west past 408 overpass to FL 434 - Alafaya Trail. Turn right to UCF (2 miles).

From Melbourne: I-95 to exit 201 (old exit 75) - SR 520 to SR 50 west to right on FL 434 - Alafaya Trail or I-95 to exit 205 (old exit 77B) - SR 528 west

(toll) to 417 north to exit 37 - University Blvd. Exit east to UCF.

For additional information call UCF's Directions Hotline: (407) 882-0909. Vicinity maps are available at www.ucf.edu/campusmap/vicinity.html.

Directions to the Student Union:

Parking near Student Union

- At University Blvd. – enter UCF and turn left on Gemini Blvd.
- Turn right at traffic signal at Centaurus Drive
- Turn right at stop sign
- Park in Centaurus Lot or West Parking Garage
- Place parking pass on dash – facing out toward windshield

Walking to Student Union:

- Walk toward Burnett Honors College (low, one-story building, beyond and in-between Visual Arts Building and Colbourn Hall)
- Walk past Burnett Honors College, along the walkway to the right of the building
- The Student Union is at the end of this walkway

Directions to the Cape Florida Ballroom in the Student Union:

- Take the elevators (near Mrs. Fields' Cookies) or the stairs to the third floor.
- The Cape Florida Ballroom is on the third floor of the Student Union complex.

Don't forget to print out your parking pass and a map—*just in case!*

(Continued on page 8)

If You Missed Our Last Meeting...

BY DAVID COVERSTON

...you missed Dan Heath and Janice Pizzurro of SunGard HTE Inc. presenting an overview of online learning technologies. Dan is a UCF graduate who started as a technical writer, but now finds that he spends most of his time doing training materials.

Dan highlighted four trends in online training: Learning/Content Management Systems, distance learning, blended learning, and rapid e-learning. One of the things an LMS does is enable management to monitor the progress of employees' training. The software can pinpoint areas where employees need im-

provement, and help managers plan additional training accordingly. Dan demonstrated the SumTotal Systems LMS they are using at SunGard HTE.

One of the reasons distance learning is important is because of the financial savings it can bring. It can reduce travel expenses, wait time, and help with scheduling problems. Dan mentioned that bandwidth is much cheaper now, so that is not as much of an issue as it has been.

Blended learning is a combining of different mediums for instruction. New technologies have enabled new blends of media. An example of this is an instructor-led class in which the class instructions are e-mailed to the students, and work is assigned online.



A round table of meeting attendees listening attentively to Dan Heath's presentation

Rapid e-learning has helped to reduce development time. In the old model, the SME designed the courseware and handed it off to a developer to create the e-learning

module. In the new model, the SME is the primary content developer. The developer will create templates for the SME, and help him develop the module.

Learning Management Systems help you manage information and training resources. They usually operate in a Web environment and track



Dan Heath gives the online training trends

items such as registrations, (virtual) classroom size, and attendance. Software that can provide a virtual classroom includes Microsoft Office Live Meeting, WebEx, and Macromedia Breeze. SunGard HTE uses Live Meeting's whiteboard, and shared applications feature in their training. Dan and Janice demonstrated the whiteboard feature and visited a Web site while using Live Meeting.

Dan closed his captivating presentation by demonstrating some of the capabilities of the software for-merly known as RoboHelp. Macromedia's Captivate can record screen actions and save the output to a Flash file. The autocaption feature makes it easy to produce useful documentation. You really had to see it to appreciate it. —MIM

Want to be *In the Know*?

Join our *LISTSERV*!

STC-Orlando's discussion list offers access to hundreds of professionals and is an easy way to stay informed about chapter meetings and events.

E-mail djones@ucf.edu to sign up.



A percentage of your purchases from the following Web sites is returned to the Orlando chapter:

www.amazon.com/exec/obidos/redirect-home/orlandochapte-20

www.cafepress.com/orlandostc



We Have Lanyards!

Stylish, cheap, and personalized (no more sticky name tags!), STC Orlando Chapter lanyards are a great way to showcase your bling! Buy yours for only \$5 at our next chapter meeting.



Congratulations
to STC Orlando
Chapter

New Senior Member

Beth Cunningham

Tenth Annual High School Writing Competition

If you'd like to judge entries,
e-mail Jon Kessler:
jskessler@aol.com.

New Members Only Job Listings!

Richard Phipps' job announcements will become "members only" in the Spring of 2006. If you are an STC Orlando Chapter member, you're all set. If you're not, and would like to get Richard's often exclusive job postings, now is the time to join! Just one more great member benefit brought to you by your Orlando Chapter STC!



Carla Tarantino

is STC Orlando Chapter's

NEW PHOTOGRAPHER!

Sit close to her at the next meeting!

Going Down Under?

Don't fall off the STC radar when you move or change e-mail addresses.

Keep your STC Member Profile current via the member services section of www.stc.org.

Send Dan Jones an e-mail to ensure that you don't miss valuable LISTSERV announcements (djones@ucf.edu). *Only members can request updates.*

Love pizza as much as you love STC?

Join us Tuesday, February 7th at

PIZZERIA UNO
4120 E Colonial/SR 50 East
Orlando, FL 32803

Order take-out or dine-in,
present the coupon
(it's right over there! ➔),
and the STC Orlando Chapter gets
a portion of your purchase.
EASY!



A Tasty Way To Raise Dough.

Uno will donate up to 20%
of your check to:

To Benefit: Orlando Chapter of STC
Fundraiser Date: TUESDAY February 7, 2006

Valid only at:

4120 East Colonial Drive
(S.R. 50 East)
Orlando
407-895-7404

Please present this certificate at the time of payment to have 20% of your check's value, excluding tax and tip, donated to the organization above. Not to be used with other coupons or discounts. Tickets are not to be distributed in the restaurant or within the perimeter of the parking area. Valid for date listed above.

PIZZERIA UNO © 2004 UNO RESTAURANT CORPORATION

Peachpit User Group Information

NEWS FROM PEACHPIT

As an official User Group, STC Orlando Chapter members are eligible for a 30% discount off the list price of any Peachpit books. At checkout, right before entering your credit card number, just enter the user group coupon code UE-23AA-PEUF (case-sensitive). This coupon code is an exclusive offer that may not be used with other coupon codes.

Find lots of interesting titles at www.peachpit.com.

BOOKS FOR REVIEW

A great benefit of membership is free review copies. To request a free book for review, send an e-mail to usergroups@peachpit.com.

Your e-mail should list the following information IN THE FORMAT THAT FOLLOWS:

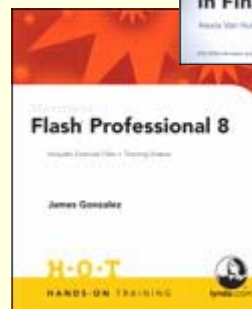
STC Orlando Chapter (this is our group name)/YOUR NAME
ADDRESS
PHONE
QUANTITY
ISBN AND TITLE NAME

Members have 90 days to complete a review for the *Memo to Members*; once it's published here, it gets sent to Peachpit. So, not only do you get to keep a great book, you get a \$5-off meeting coupon for submitting an article. Sweet!

Peachpit also likes reviewers to try to post their reviews to Web sites such as Amazon, Barnes & Noble, and Borders. —MIM



New titles from Peachpit...



January Chapter Meeting (Continued from page 5)

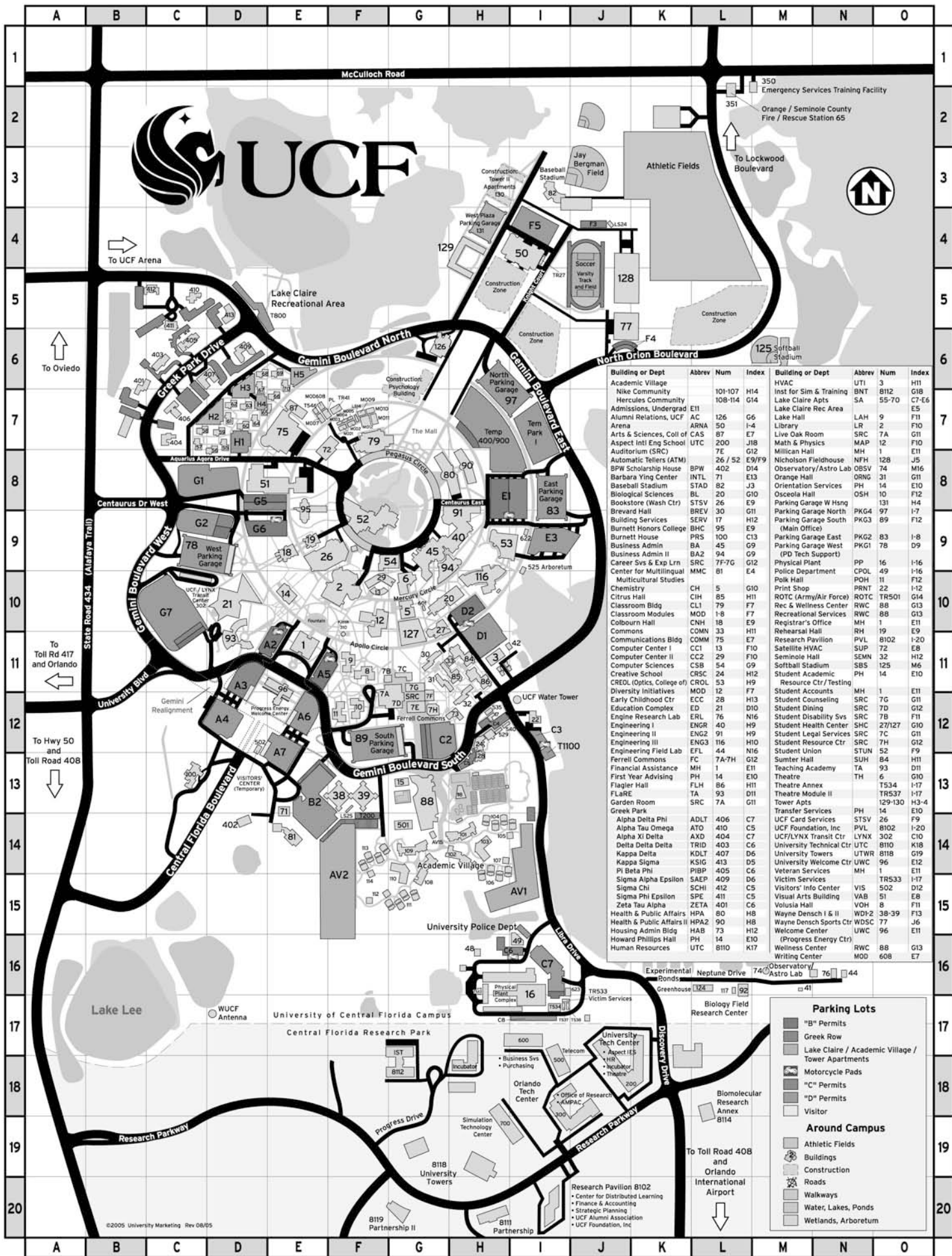


SOCIETY FOR TECHNICAL COMMUNICATION



University of Central Florida

**Society for Technical
Communication
Orlando Chapter Meeting at UCF
Parking Pass
Tuesday, January 24, 2006
6:00 - 9:00 p.m.**



Building or Dept	Abbrev	Num	Index	Building or Dept	Abbrev	Num	Index
Academic Village		101-107	H14	HVAC	UTI	3	H11
Nike Community		108-114	G14	Inst for Sim & Training	BNT	3	H11
Hercules Community				Lake Claire Apts	SA	812	G18
Admissions, Undergrad	ETI	126	G6	Lake Claire Rec Area	SA	55-70	E5
Alumni Relations, UCF	AC	50	I-4	Lake Hall	LAH	9	F11
Arena	ARNA	87	E7	Library	LR	2	F10
Arts & Sciences, Coll of	CAS	200	J18	Live Oak Room	SRG	7A	G11
Aspect Intl Eng School	UTC	7E	G12	Math & Physics	MP	12	F10
Auditorium (SRC)	STSV	26	E9	Millikan Hall	MH	1	E11
Automatic Tellers (ATM)	26 / 52	E9/F9		Nicholson Fieldhouse	NFH	128	J5
BPW Scholarship House	BPW	402	D14	Observatory/Astro Lab	OBVS	74	M16
Barbara Ying Center	INTL	71	E13	Orange Hall	ORNG	31	G11
Baseball Stadium	STAD	82	J3	Orientation Services	PH	14	E10
Biological Sciences	BL	20	G10	Osceola Hall	OSH	10	F12
Bookstore (Wash Ctr)	STSV	26	E9	Parking Garage W Hsg	PKG1	131	H14
Brevard Hall	BREV	30	G11	Parking Garage North	PKG4	97	I-7
Building Services	SERV	17	H12	Parking Garage South	PKG3	89	F12
Burnett Honors College	BHC	95	E9	(Main Office)			
Burnett House	PRS	100	C13	Parking Garage East	PKG2	83	I-8
Business Admin	BA	45	G9	Parking Garage West	PKG1	78	D9
Business Admin II	BA2	94	G9	(PD Tech Support)			
Career Svs & Exp Lrn	SRC	7F-7G	G12	Physical Plant	PP	16	I-16
Center for Multilingual	MMC	81	E4	Police Department	CPOL	49	I-16
Multicultural Studies				Polk Hall	POH	11	F12
Chemistry	CH	5	G10	Print Shop	PRNT	22	I-12
Citrus Hall	CIH	85	H10	ROTC (Army/Air Force)	ROTC	78	TR501
Classroom Bldg	CL1	79	F7	Rec & Wellness Center	RWC	88	G13
Classroom Modules	MOD	1-8	F7	Recreational Svs	RWC	88	G13
Coulbourn Hall	CNH	18	E9	Registrar's Office	RH	1	E11
Commons	COMM	33	H11	Rehearsal Hall	RH	19	E9
Communications Bldg	COMM	75	E7	Research Pavilion	PVL	8102	I-20
Computer Center I	CC1	13	F10	Satellite HVAC	SUP	72	E8
Computer Center II	CC2	29	F10	Seminole Hall	SEMN	32	H12
Computer Sciences	CSB	54	G9	Softball Stadium	SBS	125	M6
Creative School	CRSC	24	H12	Student Academic	PH	14	E10
CREDL Optics, College of	CROL	53	H9	Resource Ctr/Testing			
Diversity Initiatives	MOD	12	F7	Student Accounts	MH	1	E11
Early Childhood Ctr	ECC	28	H13	Student Counseling	SRC	75	G11
Education Complex	ED	21	D10	Student Dining	SRC	70	G12
Engine Research Lab	ERL	76	N16	Student Disability Svs	SRC	78	F11
Engineering I	ENGR	40	H9	Student Health Center	SHC	27/127	G10
Engineering II	ENGR2	91	H9	Student Legal Services	SRC	7C	G11
Engineering III	ENGR3	116	H10	Student Resource Ctr	SRC	7H	G12
Engineering Field Lab	EFL	44	N16	Student Union	STUN	52	F9
Ferrell Commons	FC	7A-7H	G12	Sumter Hall	SUH	84	H11
Financial Assistance	MH	1	E11	Teaching Academy	TA	93	D11
First Year Advising	PH	14	E10	Theatre	TH	6	G10
Flagler Hall	FLH	86	H11	Theatre Annex	TS34	1-17	
FLARE	TA	93	D11	Theatre Module II	TR537	1-17	
Garden Room	SRC	7A	G11	Tower Apps	TR537	129-130	H3-4
Greek Park				Transfer Services	PH	14	E10
Alpha Delta Phi	ADLT	406	C7	UCF Card Services	STSV	26	F9
Alpha Tau Omega	ATO	410	C5	UCF Foundation, Inc	PVL	8102	I-20
Alpha Xi Delta	AXD	404	C7	UCF/LYNX Transit Ctr	LYNX	302	C10
Delta Delta Delta	TRID	403	C6	University Technical Ctr	UTWC	8110	K18
Kappa Delta	KDLT	407	D6	University Towers	UTWR	8118	G19
Kappa Sigma	KSIG	413	D5	University Welcome Ctr	UWC	96	E12
Pi Beta Phi	PIBP	405	C6	Veteran Services	MH	1	E11
Sigma Alpha Epsilon	SAEP	409	D6	Victim Services	TR533	1-17	
Sigma Chi	SCHI	412	C5	Visitors' Info Center	VIS	502	D12
Sigma Phi Epsilon	SPE	401	C5	Visual Arts Building	VAB	51	E8
Zeta Tau Alpha	ZETA	401	C6	Volusia Hall	VOH	8	F11
Health & Public Affairs	HPA	80	H8	Wayne Densch I & II	WDI2	38-39	F13
Health & Public Affairs	HPA2	90	H8	Wayne Densch Sports Ctr	WOSC	77	J6
Housing Admin Bldg	HAB	73	H12	Welcome Center	UWC	96	E11
Howard Phillips Hall	PH	14	E10	(Progress Energy Ctr)			
Human Resources	UTC	8110	K17	Wellness Center	RWC	88	G13
				Writing Center	MOD	608	E7

- Parking Lots**
- "B" Permits
 - Greek Row
 - Lake Claire / Academic Village / Tower Apartments
 - Motorcycle Pads
 - "C" Permits
 - "D" Permits
 - Visitor
- Around Campus**
- Athletic Fields
 - Buildings
 - Construction
 - Roads
 - Walkways
 - Water, Lakes, Ponds
 - Wetlands, Arboretum

Senior Member Publishes Book For Kids—and Kids at Heart

BY MEMO TO MEMBERS

STC Orlando Chapter senior member Mary Kendig has recently written, designed, and self-published a book of poems for kids called *Wonderful Words: Fun Poems About Words*.

The author has crafted the poems and designed the book to be both entertaining and educational. The book introduces children to the similarities among words through rhyme. It also uses rhyme to introduce some of the most basic elements of the English language, such as vowel sounds and the various parts of speech.

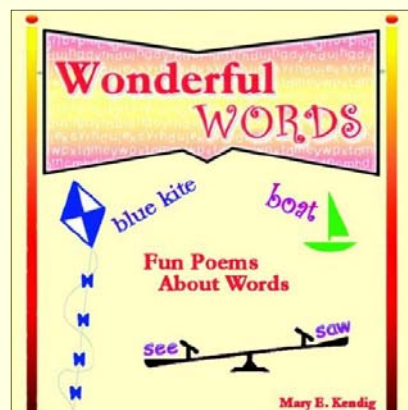
Coupled with its use as an educational tool, the book is also designed to help kids celebrate, remember, anticipate, think, and reach out to others. Ms. Kendig partnered with Xlibris publishers, based in Philadelphia, PA, in the publication of her book. In addition to writing the original poems, she designed all of the illustrations.

The book is intended primarily for 8 to 13 year-olds, but is suitable for kids of all ages. View an excerpt at www.xlibris.com/wonderfulwords.htm.

Ms. Kendig has been a writer and an editor for more than 25 years, working primarily in the book and magazine publishing fields. She began as a publications editor in New York, editing trade reference books. Throughout her career, she has been a manager, editor, and writer for various publishing companies, including Harcourt Brace, Inc., in which capacity she edited numerous elementary- and middle-school textbooks. She also spent several years as a Managing Editor with Wilson Learning Corporation, helping to create and deliver instructional materials in all aspects of the human

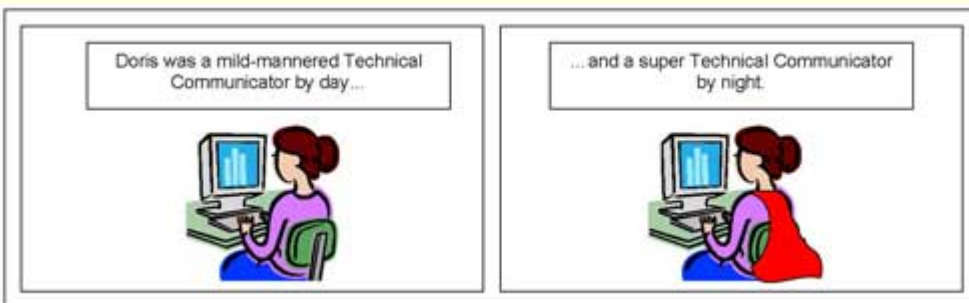
resources field, including assessment, selection, development, and training programs.

Mary has been a member of the STC Orlando Chapter since 1995 and has involved herself in various aspects of the organization. She was a member



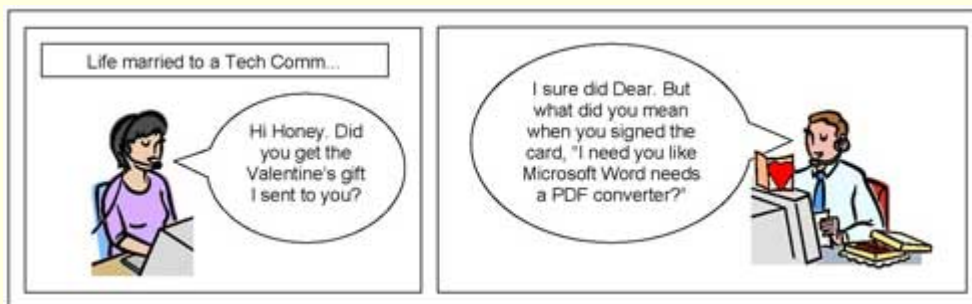
of an STC Orlando Chapter Newsletter Advisory Committee and wrote a regular "Eye on Language" column for STC Orlando's *TechTrends* newsletter for about four years. She has participated as a judge in the FTCC competition and presented at a local STC conference held at UCF a few years ago.

Mary attends chapter meetings as often as she can—we hope to catch up with her soon and congratulate her personally! —MiM



Kelli Pharo entertains us with these cartoons she recently submitted to the *Intercom* humor contest...

...too much!



Communicator Spotlight: Dan Heath

BY ROSE PETRALIA

Dan Heath is a Documentation Specialist and e-Learning Systems Administrator for SunGard HTE. SunGard provides a broad range of innovative software solutions to nearly 2,500 government offices, agencies, and utility companies throughout North America. The company's products address the wireless computing requirements of a rapidly changing public sector market and support the end-to-end delivery of e-Government access to citizens and businesses.



That's quite a job title—what responsibilities go along with it?

One of the things that I like the most about my job is the variety of work. I write technical documentation for two of SunGard HTE's software applications, design and maintain our Training & Development Web site, and work with subject matter experts to design e-learning material. I also do a great deal of research to help our Documentation and Training & Development departments establish best practices and new standards.

How did you get your start in technical writing?

I was a Literature student at UCF and decided to take an Introduction to Technical Writing course to satisfy a general requirement. I was fascinated by the challenge of writing clear, concise prose that was immediately acted upon by an audience. To me there is a real beauty in the simplicity and practicality of technical prose.

I was also surprised to find that I enjoyed working so closely with technology. At the time I was still writing all of my papers on a typewriter! I

changed the concentration of my English major the following semester. Now, learning new technologies has become one of my favorite parts of the job.

So you segued into Technical Writing and decided to stick with it?

I graduated from the University of Central Florida in 2001 with a Bachelor's degree in English with a Technical Writing concentration. Participating in the Technical Writing program at UCF was a great experience. I was very lucky to have the opportunity to work with and be inspired by some very talented students and professors. I hope to continue my studies in the graduate program soon.

Describe a normal day at SunGard HTE.

It varies depending on the project I'm working on. I am lucky to be in a place where I have a great deal of flexibility in determining my schedule. The mornings are usually reserved for checking our Training & Development site's Web analytics and catching up on e-mails. There are a couple of technical writing and content management LISTSERVs I also frequent for research and new ideas.

The afternoons are often used to meet with subject matter experts and teammates. I like to write and develop content for the Web site in the late afternoons and early evenings. I find that inspiration tends to strike me late in the day—so I typically find myself in the office long after everyone else has gone home, but it's a great time to be productive!

What tools do you use?

We use Macromedia RoboHelp for our help documentation. Our multimedia documentation and e-learning content is done in Macromedia's Captivate. We use a SumTotal learning management system to manage all of our learning content on the Web site. Of course, Microsoft Office is used company-wide. Personally however, I have become a big fan of some open source programs like OpenOffice and the GIMP, the latter of which I am using almost daily now for touching up graphics and images. For the Web site, I like to work in the HTML code. I'm a big fan of Macromedia's HomeSite editor, but lately I've been using an editor called TSW WebCoder.

Do you find it's important to maintain a network of tech writing peers?

Absolutely! Sharing ideas with your peers is crucial to professional development. I feel it is even more important in emerging and developing fields like Technical Communication, where peer networks help to shape the future of the industry by establishing best practices and trends. Also, our direct connection to the ever-changing world of technology makes it important to stay current. —MIM

ROSE PETRALIA GRADUATED WITH A BA IN TECHNICAL WRITING FROM UCF LAST MAY. SHE WRITES SIMULATION AND TRAINING MANUALS FOR DEI SERVICES CORPORATION IN WINTER PARK, FLORIDA.



Memo to Members



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Memo to Members is published monthly and distributed via the STC Orlando Chapter LISTSERV. View archived issues at our Web site: www.stc-orlando.org/newsletter/newsltr.asp. Comments and letters of opinion are always welcome and should be directed to the editor.

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Gail Lippincott

President

president@stc-orlando.org**Erika Higgins**

Vice President

vicepresident@stc-orlando.org**Rosalie Petralia**

Editor

newsletter@stc-orlando.org**Drew Hoffmann**

Associate Editor

drew.hoffmann@gmail.com**Mailing Address:**

STC Orlando
P.O. Box 540444
Orlando, FL 32854-0444

www.stc-orlando.org

From the Editor's Desk...

Here we go—another year in the works! Like Gail Lippincott, our forward-thinking president, a lot of us have resolved to make our lives better in 2006. While your personal goals are all yours, if you're newly resolved to perk up your professional skills, you're in the right place.

We're *technically* already halfway through our program year, but we've still got a lineup of interesting characters bringing their experience and energy from far and

wide. Catch this month's speaker, Alice Robison, at our annual UCF/STC joint meeting and maybe learn something new about video games (besides what level your kid's trying to beat this week...).

And don't discount the power of **networking!** Take advantage of our LISTSERV, or simply chat up your neighbor at the next meeting—you might be surprised what new knowledge you'll take home with you. See you at a meeting soon!

Mark Your Calendars:

01/24 **Chapter Meeting.** Rhetoric of Videogame Design with Alice Robison, University of Madison WI. UCF Student Union, 6:30 p.m.

01/25 *Content Management 101: How Does It Work?* Webinar, 1:00 p.m.

01/25 *Developing Visual Fluency* Web Seminar, 1:00 p.m.

02/08 *Documenting APIs: Step Up to the Plate.* Web Seminar, 1:00 p.m.

02/18 Seminole County Regional Science, Math, & Engineering Fair

02/21 Dr. Nelson Ying Orange County Science Exposition

02/22 *Improve Your Technical Communication Skills through Creative Writing Techniques.* Web Seminar, 1:00 p.m.

02/28 **Chapter Meeting.** Writing for Online Media vs. Print Media with Ian Koss, *Ink 19* editor. Winter Park Civic Center, 6:30 p.m.

04/20 State Science and Engineering Fair



Corner of Distinction

Congratulations to senior member **Dr. Sherry Steward** of DEI Services Corporation and her colleague, UCF Assistant Professor **Dr. Rudy McDaniel**. Their book chapter, "Assessing the Professional Implications of the Broadband Divide," will be published in the forthcoming anthology, *Digital Citizenship: Design, Documentation, and the Divide*, by Adrienne Lamberti and Anne Richards.

