



Inside This Issue:

- Planned Program Schedule ... 2
- Nonmember Coupon 2
- Make Your Vote Count!..... 3
- Letter to the Editor 4
- YTD Meeting Scorecard 4
- Chapter Interest Survey
Results 5
- 2003 Chapter Election
Candidates 6
- Humor: New IT Terms..... 7
- 2003 Compensation Survey .. 8
- Chapter Announcements10
- Treasurer’s Report.....10
- Review: Quality Initiatives...11
- STC Telephone Seminars11
- Letter from Linda: Clues for
Successful Careers12
- Society Announcements13
- Chapter Contact Info14

Whine and Cheese: Usability

Join us on March 13 for Whine and Cheese VIII. What are we whining about this time? Usability. The word gets tossed about freely, but what does it really mean? More importantly, what does it mean to technical communicators and how can it help us?

We have three terrific speakers lined up, all of whom have solid backgrounds in usability and design. **Cia Romano**, CEO and Founder of Interface Guru, presents “The Five Most Wanted: Reaching Your Online User.” Chapter member **Fred Sapio** will discuss the implementation of a training course on usability concepts he developed. **Suzie Weisband**, an Associate Professor and Eller Fellow in MIS at the University of Arizona, will present some of her research on the social and behavioral effects of information and communication technologies, specifically in the areas of software design and usability.

A Whine and Cheese session is casual, interactive, and fun. The structure is unlike our normal program meetings. Each speaker presides over a separate table and leads a discussion on a specific area of usability. Choose a table and participate in the discussion. After 30 minutes or so, we’ll ring a bell, and you can move to one of the other tables and do it all over again. Be sure to save your spot today – this format is one of our most popular meetings.

Save the Date: Thursday, March 13

Where	New Location for this meeting only: Colonia Verde Clubhouse 2700 N. Camino Valle Verde, Tucson, AZ 85715
Register	5:30 to 6 p.m.
Meeting	6 to 8 p.m. Round-table discussions, networking, and of course, cheese/meat/veggies/fruits & refreshments
Cost	\$7 members and \$10 nonmembers
RSVP	Send an e-mail message to Beth Kane (beth.kane@pearson.com) by 4 p.m. on Monday, March 10. No-shows will be billed. Walk-ins are always welcome, but we cannot guarantee a meal.

The mission of the Southern Arizona chapter of the Society for Technical Communication:

to elevate the technical communication professions,
to increase public awareness of these professions, and
to serve as a resource to members.



Don't belong to STC yet? Want to just check out our chapter? Use this coupon to save \$5.

Clip and Save:

Planned Program Schedule

Southern Arizona STC Planned Events 2003

April 10	Joint meeting with ASQ and AIAA: Tapping the Brains of SMEs for Tacit Knowledge, and Ensuring Easy Reuse
May 8	Recognition party
June to August	Summer sabbatical

Unless otherwise noted, programs are held on the second Thursday of each month at the Courtyard by Marriott, 201 S. Williams Blvd. (in the Williams Centre near Broadway and Craycroft, in Tucson, Arizona). For up-to-date meeting information, visit our Web site: <http://www.stc-saz.org/>

Phoenix STC Planned Events 2003

April 8	Steve Miley Outsourcing of Documentation: Benefits and Pitfalls
May 13	Doreen Mannion Using Humor in the Workplace
June 10	Annual Recognition and Awards Dinner
July 8	Informal networking and job leads
August 12	Informal networking and job leads

For up-to-date meeting information, visit <http://www.stc-phoenix.com/>

Résumé table at chapter events: If you're a job seeker, drop off several copies of your résumé. If you're an employer, drop off your business card or information about open positions.

STC, Southern Arizona Chapter

Nonmember Coupon

Save \$5 at Your First Meeting

We encourage nonmembers to attend a chapter program to learn about STC and the Southern Arizona Chapter. Bring this completed coupon to the first chapter program you attend, and you'll save \$5 off the cost of admission.

Name (please print): _____

E-mail address: _____

Date of program: _____



Because we are a small chapter, a winner can be determined by as little as one vote ... so cast your vote!

President's Corner:

Make Your Vote Count!

Helen Marty, Chapter President

The annual chapter elections are drawing near. All chapter members who have paid their dues as of 2/28/03 are eligible to vote. I want to emphasize the importance of voting because every vote does make a difference in our chapter election. Here's the process we follow:

Following our chapter bylaws, each year an elections committee develops a slate of candidates for the elected offices on the chapter administrative council. The offices are vice president, secretary, and treasurer. The committee works hard to provide two candidates for each office; however, sometimes only one candidate is interested in running for an office. (The office of president is assumed by the current vice president.)

After the slate of candidates has been presented to the chapter president and announced to the chapter, any member is welcome to suggest a write-in nomination to the chapter president. A nomination must be made in writing and signed by five voting members of the chapter. Send the nomination to Helen Marty (c/o P.O. Box 14333, Tucson 85732-4333). For additional information about the election and deadlines, see [Brenda Huettner's article](#) in this newsletter.

Every member of the chapter as of 2/28/03 will be sent a ballot containing the slate of candidates, including any write-in candidates. When you receive your ballot, take a few minutes to vote for the future leaders of your chapter. Because we are a relatively small chapter, each and every vote counts. A winner or loser can be determined by as little as one vote ... so make your vote count! Remember your ballot must be received by the deadline or it won't count.

On another note, don't forget to vote for the Society's candidates when you receive notification. You'd be surprised to learn that only a small percentage of the membership takes the time to vote for STC's future leaders. ■

New Senior Members

According to the STC Bylaws, the grade of senior member is conferred upon those who have held the grade of member in STC for five years.

Congratulations to the following Southern Arizona members who have achieved senior member status as of 12/30/02:

Dirk J. Arnold
Jon S. Batchelor
Michelle C. Batchelor
Richard W. Cook
Rudolph P. Musich
Lorna M. Peck



Letter to the Editor

Thanks for the reference!

Just FYI to you and the STC – I received a nice inquiry from the Gen. Mgr. of a company in Douglas, wanting to know about a program for his staff on managing stress. How did he find me? He got onto the STC-SAZ Web site and saw the PowerPoint PDF from my presentation! Thanks -- just in case you wonder if anyone outside your field is seeing your Web site!

Sincerely, Janina
Career Consulting & Life Effectiveness Coaching
<http://www.janinalatack.com>

Editor's note: Janina Latack was our featured speaker in April 2002.



YTD Meeting Scorecard

Compiled by Carrie Cooper, Chapter Treasurer

What's our most popular meeting so far this year? The following scorecard of meeting date, topic, profit or loss, number of attendees, and overall ratings (wow, good, or needs work) does not include two outreach meetings in Sierra Vista, AZ. We want to "Wow" our members at every meeting, so we work hard to keep costs down and provide relevant topics.

As you can see, attendees have been most satisfied with the Job Hunting Panel, Career Management, and Concepts of Copyediting. Our three most popular meetings have been Quality Initiatives, Concepts of Copyediting, and the Job Hunting panel. The Holiday Party was the least satisfying meeting, based on a 0% Wow and 44% "Needs Work" rating, *and* it was our most expensive.

Date	Topic	Profit/Loss	Total attendees	Wow	Good	Needs Work
Aug-02	KM Workshop	154.14	14	40%	60%	0%
Sep-02	Network and Nibble	-84.72	14	63%	38%	0%
Oct-02	Job Hunting Panel	-133.09	21	73%	27%	0%
Nov-02	Career Mgmt	-205.56	17	67%	33%	0%
Dec-02	Holiday Party	-338.32	20	0%	56%	44%
Jan-03	Concepts of Copyediting	-23.03	23	67%	33%	0%
Feb-03	Quality Initiatives	-\$126.42	23	14%	79%	7%



Chapter Interest Survey Results

Pat Markey, Chapter Vice President

Between early December 2002 and January 17, 2003, our chapter conducted a survey to determine what was of most value and interest to local technical communicators. The interest survey was open to both STC members and nonmembers. We published it in the December issue of *The Border Line* and on our STC-SAZ Web site. Thirteen people responded, most completing the online version. Assuming most or all are from our membership of 77, this is a 17% response rate.

The survey contained two types of questions to determine what about STC is of most value and what specific topics are of interest. Seventy-seven percent of respondents attended five or more program meetings per year.

E-mail Pat at pat.markey@prodigy.net if you would like a copy of the tabulated results of this survey.

The top benefits of STC membership, in order of importance:

Keeping up with industry changes and trends
Employment opportunities
Networking

Other benefits that are equal in importance:

The chapter newsletter, *The Border Line*
Professional development opportunities
The STC magazine, *Intercom*
Updating job skills

Some reasons people gave who attended fewer than 5 meetings were that there was not enough professional education and that many topics were not of interest. Respondents seem to value the meetings for networking and employment. They also value reading *The Border Line* and *Intercom*.

Topics of interest appeared in three groups: preferred professional skills, hot topics and basic tools. The following topics had a significant score, 5 or higher.

The most important professional skills:

Instructional design and usability
Information design, management, and single sourcing
Electronic learning and Web design

The most important hot topic trends:

Information design and trends
Usability and value
Conferences, Six Sigma, and tutorials
Knowledge management, career paths, single sourcing, and training

The most important basic tools online:

Adobe Acrobat
HTML-based help (generic, cross-platform) and XML
Editing processes, FrameMaker, indexing, and online editing

One respondent added this note: "Professional development – it's my own responsibility, not my boss's." I could not agree more, and that is exactly why we took the survey: to determine how to best achieve our goal of professional development. We have already used these survey results to decide the topic for our March meeting, which is Usability. We will use these results to determine topics for our meetings and workshops at our planning meeting for the year 2003–2004, date and location to be announced. Put on your thinking caps and plan to join us. ■



2003 Chapter Election Candidates

Brenda Huettner, Chapter Immediate Past President

The Nominating committee is pleased to announce our preliminary slate of candidates for local chapter offices for fiscal year 2003 – 2004. We have some terrific candidates, people we think will contribute to our chapter and to the technical communication community. I'd like to thank the committee (Pat Markey, Helen Marty, and Judy McCabe) for all their hard work in a short time frame.

If you'd like to suggest someone else be added to the ballot, any chapter member can submit a nomination. The nomination must be made in writing, and must be signed by five voting members of the chapter. Send the nomination to chapter president Helen Marty (c/o P.O. Box 14333, Tucson, AZ 85732-4333). Nominations must be received by March 13.

The nominees have prepared the following statements:

Candidates for President

In accordance with our chapter bylaws, the office of president will be assumed in 2003-2004 by current vice president **Pat Markey**.

Candidates for Vice President (alphabetic order)

Kitty Aughey has spent seventeen years in professional technical communication as a writer, editor, supervisor, and manager of writers at Eastman Kodak Company. She retired from Kodak and built a group of three communicators, KBAssociates, who develop and mentor clients in documentation and delivery processes. She became an STC member in 1984. Kitty has served the Society as a manager of a Region 1 chapter leaders seminar, editor of the Chapter Handbook, and director-sponsor of Region 1. She has held chapter positions from membership manager to two-term president. Her STC awards include associate fellow, the distinguished chapter service award, twelve awards at chapter-level competitions, and two special awards from the Rochester Chapter. As vice president, Kitty would like to help develop a publicity committee. She believes increasing awareness of STC, and the benefits of membership, will increase chapter membership.

Lucy Vitale is a long-time Tucson resident and is an active member of the local business community and the clusters. In her capacity as a consultant with *Line by Line Content Management*, she coaches and conducts training workshops and seminars in all aspects of business communications and image management. Prior to a hiatus when raising her family, Lucy had been an active STC member while employed as a technical writer and editor. She rejoined STC when the SAZ chapter first formed and has been instrumental in initiating several innovative practices (such as a more economical venue and free attendance to meetings) to bring added value to the membership. Lucy plans to continue her efforts to increase member services, to facilitate communication within the chapter, and to re-initiate the option of electronic voting. She would like to expand the chapter's presence not only within the STC organization but throughout the business community for an immediate benefit to the membership. Above all, her goal is to enhance the ROI of each current and prospective member for enrolling in STC.

Continued on next page

Candidate for Secretary

Beth Kane, a technical writer since 1991, has been writing primarily internal documentation and intranet content for Pearson Education Technologies since 2001. A senior member of STC, she has steadily aided the local STC effort for years, starting before the SAZ chapter was formed. She served a term as chapter secretary and has participated in many planning meetings over the years. As secretary she would like to help the chapter maintain accurate records as required by the bylaws, and continue participating in the monthly planning and program meetings.

Candidate for Treasurer

Richard Cook has 10 years experience in the profession, currently working at Intuit as a Business Systems Analyst. He is a senior member of STC and previously served on the Southern Arizona chapter board as its first secretary. Richard has a Master's degree in Econometrics and has been trained as a Financial Advisor. Previous experience includes work as a technical writer and documentation project manager at GE, writing as an independent contractor, and as a technical writer and Director of Technical Communications at Persistech, a software development company in Tucson.

Timeline

Once we have all nominations in place, we'll send out the actual ballot for your vote. It will be sent by regular mail to your address of record as of March 27th. Important dates to note:

- March 13 Deadline for submitting additional nominees
- March 28 Ballots will be mailed to all members
- April 10 Ballots must be postmarked by this date, or turned in to the Nominating Committee (postmark date) at the program meeting.
- April 17 Votes will be counted and winners declared. ■



Humor: New IT Terms

Courtesy of the Southern Arizona Network Users Group

Here are some new, IT-inspired words you might enjoy:

Administrative Engineer – A manager or director who insists he can engineer a solution or new technology for the business without consulting the actual engineers.

Brokearound – A patch or work around that doesn't work

One-dee-ten-tee – The technical name for a computer problem caused by users without a clue (write it out: 1D10T)

PEBKAC (pronounced "peb-kack") – Problem Exists Between Keyboard And Chair. Variations include CKI issue – the problem is with the chair-keyboard interface and PICNIC – "Problem In Chair, Not In Computer"

Permenary – Permanently temporary

Piduction – Pilot project being run on production equipment. ■



2003 Compensation Survey

The STC Southern Arizona Chapter is conducting a compensation survey that will help us promote our Society's services to our community. We welcome all feedback regarding work you performed in 2002, whether you are currently a member of the Society for Technical Communication (STC) or not. You may complete this survey online. Some questions apply to all communicators and some are specific to those who are independent contractors or employees. Complete only those parts that pertain to your situation.

Please complete the survey by Friday, April 11, 2003. Thank you for your help.

Please note: this survey is two pages long

Type of work

What was your primary responsibility (select all that apply)?

- Budget
- Editing
- Graphics
- Managing others
- Managing projects
- Training
- Writing
- Other, please specify: _____

What type of documentation did you create (select all that apply)?

- Brochures
- Business proposals
- End-user manual
- Help systems
- Installation/setup manuals
- Procedures
- Programmer's guides
- Reference material
- Tutorials
- Web sites
- Software development documentation (requirement specifications, release notes, etc.)
- Other, please specify: _____

Demographic Information (Optional)

STC Member Yes No

Gender: Male Female

Years of experience in technical communication _____

Highest degree of education _____

In which cities have you worked? Please specify: _____

Do you maintain a home office? Yes No

Do you telecommute? Yes No

What percentage of the time do you telecommute? _____

Survey continued on page 9

Company Employees

Please answer the following questions as they applied to your work in 2002, not the current year.

What was your annual salary at the end of 2002 (select one)?

- Under \$15,000
- \$15,000-24,999
- \$25,000-34,999
- \$35,000-44,999
- \$45,000-54,999
- \$55,000-64,999
- \$65,000-74,999
- \$75,000 or over

Which of the following benefits did your employer provide (select all that apply)?

- 401(k) plan
- Bonus plan
- Day care
- Dental plan
- Disability insurance
- Life insurance
- Medical insurance
- Pension plan
- Pre-tax Medical and/or Dependent-Care Savings Plan
- Stock options
- Other, please specify: _____

Independent Contractors

Please answer the following questions as they applied to your work in 2002, not the current year.

What was your average hourly rate? _____

What was your highest hourly rate? _____

What was your lowest hourly rate? _____

How many hours did you work per week (average)? _____

How many weeks did you work? _____

For how many contracts/clients did you work? _____



Chapter Announcements

Monthly Planning Meeting

Contribute your ideas for programs and plans at the next Monthly Planning Meeting, which will be held on **Tuesday, March 18**, 6 p.m., at the Barnes & Noble coffee shop on Tucson's eastside. This lively discussion meeting consists of Administrative Council members and any chapter members who want to show up. We meet at the Barnes & Noble Booksellers located on the south side of Broadway at Rosemont, between Swan and Craycroft. Its coffee shop is at the front of the building. We'll save a seat for you!

Reminder: Job Bank E-mail List

The STC Opportunities (Job Bank) e-mail list includes all people who have asked to receive an STC Opportunity e-mail as soon as a job posting arrives for the SAZ-STC job bank. The e-mail often goes out before the job appears on the SAZ-STC Web site.

Paul Veverka will be handling the job bank duties while Bill Rost spends six weeks back east on family leave. If you want to be added to the list, send your e-mail address to Paul Veverka (paul.veverka@misyshealthcare.com). ■



Treasurer's Report

Carrie D. Cooper, Chapter Treasurer

HIGHLIGHTS of our chapter's finances through February 2002 are given below:

Cash balance at beginning of year\$3,140

YTD Total Income\$4,017

STC dues refund 2,211
Meetings income..... 1,065
Workshop income 701
Other income and cash donations..... 40

YTD Total Expenses\$3,793

Major expenses..... 237
Meetings expenses..... 2,380
Workshop expenses 547
Other expenses..... 629

Surplus \$223

Current bank balance\$3,364



Review: Quality Initiatives

Compiled by Brenda Huettner, Chapter Immediate Past President and
Beth Kane, Facilities

OUR FEBRUARY PROGRAM featured two speakers, Connie Ley from ASQ and our own Dave Carlson. Attendees totaled 23 (10 from STC, 12 from ASQ, and 1 nonmember); 25 people showed up, 24 of them for dinner, and five of the dinner people did not RSVP.

Our facilities committee had requested food for 20 people. Service was poor, and Marriott ran out of food several times. The workers, who had to be sought from behind closed doors, were slow to replenish it. It seemed as if they had enough food ready for only 15 people. The “food lady” [our regular server, Anne, who provides superior service] was not there. All beverages were self-service.

We got 14 responses (out of 28 attendees). Most people really liked the program, even though the food service was lacking. The overall scores were:

14%	wow
79%	good
7%	needs work

Suggestions:

More focus
Skills for gaining visibility in our work organizations

Selected attendee comments:

Enjoyable
Enjoyed meeting members of other prof. organizations and hearing about their work. Great idea!
Food – Wow, Service – YUK
Good topic
Had a great time!
Interesting – informative. Dave was also fun.
Lousy food and drink service. ■

STC Telephone Seminars

Train without leaving your office

STC IS OFFERING TWO seminars each month through March 2003. Telephone seminars have been successful in bringing cost-effective training to STC members and others seeking to improve their skills and knowledge. Register online or get more information at www.stc.org/seminars.asp. The cost is per site, not per person. U.S. sites pay \$145. An additional \$10 will be charged for registering less than five days before the seminar.

Making the Complex Clear and Pretty

Phylise Banner
March 12, 2003 – 1-2:30 p.m. EST

Evaluating an Index (even if you have only five minutes)

Led by Seth Maislin
March 19, 2003 – 1 to 2:30 p.m. EST





Letter from Linda: Clues for Successful Careers

Linda Oestreich, Region 5 Director-Sponsor

Linda says:

Hi there! Since my last article, I have visited Texas Tech Student Chapter, been to the January STC Board meeting in Austin, made a presentation at the Lone Star Chapter in Dallas, and was the keynote speaker at Austin chapter's awards banquet. In March, I will visit the Alamo Chapter for their 20th anniversary party, then in April I'll be in Utah for several days visiting the Intermountain Chapter, the Utah State Student chapter, and the BYU Student Chapter! Luckily, I'll be home for a breather before we all meet in Dallas at the STC@50 Annual Conference! Whew! This STC job sure is exciting!

One of the presentations I give is on Career Management. In it, I discuss several aspects of how our careers develop and share a model of career growth with my audiences. Recently, I found some notecards from a talk I'd given many years ago on Clues for Successful Careers. I took the serendipitous discovery of these cards as a sign that I should reconsider them for myself and share them with you:

#1. KEEP LEARNING. Aha! We must remember to stay current, stay dynamic, and read, read, read. Red Smith once said, "My advice to an aspiring sportswriter would be: don't be a sportswriter. Learn what the newspaper business is about before you become a specialist." So, my advice to you is to learn and do "core" more than "context." The tool skills are necessary, but if you don't know the underlying principles of why we do what we do, you might as well work in a vacuum. Learn about the business you're in. You'll serve it more professionally.

#2. FIND A PROFESSIONAL SOCIETY AND BE ACTIVE IN IT. Hey, folks, I didn't make this up! But the truth is out there. Being in a professional society offers you breadth of information about your work. It offers networking opportunities, and it offers growth. I received experience in STC that I was later able to use to qualify for promotions. If your professional society is for medical writers or usability experts or anime creators, that's fine! Just find one and use its resources. Get involved. Only being a name on a membership roster won't do you any good.

#3. FIND AND BE A MENTOR. Sometimes it's tough to be a mentor, but you absolutely should not only have one, but be one. Each of us must find one or more mentors to keep growing and succeeding. And just as importantly, we need to open ourselves to help others by being a mentor. Each of us needs at least one mentor, even experienced people like me! Mentoring is a supportive relationship that nurtures, informs, and smartens both parties! Make it happen!

#4. TAKE RISKS. Author and physician Paul Tournier said, "'Tis better to make a mistake in an honest choice than never to choose at all." We all know the story of how Edison failed hundreds of times to make the light bulb. I'm not saying we need to make hundreds of mistakes as we move forward in our careers, but I am saying that we need to try things that we're unsure of. We need to follow that intuitive spark and open that enticing door, even if we're scared of where they might lead. Staying in a place that's comfortable, but not quite what you want won't help your career become truly successful. Rather, it dims your vision of what could be.

#5. BE ETHICAL. To me, this clue is the most important of them all. As we move forward in our careers, we become more professional and other people respect us for our knowledge, our path to that knowledge, and our integrity. If we can't deliver what we have promised to do, whether it's a proposal, a report, or a picnic table, we must face the consequences and explain our failings. The practice of delivering more than you promise is a tough one to follow, perhaps more so today than ever before in my career. However, delivering less and then covering it up, blaming it on someone else, or arguing about the original agreement are never considered honorable. Your reputation is your most important asset. Guard it with your life and your career will show the effort was worth the pain. ■



Society Announcements

News from the Society

“Beyond the Bleeding Edge” Wants You!

Buffy M. Bennett, STC office, and Neil Perlin, Hyper/Word Services

Neil Perlin seeks speakers for “Beyond the Bleeding Edge” sessions at STC’s 50th Annual Conference to be held May 18-21, 2003, in Dallas, Texas. He is looking for speakers to present new or emerging technical communication topics at this year’s conference. If you are interested, please respond to Neil Perlin at nperlin@concentric.net by March 21, 2003.

Sometime between now and May 2003, might you

...create an IM ‘bot or a virtual person as a help interface?

...write a help system for a grid computing application?

...or do something else equally bleeding edge *and* applicable to technical communication?

“Bleeding Edge” presentations introduce technologies too new to offer in traditional conference sessions. If you’ve used a technology that you’d like to discuss (or hear someone else discuss), let us know. What types of topics?

New technologies. The 1999 and 2002 conferences included sessions on XSL and XLL, JavaHelp, WebTV, XML schemas, .NET, and Voice XML, among others.

Existing technologies that may be new to many writers, like Microsoft’s .NET Initiative or grid computing.

A Bleeding Edge presentation should be:

Novel — To be accepted, a Bleeding Edge topic must be fairly novel as of early 2003. The technology should be emerging now, or should exist now and be applicable to writers, but is little known by them.

Short — You have 25 minutes to cover the topic and take questions.

Informal — Attendees prefer handouts but this is at your discretion.

Level-appropriate — You can cover a topic at whatever technical level you consider necessary, as long as you let prospective attendees know what to expect.

If you enjoy investigating new technologies and like to talk about them, we want to hear from you.

Call for Articles — Global Talk

Global Talk, the newsletter of the International Communication Special Interest Group (SIG) of the Society for Technical Communication (STC), is looking for feature articles on intercultural communication for its upcoming issues. Features should be short (250-500 word) essays, commentaries, or articles on issues dealing with:

Culture and communication

Culture and design practices

Technology and intercultural communication

Translation and localization concepts and practices

Interactions involving clients and co-workers from other cultures

Individuals interested in either submitting feature articles or proposing/discussing ideas for feature articles should contact Kirk St. Amant at stamankr@jmu.edu. ■

Newsletter Staff

Editor

Carrie D. Cooper,
coopermail@earthlink.com

Copyeditor

Beth Kane, beth.kane@pearson.com

About the Newsletter

The Border Line is the official publication of the Southern Arizona chapter of the Society for Technical Communication (STC). Issues are published monthly from September to May. The design and layout of this newsletter are copyright STC, 2003.

Submissions

Contributions, book and product reviews, letters, and articles are welcome. We prefer items on topics that are relevant to the field of technical communication. For publication of your first article, you may attend one dinner meeting for free. Your text may be edited to conform to style guidelines and space restrictions of the newsletter. The word *very* shall be killed on contact. The deadline for submissions is the last Friday of each month.

Send submissions by e-mail (Word file or RTF) to the Editor. Include your name and telephone number. By submitting an article, you implicitly grant a license to this newsletter to run the article and you permit other STC publications to reprint it without permission. Unless otherwise noted, authors retain copyright.

Reprints

Reprints are permitted if you acknowledge the source and author and send us a copy of the publication containing the reprint: STC-SAZ, PO Box 14333, Tucson AZ 85732.

E-mail distribution

To save costs, *The Border Line* is sent via e-mail. To sign up, e-mail the Editor.

About STC

Our Mission..Designing the future of technical communication

The Society for Technical Communication (STC) is the world's largest professional association for anyone whose job involves communicating technical information. STC can be reached by mail at 901 North Stuart Street, Suite 904, Arlington, VA 22203-1822. Phone: (703) 522-4114. Visit STC on the Web at www.stc.org. ■

Chapter Contact Info

Administrative Council

President

Helen Marty, martyh46@msn.com

Vice President

Pat Markey, pat.markey@prodigy.net

Secretary

David Carlson, drcarlson@raytheon.com

Treasurer

Carrie D. Cooper, coopermail@earthlink.com

Immediate Past President

Brenda Huettner, bphuettner@aol.com

Committee Contacts

Chapter contact information for the fiscal year is listed below. If you see *Open*, you could be that person! Contact chapter President Helen Marty (martyh46@msn.com) for more information or to volunteer.

Bylaws Committee

Committee Chair: Pat Markey, pat.markey@prodigy.net

Communications Committee

Community Outreach: Brenda Huettner

Publicity: *Open*

Web page: Dirk J. Arnold, stc@spreck.com

Education Outreach: Open

Election Committee

Contact any member of the Administrative Council

Employment Committee

Job Bank: Bill Rost, bill.rost@misyshealthcare.com

Hospitality Committee

Committee Chair: Lucy Vitale, lblcontentmgmt@netscape.net

Membership Committee

Committee Chair: Judy McCabe, caribe966@aol.com

Member Database: Larry Hammer, larry.hammer@misyshealthcare.com

Newsletter Committee

Committee Chair: *Open*

Newsletter Editor: Carrie D. Cooper, coopermail@earthlink.com

Copyeditor: Beth Kane, beth.kane@pearson.com

Program Committee

Facilities: Beth Kane, beth.kane@pearson.com

Recognitions (Ad hoc)

Committee Chair: Pat Markey, pat.markey@prodigy.net