



# THE BORDER LINE

News from the SOUTHERN ARIZONA CHAPTER



May 2005 • Volume 9, No. 9

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## STC Mission Statement:

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

Contact the STC at

901 N. Stuart St., Suite 904

Arlington, VA 22203-1822

Phone: (703) 522-4114

Web site: [www.stc.org](http://www.stc.org)

## Southern Arizona Chapter Mission Statement:

To increase public awareness of the technical communication profession and to serve as a resource to STC-SAZ members.

## Chapter Meeting Notice

### Annual Meeting: Awards and Recognitions

This event is our end-of-the-chapter-year meeting. An annual report of our year will be presented. There are so many successes, thanks to the hard work of our members. This celebration focuses on all we have accomplished.

We will recognize the PAO judges, announce and present the college scholarship award, honor the many volunteers who have contributed to chapter achievements, recap the STC Conference in Seattle and have a great deal of fun.

Members and nonmembers are invited to attend this casual and informal meeting. It is a wonderful event for networking.

### Save the Date: Thursday, May 26 (New Date, New Location)

**Place:** Café Ramey (**NEW VENUE**) located at 1661 North Swan Road (SW corner of Pima and Swan, inside the courtyard of a small office building).

**Time:** Registration from 5:30 to 6 p.m. Dinner from 6 to 7 p.m. Program from 7 to 8:00 p.m.

**Menu:** Please include your choice when you make your reservation:

- grilled herb chicken breast with mango salsa including mashed potatoes and seasonal vegetables
- grilled sea bass with sun-dried tomatoes over risotto including seasonal vegetables
- vegetarian pasta with artichoke hearts, sun-dried tomatoes, kalamata olives, roasted peppers and feta cheese

All of the above served with salad, homemade chocolate torte, tea and coffee (wine or beer may be purchased separately).

**Cost:** \$5 STC members; \$10 nonmembers.

**RSVP:** To reserve your spot, send an e-mail message to Kitty Aughey ([kaughey@cox.net](mailto:kaughey@cox.net)) by 4 p.m. Monday, May 23. ■

## Join Us for Summer Casual Dinners

Summer is the time for us to kick back and relax. We are planning three networking dinners: Firecracker Grill (June 9), Garcia's (July 14), and Feast (August 11). Contact Carrie Cooper at [carrie.cooper@acs-inc.com](mailto:carrie.cooper@acs-inc.com) for more information.

## Save the Date: July 9

Join us on Saturday, July 9, 9 a.m. to noon at the Miller-Golf Links Library (south side of Golf Links, ¼ mile east of Harrison) to help prepare our agenda for the next fiscal year. We need your input about the types of programs to present, and we even provide breakfast. ■

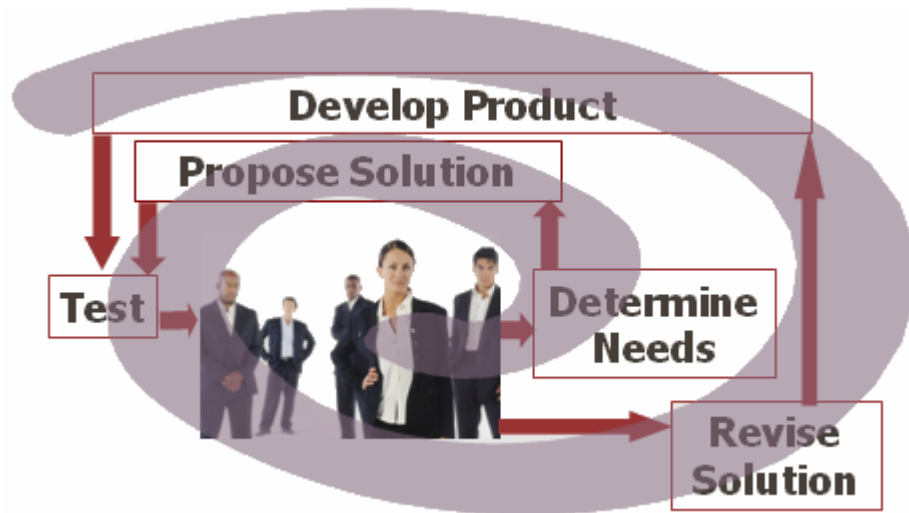


## Program Review

# Introduction to Usability for Technical Communicators

By Pat Markey, Immediate Past President

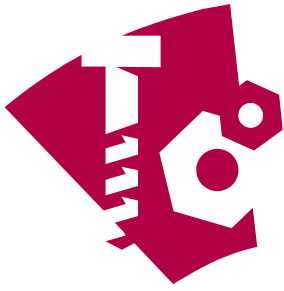
The program at our May meeting with Brenda Huettner focused on usability. This program received one of the highest aggregate scores of the year. Brenda's experiences have helped her formulate a practical approach to implementing usability strategies. Whether a project is online or in print, technical communicators are often the first and last line of defense against unusable products. We have to understand the goal of the product and the needs of the users. Her underlying premise is that the process must be iterative. There should be several passes between developing the product, testing, determining needs, proposing a solution and constant review and revisions, as Brenda shows in the following diagram:



Brenda also discussed a list of useful Web site references. The following is a sampling, in no particular order of importance:

- National Cancer Institute's Usability site  
<http://www.usability.gov>
- Questionnaire FAQ (by Jurek Kirakowski)  
<http://www.ucc.ie/hfrg/resources/qfaq1.html>
- STC Usability SIG  
<http://www.stcsig.org/usability/>
- Useit.com (Jakob Nielsen)  
<http://www.useit.com/>
- Usability Professionals Association  
<http://www.usabilityprofessionals.org>
- User Interface Engineering (Jared Spool)  
<http://www.uie.com>

Brenda is an STC fellow and an active member of the Management Special Interest Group (SIG) and the Southern Arizona Chapter. In addition, she has many years of experience as an independent technical communication consultant, book author, and speaker at local, regional, and international events. Brenda is principal of her own company, P-N Designs, Inc., runs several Web sites, and participates actively in the IEEE Professional Communication Society and the Usability Professionals Association. 🍀



For more information, go to our Web site at [www.stc-saz.org](http://www.stc-saz.org), where Fred has posted some of his lessons. You will find them on the Resources page under "March 2003." Fred has done his best to keep the links up to date, but there are no guarantees.

## Feature Article

# Providing Quick, Flexible Training on a Tight Budget

By Fred Sapio, Senior Member

As a technical writer, how do you deliver training to a large group of software developers when their work schedules do not permit disruption, and your budget for training contracts and facilities is zero?

In late 1999, my employer launched a major development initiative for our next-generation product. The new product was going to increase the workload for our writers, but we would have to cope without additional staff.

My *second* response to this news was to suggest to management that we might accomplish this feat if the new interface was more intuitive to use, requiring less documentation.

Consequently, I was asked to write a usability specification for the new product. In four weeks I had to become the company usability expert and provide a comprehensive specification that our software developers could understand and use.

## A Useless Specification?

Within two days of starting this project, I realized that usability is not achieved by applying a strict set of rules, rather it is attained by adapting relevant principles to individual cases. I also realized that our developers did not need a specification—they needed training.

I had no budget for a usability trainer or a large training facility, and no ability to disrupt the busy schedules of the software developers. However, I did have one month and several piles of usability documentation that I downloaded from the Web.

## The Experiment

I went back to management with a new proposal: I would provide daily lessons via e-mail to the developers. Each lesson would take 15 minutes, and the entire usability course would last 20 days (one working month). Each daily lesson would contain a brief introduction and one or two links to existing topics on the Web. Occasionally there would be additional links to optional reference material. The developers could read the lesson anytime during the day at their convenience, and they would not have to disrupt their schedules to attend class.

A trial run was launched. In early 2000 I sent the first mailing to a test group of software developers, managers, and executives. The response was very favorable and I was given the "go-ahead" to provide the entire course to all the project developers. Several months later I mailed the same lessons again to software developers who were working on other projects. In 2001 I sent a third mailing to newly hired software developers. Finally, in 2002 I was asked to update the lessons and send them to our Vancouver office for distribution there.

## Some Limitations

Using e-mail lessons to deliver training has its advantages, but it also has limitations. In their most simple form the lessons have no exercises to reinforce training, and no testing to prove competency. Because the lessons use material from the Web, you must update expired links when necessary. And management must give explicit support for the training in order to maximize participation by recipients.

## Results

The e-mail lessons were valuable in that they introduced usability concepts to the company, but we are no longer using the lessons for training. We now need to formally integrate usability concepts into our development processes. This integration includes coordinating product requirements with customers' needs, requesting customer assistance to test our interfaces, developing a company design guide, and providing targeted training to our employees.

Because of the e-mail lessons, the acceptance of usability principles is now a "no-brainer" in the company. We currently have an outside agency under contract to help us formally institutionalize usability practices.

## The Next Step

One variation of the e-mail lessons that may prove useful for our future requirements would be to develop in-house content for the e-mail links. Usability training could then be highly customized for our employees, and there would be no reliance on Web links that might expire unexpectedly. And by using a free open-source CMS such as Moodle (Modular Object-Oriented Dynamic Learning Environment at <http://moodle.org>) we can include user authentication, lesson branching, quizzes, and automatic grading fairly easily. From there, it is a small step to developing e-mail-triggered introductory product training for our customer training packages. ■



## STC-SAZ President's Message

### Thank you for a Successful Season!

By Kitty Aughey, Associate Fellow

As we wind up this chapter year, the year of Exploring Change, I want to express my thanks to all who participated in chapter activities and served on committees. We are a small chapter but we are "mighty."

We have completed many of the things that large chapters accomplish. To name just a few changes: we increased our membership from April 2004 to March 2005 by 19%, authored a new mission statement, and completed STC rechartering paperwork. Additionally, the strategic plan was updated; we had eight chapter meetings, four networking dinners and one workshop.

We activated an STC-to-business committee and the group will present a program in September. Thanks to our Silent Auction fund-raiser in December, we have a scholarship recipient. Let's hope we can always earn enough at this fun event to present annual scholarships. Thanks to careful planning and tons of volunteer help, our chapter is financially stable.

Please attend the Annual Meeting, Awards, and Recognition celebration May 26. We can enjoy our successes and recognize jobs well done. It is always a fun evening.

The STC-SAZ team is one in a million! It has been a joy, privilege and honor to serve as your president this year.

Kitty ■



Linda L. Oestreich

## Director's News

### Last Note from Linda

By Linda L. Oestreich, Director-Sponsor for Region 5

Well folks, the results of the election are in! I am extremely sorry that I won't be continuing to be a voting member of the board of directors, but I will still be on the board as an assistant to the president (AP)! In fact, Region 5 will be well-represented: Suzanna Laurent will be president, Sherry Michaels is the new director from Region 5, Judy Glick-Smith is the new AP Leadership Resource, and I am the new AP Recognition. Pretty cool for R5, huh?

I have had a great time being in your lives these last three years and, come May 10, I will officially hand the directorship duties over to Sherry Michaels from the Phoenix chapter. I know that you will be in good hands with Sherry and that she will honorably serve the needs of the Society. Please give her your support and your voice. She will need you as she takes over these responsibilities just as I have needed you these past three years. Please send her your congratulations. I know she'll be in touch soon!

Be well, my friends!

Linda ✚



## STC News

### 2005 STC Election Results

By Peter R. Herbst, Executive Director

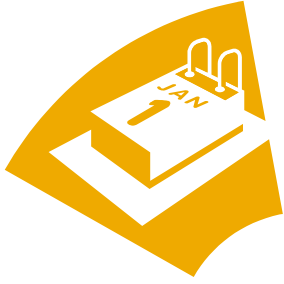
The election results have concluded and all the candidates have been notified by the nominating committee. In addition to this e-mail, the board will be notified by mail of the results with the actual counts. The results will be published in the June issue of *Intercom*, the May/June issue of *Tieline*, and on the [STC Web site](#).

Results are as follows:

- President – Suzanna Laurent
- First Vice President – Mike Bates
- Second Vice President – Paula Berger
- Treasurer – William C. Wiese
- Director, Region 1 – Cynthia Currie
- Director, Region 5 – Sherry Michaels
- Director, Region 7 – John Hedtke
- Nominating Committee – Michelle Didier and Martha Sippel

All of the proposed amendments passed.

Note: The voting response rate was 13% of the eligible voters this year. The response rate was 13% in 2004 and 13.6% in 2003. ✚



## Chapter News

### 2005 SAZ Election Results

By Patricia Markey, Immediate Past President

The Teller’s Committee, consisting of **Bill Rost**, **Gabrielle Burns** and **Pat Markey**, met Thursday, April 26, to count the votes. These votes represented a 27% response rate of eligible voters.

The results are as follows:

- President: Kathleen Aughey
- Vice President: Carrie Cooper
- Secretary: DeAnn Drottz
- Treasurer: Richard Cook

Congratulations to this dedicated group of volunteers. 🍀



### 2005 SAZ Survey Results

By Bob Epstein, Senior Member

Over the last few weeks we have gathered input on the subjects of most interest to our membership. Over 60% of our 48 current members participated, which is a fine and significant contribution to our future planning.

Here are listings of our top results, along with a sampling of your comments. The percentages help to indicate the amount of support for individual items.

#### Survey Results

***The top benefits of STC membership to you personally:  
(as a percent of the highest total score possible)***

- Keeping up with industry changes and trends (89.7%)
- Networking (84.5%)
- Professional development opportunities (84.5%)
- Updating job skills (81.0%)

*Added comments:* “... the friends I’ve made”

***The top two reasons you come to STC programs:  
(as a percent of total respondents)***

- Explore new ideas related to the profession (93.1%)
- Networking (62.1%)

*Added comments:* “... STC helps me do my job better.”

“... opportunities to connect with others in my field.”

***The two top factors that deter you from attending meetings:  
(as a percent of total respondents)***

- Conflicts with other obligations (65.5%)
- Topics not of interest (48.3%)

*Added comments:* “... need to RSVP early.”

“... need for student discounts.”

***The best chapter event you attended in the last (or prior)  
year: (as a percent of total respondents)***

- Network & Nibble (networking and résumés) (17.2%)
- Usability for Tech Writers (13.8%)

***A sample of comments about what made these “best” meetings so enjoyable:***

- “... the practicality”
- “... great handouts; could apply networking skills right there”
- “... great presenter, silent auction, great atmosphere”

***A sample of comments regarding one thing you would change about STC Programs:***

- “... facilities; table setup and chairs”
- “... more speakers from outside the chapter; greater variety of people to interact with”
- “... quality of dinner ... ability to select less costly meal/snacks on site”

***The professional skills you would most like to develop:  
(as a percent of total respondents)***

- Web design and publishing (62.1%)
- Information design (41.1%)
- Graphics/visual design (37.9%)
- Usability and human factors (37.9%)

***The basic and advanced “tool” topics of greatest interest to our members:  
(as a percent of total respondents)***

- Graphics and visual communication - Advanced (55.2%)
- Adobe Acrobat - Advanced (41.4%)
- Flash - Basic (27.6%)
- Dreamweaver - Basic (20.7%)
- Flash - Advanced (20.7%)
- FrameMaker - Advanced (20.7%)
- HTML-based Help (generic, cross-platform) - Advanced (20.7%)
- AuthorIT - Basic (20.7%)
- Dreamweaver - Advanced (20.7%)

***The general topics of greatest interest to our members:  
(as a percent of total respondents)***

- Future trends in the profession (51.7%)
- Marketing yourself or your small business (48.3%)
- Content and Knowledge Management (41.1%)
- Developing Web-based training (WBT) (41.1%)

All of this information is useful to us to determine where we want to expend our energy and what programs we want to present next year. If you have any ideas that you would like to offer, please join us for the July 9 planning meeting. 🍷



## Membership News

### Scholarship Winner

By Carrie Cooper, Scholarship

Congratulations to **Kristina Beckman**, who was awarded this year’s \$200 STC-SAZ scholarship. Please meet Kristina and celebrate her award at the May 26 meeting. 🍷



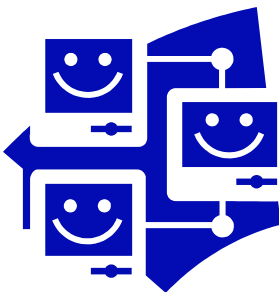
## Member Publications

### How Academics and Practitioners Evaluate Technical Texts

**Christine Abbott** has an article in the current issue of the *Journal of Business and Technical Communication* (JBTC), April 2005, Vol. 19, Number 2, pp. 171–218, entitled “How Academics and Practitioners Evaluate Technical Texts: A Focus Group Study.” She co-authored the article with her colleague at Northern Illinois University, Philip Eubanks.

That issue of JBTC also includes a review of the book, *Innovative Approaches to Teaching Technical Communication*, in which Christine has a chapter describing her work in helping create the Chicago STC Institute for Professional Development, now in its 10th year. The reviewer calls her chapter “the most practical yet thought-provoking piece. Christine Abbott's essay addresses the process of establishing and maintaining university-industry partnerships and research-practitioner collaborations in offering joint technical communication courses. Such engagement and collaboration result in cross-fertilization between theory and practice by offering students access to mentors from business and real-world client projects. Given the broad push to bridge the divide between theory and practice, Abbott's effort to bring practitioners and academics together in technical communication courses serves as a powerful paradigm to achieve such goals.”

Christine is an STC fellow and was awarded the STC Jay R. Gould Award for Excellence in Teaching. She serves as chair of our education committee and recently gave a presentation at our March meeting on “Covering Your Ass(ets) – The Politics of Organizational Writing,” which is the topic of her forthcoming book. Her first book, *Technical Writing in a Corporate Setting: A Study of the Nature of Information* was published by Ablex in 1990. ✦



## Chapter Activities

### Business Outreach

The committee has formulated action items to be completed before the beginning of the next season. These items include: (a) creating a list of the top 100 to 200 employers in the Tucson area that potentially employ technical communicators, and (b) creating a basic presentation focused on discovering businesses' needs, what we as professionals do, and what the STC does to make those match. We welcome participation in our planning and the work ahead. For more information and some constructive fun this summer, contact Robert Prater at

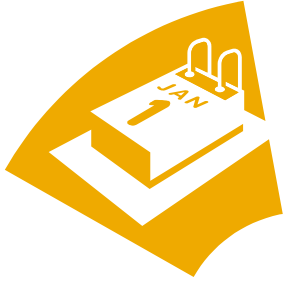
[robert@praterinstrumentation.com](mailto:robert@praterinstrumentation.com) or Pat Markey at [pat.markey@comcast.net](mailto:pat.markey@comcast.net). ✦



## Tucson Community and Networking

### Annual “Big C” Mixer June 21

Five local professional associations will join for the **5th Annual “Big C” Mixer** on Tuesday, June 21, from 5:30 to 7:30 p.m. Westin La Paloma Resort & Spa is host of the networking event, open to all members and guests of the five associations: Tucson Advertising Federation, Tucson American Marketing Association, International Association of Business Communicators Southern Arizona Chapter, Public Relations Society of America and the Society for Technical Communication Southern Arizona Chapter. Host of *The Bobby & Brad Show* and program director on *94-9MIX FM*, **Bobby Rich** will emcee the event. Information is available at [www.tucsonadfed.org](http://www.tucsonadfed.org). For questions, call 326-1060. ✦



## Clip and Save

# SAZ Program Schedule

Programs are held on the **second Thursday** of each month in Tucson, Ariz.

**New meeting location** effective November 2004: Varsity Clubs of America Suites Hotel, 3855 E. Speedway Blvd. (northwest corner of Speedway and Alvernon)

- **October 14, 2004:** Career perspectives from new writer to seasoned vet. This is our last meeting at the Courtyard by Marriott.
- **November 11, 2004:** Lin Surasky, FrameMaker Tips and Tricks. See meeting announcement on page 1.
- **December 9, 2004:** Janina Latack, Stress Management, plus annual holiday party and silent auction.
- **January 13, 2005:** NEW! Casual networking dinner (no program) at elle – a wine country restaurant – 3048 E. Broadway (at Country Club).
- **February 10, 2005:** Avon Murphy, What new technical communication books tell us about our profession.
- **March 10, 2005:** NEW! Christine Abbott, “Cover Your Assets” for Tech Writers.
- **April 14, 2005:** CHANGED! Brenda Huettner, “Usability for Tech Writers.”
- **May 26, 2005:** Annual Meeting: Awards, and Recognitions. (**NEW VENUE**)

The program schedule is subject to change without notice; for up-to-date meeting information, visit [www.stc-saz.org](http://www.stc-saz.org). 🍀

## SAZ Planning Schedule

All chapter members are invited to join the executive council and committee heads at the monthly planning meetings. Come participate in the way the chapter is run! You'll have an opportunity to express your opinion and learn about the inner workings of our chapter.

October 26, 2004	February 22, 2005	Saturday, July 9, 2005, 9 a.m. to noon (for 2005-2006) Golf Links Library at Golf Links ¼ mile east of Harrison.
November 23, 2004	March 22, 2005	
December 28, canceled	April 26, 2005	
January 25, 2005	May 24, 2005 canceled	

Regular planning meetings are held in the café at Barnes and Noble on Broadway (east of Swan) at 6 p.m. on the **fourth Tuesday** of the month. 🍀

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

## 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: \_\_\_\_\_



## Opportunities for Education

### STC Remote Seminars

With all seminars, the cost is per site, not per person. There are additional seminars scheduled for the summer. For more information, visit the STC Web site, [www.stc.org/seminars.asp](http://www.stc.org/seminars.asp).

### Adding Interactivity to Online Documents

Passive reading, watching, and listening may allow users to gather simple information, but these methods are seldom effective in acquiring skills, gaining knowledge, or developing judgment. More and more, we need to make our documents interactive. This seminar will demonstrate simple ways to fill your online help, electronic documents, and Web pages with meaningful interactivity that makes learning more like playing a video game than reading the dreaded manual.

- **Presenter:** William Horton
- **Date:** Wednesday, June 8 | 10–11:30 a.m. Pacific Daylight Time
- **Seminar Type:** Web-Telephone
- **Seminar Level:** Intermediate

### One World Publishing: Single-source Editing and Translation

Until now, international technical communication has treated single-source editing, translation/localization, and cross-media publishing as separate processes of document development for a global audience. In its life cycle, a translated document passes through many hands, including those of editors, translators, and producers—an inefficient process. Nowadays, continually decreasing “time-to-market” cycles demand an integrated process that is as fully automated as possible.

Welcome to One World Publishing (OWP). The OWP-concept encompasses practically all desktop production technologies, allowing you to use a single publishing system to develop documents in virtually all languages, regardless of the language version used by the machine's operating system.

- **Presenter:** Michael Plattner
- **Date:** Wednesday, June 22 | 10–11:30 a.m. Pacific Daylight Time
- **Seminar Type:** Web-Telephone
- **Seminar Level:** Intermediate/Advanced 🍷



## Networking

### STC Phoenix Chapter News

#### Flash Intermediate Workshop

Join Phoenix chapter members Saturday, May 21, for an intermediate workshop on Macromedia Flash MX 2000.

This workshop is designed for those familiar with Flash MX. Learn how to create Web pages that demonstrate creative interface design with more complex graphics, animations, and sound. Basic Web site navigation and interactivity will be achieved through an introductory level of action scripting within Flash MX. (eight hours)

For more information, visit the Phoenix Web site, [www.stc-phoenix.com](http://www.stc-phoenix.com). 🍷



## Networking

### Call for Proposals

#### Conference Planned for November 11–12 in Phoenix

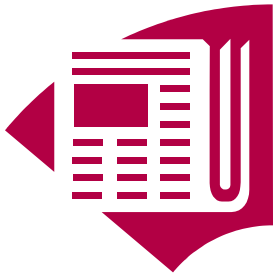
Do you have an oasis of experience or expertise that ensures your resilience, survival, and success as a communicator of technical information? If so, the STC Phoenix chapter and the STC Instructional Design and Learning SIG invite you to the 2005 Region 5 Conference to share what you know.

Organizers of the conference, which will take place November 11 and 12 in Phoenix, seek speakers who can discuss such technical communication topics as:

- E-learning design and development
- Single-source documentation
- Information design
- Usability and human factors
- Web design and publishing
- Graphics and visual design
- The tools of the trade (software, processes, basic and advanced skills)

#### Proposals Due June 15 for 2005 STC Region 5 Conference

The Call for Proposals is available on the conference Web site at <http://www.region5conf.com> ■



## Breaking News

### Chapter Achievements

#### SAZ Awarded Chapter of Distinction

The Chapter Achievement Awards were announced at the STC Conference in Seattle, and the Southern Arizona Chapter has won the highest honor in its category. The Chapter Achievement Award recognizes a professional or student chapter's outstanding accomplishments in achieving the Society's goals through a wide range of programs and activities. Only one chapter in a category may receive the highest honor, Distinguished. Congratulations to all who participated.

#### SAZ Re-chartering Has Been Approved

As a result of the reorganization of STC, all chapters have had to submit information to ask to be re-chartered as an ongoing community. This process was not simple. Thanks to the able leadership of our president, Kitty Aughey, and the hours of volunteer work of people who are committed to this chapter, we submitted our documentation in time for the STC board to announce our status at the Annual STC Conference. Once again, congratulations to all who participated.

#### *The Border Line* Received Award of Excellence

Our chapter newsletter, *The Border Line*, has received an award of Excellence in the STC newsletter competition. Congratulations to all of you who helped, particularly Pat Markey, Helen Marty, Judy McCabe and DeAnn Drottz. ■

## About the Newsletter

### Editor

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*The Border Line* is the official publication of the Southern Arizona chapter (SAZ) 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, 2005.

### Publication Policies

We welcome contributions, book and product reviews, letters, and articles that are relevant to the field of technical communication. **The submission deadline for the next issue is the 4th Tuesday of the month: July 26.** Your text may be edited to conform to style guidelines and space restrictions of the newsletter.

### Copyright Statement

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.

### Reprint Policies

Reprints are permitted if you acknowledge the source and author. Send us a copy of the publication containing the reprint: STC-SAZ, P.O. Box 14333, Tucson, AZ 85732, or e-mail the [Editor](#).

### Distribution

*The Border Line* is distributed via e-mail. To subscribe, join the ListServ from our Web site at [www.stc-saz.org](http://www.stc-saz.org). 📧

## Chapter Contacts

### Administrative Council

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#### Treasurer

Richard Cook: [rcook6701@yahoo.com](mailto:rcook6701@yahoo.com)

#### Immediate Past President

Pat Markey: [pat.markey@comcast.net](mailto:pat.markey@comcast.net)

## Committee Contacts

### Bylaws Committee

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Web Site – Brenda Huettner: [bphuettner@aol.com](mailto:bphuettner@aol.com)

### Education Outreach Committee

Manager – Christine Abbott: [cbabbott@aol.com](mailto:cbabbott@aol.com)

### Election and Nominating Committee

Manager – Pat Markey: [pat.markey@comcast.net](mailto:pat.markey@comcast.net)

Committee – Bill Rost: [Bill.Rost@misyshealthcare.com](mailto:Bill.Rost@misyshealthcare.com)  
and Dave Carlson: [drcarlson@raytheon.com](mailto:drcarlson@raytheon.com)

### Membership Committee

Manager – Judy McCabe: [caribe966@aol.com](mailto:caribe966@aol.com)

Membership Assistant – Gabrielle Burns: [gurns@breault.com](mailto:gurns@breault.com)

Database – Richard Cook: [rcook6701@yahoo.com](mailto:rcook6701@yahoo.com)

Employment – Paul Veverka: [paul.veverka@misyshealthcare.com](mailto:paul.veverka@misyshealthcare.com)

ListServ – Judy McCabe: [caribe966@aol.com](mailto:caribe966@aol.com)

### Program Committee

Manager – Carrie Cooper: [carrie.cooper@acs-inc.com](mailto:carrie.cooper@acs-inc.com)

Facilities – Pat Markey: [pat.markey@comcast.net](mailto:pat.markey@comcast.net)

## Past Presidents of the Southern Arizona Chapter

1998-1999 – Dirk Arnold

1999-2000 – Debra Parker (Crawford)

2000-2001 – Barbara Fraps

2001-2002 – Brenda Huettner

2002-2003 – Helen Marty

2003-2004 – Patricia Markey

2004-2005 – Kitty Aughey