



Newsbrief

The Monthly Publication of the Mid-South Chapter, STC

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December 2000

White Elephant Book Swap!

by Amy Hollister



No, your editor has not lost her mind—yet. I am sure that you are all familiar with Holiday parties with a “gift grab” or a “take-away” theme. If not, they usually go like this:



1. Each person brings a book (\$10 or less in value), donned with festive holiday wrap.
2. The first person at the table selects a wrapped book and opens it. (If it is something that you might want to keep, I would suggest that you not make a big “to-do” about how special your book is—you might even wish to sit on it—literally!)
3. When it is your turn, you have two options, you can:
 - take the book that a neighbor before you has selected and unwrapped (and is possibly hiding)

or

 - select an unwrapped book and open it

This process continues until each person in the room has a book. Thus, the meaning for the term “swap”.



We being writers, a “book swap” will be a fun and creative idea for this year’s holiday party. We all **have** books and we all **love** books.

So why not **share** a favorite book with your friends? You just never know what you might learn about each other and yourself!

Please join us at the **Napa Cafe** on **Monday, December 4th** at **6:00 p.m.** You are “bound” to have a good time! ☺



by Amy Hollister per Dr. Mary Battle’s November discussion

Are you a ‘terminologist’? Perhaps an ‘information manager’? I know, you must be a ‘customer information engineer’!

Chances are, you may not be aware of what “kind” of professional communicator you are—I am not sure if I even know what I am anymore.

It appears that we technical communicators come in all shapes and sizes, er...if you will excuse the analogy. I mean, who ever heard of such titles: terminologist, information manager, customer information engineer, and implementation coordinators?

Dr. Mary Battle of the University of Memphis was our speaker for November’s meeting. She discussed her experiences from attending Forum 2000.

Forum is an international conference organized by the international umbrella organization INTECOM, the International Council for Technical Communication. Forum conferences take place every five years. The first one was held in Malmö, Sweden, in 1975, the last one in Germany in 1995, and this year was held in London, England.

The extraordinary character of Forum conferences is that there are no papers or speeches. Instead there are Idea- Markets. In an Idea-Market, the presenters are called “activators”: they don’t read their papers to a rather passive audience but motivate the audience—to discuss their subjects with them. The



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subjects are published in a conference handbook and sent to registered conference participants prior to the conference.

Lively professional discussions among both presenters and participants characterize Forum conferences. Participants contribute with their knowledge to the success of the conference, as much as the activators themselves.

Dr. Battle passed the torch on to us 15 lucky listeners regarding:



- The importance of ISO Standards for communications in and with Europe
www.tekom.de
www.info@tekom.de
- The need for advisory councils or bars at Universities to help practitioners and academicians remain in productive contact
- Terminology:
www.unilat.org/dtil/etis/index1.htm

www.unilat.org/dtil/etis/questce.htm

- Methods of certification in various countries
- Ken Rainey's World Wide Web's listing of theses and dissertations (you can e-mail Ken at: krainey@spsu.edu)



You might want to start saving now, because the next meeting (in three years) will be in Milan! 🇮🇹

Welcome New Members!

by Amy Hollister

I am pleased to announce that we are blessed with the bounty of

more membership! Please join me in welcoming:



Jacque Dale

Jacque joins us from Murray, KY where she received a Bachelor of Arts degree from Murray State University, Murray, Kentucky. She is the Senior Curriculum Developer and Technical Writer for Industrial Training Services, Inc. in Murray, Kentucky. Her job consists of developing technical manuals and custom designed training materials for companies and industries, such as Mattel, Westvaco Corporation, Dean Foods, National Propane Gas Association, and Columbia Gas and Transmission. Jacque also develops and facilitates management training seminars with emphasis in organizational communication, behavior profiling, management skills, etc.

She is the mother of two lovely and musically talented daughters who have pursued their musical talents in school and college. When she is not writing at the computer, her interests are reading (fiction and non-fiction), playing the flute, gardening, and watercolor painting.

Janice Richie

Janice is a Senior Business Applications Analyst in the Data Capture department of FedEx Services.

Michael Van Epps

Michael is a Senior Communications Specialist in the Corporate Communications department of FedEx Express' Ground Operations.

The Interview From... Well, You Know

by Jeff Hanvey



Which is worse? An explosive interview or a slowly imploding one? You be the judge: This is a true story. And I do not blame Kinko's.

I got a call from the HR director of a financial software company in Nashville. He'd gotten my resume from the web and really liked what he saw: The company was small and very into documentation - and liked to mentor new writers.

I felt **very** good after the phone call, and he did, too. They hadn't found anyone who "fit" the company's personality yet, but I seemed to be the best (He told me this). The interview, he explained, was a 4-hour, tag-team event. I'd interview with him first, then with the editor, then with the rest of the team.

I called a friend of mine who lives in Nashville and had her do some checking. She really liked to company and thought it'd be a good move, so she invited me to come up and stay overnight with her and her husband so that we could catch up. Everything went downhill from there.



I was late getting to her house (because of Tennessee's wonderful road construction) and then we were up until 2 a.m. talking. Can you guess what happened next? Yep, I over-slept! With an hour to *find* a copy center so that I could run off my writing samples and get the meeting, I jump out of bed and rush to the computer to print out my resume and writing samples. While they were printing, I

quickly showered. While dressing, I discovered that my shirt was ripped. Of course, I didn't bring a back-up or even an undershirt. Luckily, it was in an inconspicuous place, so I didn't worry too much about it.

What was worse was discovering I didn't bring my dress shoes. All I had was my high-tops. Determined not to let it worry me, I put them on and left, grabbing the stuff from the printer as I went.



Lucky for me, there is a Kinko's right next to the place I'm interviewing, so I went in and had copies of my writing samples made. Since they were extremely busy, I didn't get my copies until 10 minutes before my interview. I stuffed them into my briefcase, without noticing that they bleed black ink onto my hands.



Well, this day was extremely hot, and my car didn't have air conditioning, so I was sweating bullets. What's the most natural thing to do? I wiped my face with my ink-blackened hands.

So there I am, going to an interview wearing high-top shoes; a torn, sweat-marked shirt; and black ink on my face (which, by the way, no one ever mentioned and I noticed only when I got back into my car *after* the interview).

So much for a neat appearance.



I gave the receptionist a reason for being there, and she called the HR guy. I sat down. And sat. And sat. Finally, 20 minutes later, I was to the fidgety stage (and had forgotten all about my writing samples) when the HR guy came out

to shake my very sweaty hand (but no longer dirty—it was either on my face or on my pants, which were, luckily, dark). He apologized for the wait and informed me that he'd forgotten to tell the writers I was coming, so they weren't prepared. While they got ready to talk to me, he decided that I should talk to the editor.

She was really nice, but we had no chemistry. In fact, talking with her was downright cold, especially after making a bad impression by giving her my crinkled writing samples that:



- were out of order, out of focus, and out of square. (thanks to the wonders of my not checking them). They were also not stapled.
- had a typo in the first line of the first page. (a draft of an unproofed document that she wasn't supposed to see).

Strike three was my trying to explain that the document wasn't supposed to have been a sample—that it was still in progress. It sounded even to me like an excuse. Needless to say, that meeting was short.

Things picked up when I met with the rest of the team. We were relaxed and getting along well. Two things happened to change all that:

1. We're joking about the relaxed environment of the company, and I mentioned that the editor had her shoes off when she was interviewing me. Everyone in the room kind of eyed each other nervously. I don't know why this became a polarizing moment, but the excited and relaxed feeling suddenly became tense and cautious. To this day, I have no idea what happened at that moment.

2. The web developer tossed me a packet of materials. When I stood and reached to get it, the inconspicuous little rip in my shirt

turned into a full blow out. Everyone fell silent and I froze. Too scared to look at the damage, I sat down and kept my arms close to my sides.

I pushed on, just wanting to get out of there. My last interview was with the HR guy. He met me in the lobby and didn't bother to bring in anything - no job description or benefits list. All he asked was if I had any questions. I think at this point I was in shock and couldn't remember any of the well-formed questions I had written down and conveniently left in the car.

I do remember that he asked for a clean copy of my resume, which I thought I'd left in the car. That was really the last strike against me—I had to go get it, only to discover that I didn't bring a copy with me (when I got back to my friend's house, I found the printer sitting there, still waiting for someone to stick paper in it so that it could finish printing. It lacked one document: my resume).

The “moral” of the story is:

1. Make **plans** for the interview. And make back-up plans. It wouldn't hurt to keep a checklist of your plans handy so that you can make sure you're following them to the letter.



2. Make all preparations well in advance.

I had a week to get ready for the interview, but kept putting off getting copies of my writing samples.

3. Carefully choose which writing samples you want to present to the interviewer(s) and proofread them well. Take **only** these samples to the interview—not your entire portfolio.

4. **Always** keep a spare suit of clothes in your car.



Most importantly:

5. You can't control everything. Accept that fact.



Editor's note:

Jeff Hanvey graciously supplied me with this humorous look at interviews and how to learn from our mistakes. He has more interesting articles, which can be found on his web page:

<http://angelcities.com/members/jewahe/>.

He is currently employed as a contractor with FedEx.

I Say E-Mail You Say Email—Let's Call the Whole Thing Off!



submitted by:

Jeff Vowell, previous member and longtime friend of the Mid-South chapter, STC

In the November 2nd edition of *Webreference Update Newsletter*, author Meryl Evans takes on the techno lingo of the Internet age and tackles the tough issues. Are there really grammar rules for the Web? Find out if you should be writing html or HTML code for the Net.

The Demise of Email

To hyphenate or not to hyphenate? That is the question we all ask when we type the abbreviated version of electronic mail. Wired Magazine announced that it should be hyphenated. Yet, The New Hacker's Dictionary uses "email" in its glossary and Geek.com uses the hyphen. Personally, I prefer it without the hyphen just because I'm lazy. But Wired does have a point,

"e" does represent electronic and therefore e-mail is really two words. Thus, "e-mail" makes sense. However, most of the world is not going to switch overnight and you'll see plenty of "emails" floating around.

Now, settled, about or And the multitude of other words that have only recently become a part of our daily vocabulary?



Well, let's end it once and for all. Here are the facts and resources to help you ensure (and NOT "insure," but that is another story) you're writing web terminology correctly or close to it anyway.

<http://www.wired.com/news/culture/0,1284,39450,00.html>

<http://www.tuxedo.org/~esr/jargon/>

<http://www.geek.com/glossary/>



Big I or Little i?

For the longest time, I've been guilty of using "internet" in my references to this great, big "world wide web." After all, I thought the Internet was a noun and because it was not anyone's name or other proper noun, it was not supposed to be capitalized. Well, my logic thinking failed me this time. Because the Internet is the "mother of all internets," it should be capitalized and preceded by "the."

The Net is perfectly acceptable as long as you remember Big N and the "the" word. Hey, I didn't want to end another sentence on "the." Oops, I did it anyway.

Oh, and it is World Wide Web, Web site, and Web. These are all caps. Yet, when we say "webmaster," "webcam," or "webzine" we keep them wee bitty.

<http://www.webguest.com/glossary/>

F-T-P, What Does it Mean to Me?

Some people use "ftp" (file transfer protocol) and others "FTP" and both are correct, depending on how it is used. If you are entering FTP into the URL, ftp is perfectly fine. However, if you're telling someone that she needs to use FTP to send the files to the server, it should be big letters. It's an abbreviation and they're capitalized. The same rule applies to HTML (hypertext markup language), GIF (graphical interchange format), JPEG (Joint Photographic Experts Group), GUI (graphical user interface), and LAN (local area network).

Yes, you can use FTP as a verb to say, "I FTP'd my files to the server." Just remember to use the shift key. "Hey, Meryl, Ms. Two Syllables Not One! Why is it "FTP'd" instead of "FTPed?"

As Tevye from *Fiddler on the Roof* always said, "Tradition!" Actually, I think it's because it looks prettier. OK, I admit it, I don't know and I couldn't find the answer to that one. If you do, give me a ring.

Best of Both Worlds

Here comes the fun part, there are terms that mix upper and lower case letters. JavaScript, RealAudio, QuickTime, and WebTV fall into this group and they are correct. These are known as midcaps, intercaps, mixed case, WikiName, or whatever you've heard. Programmers use intercaps

frequently especially since they avoid using spaces in database and file names.

Just remember that company names that utilize the mixed cases are written in the same manner as their owners identify them. However, if a name that has five or more capital letters, then it can be written with just the first letter capitalized.

If you've run into a hacker Web site or a teen chat room, you've seen the ultimate oVERdoInG oF inTErCApS and it is just plain ugly and difficult to read.

<http://info.astrian.net/jargon/>

<http://dymaxion.tensegrity.net/FrontPage>

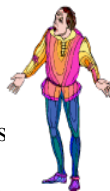
This is Giving Me a Headache, I Need Some Java



You've seen it as java, JAVA, and Java.Now, which is it? It is not JAVA since it not an abbreviation nor acronym. All programming languages are capitalized including C, Perl, and Pascal. Therefore, it is Java.

O Romeo, O Romeo—No PDA in this Play

Shakespeare was known for writing very few romantic scenes because all of his actors were men for both the male and female roles. So, you rarely see his characters showing PDA, or public displays of affection. You were thinking personal digital assistant, weren't you? PDA has become very commonplace since the PalmPilot stormed the industry. But, I have to agree with the experts out there that we should not use PDA since before CE (computer era) it was love lingo. Instead, use palmtop,



handheld, or refer to the hardware by its brand name.

Mind Your P's and Q's



One of my pet peeves is when I see "FAQ's" with the apostrophe. I didn't know Mr. FAQ had his own personal belongings. Actually, it's not true and it should be "FAQs" to indicate more than one. It's weird looking especially when you do "Dos and Don'ts" since you think DOS as in the operating system. I just read an article that stated, "This is used with very small PDA's." I am sure this is a reference to more than one palmtop; so in this case, think Romeo and use "palmtops" or "handheld devices."

And after all this, 3Com, the makers of the PalmPilot, recently has started using the world "palmpowered." Oy, here we go again...

Bibliography:

Hale, Constance, and Jessie Scanlon, *Wired Style: Principles of English Usage in the Digital Age*. New York: Advanced Magazine Publishers. 1999.

About the author:

Meryl Kaplan Evans has been hanging out on the Web since 1993 and is still kicking herself for not making the most of her hobby especially when she created her first Web page in that same year.

Meryl, two syllables like Cheryl and not one like Merle, currently writes for The Dallas Morning News, is a technical assistant at NYU, develops and maintains various Web sites for nonprofit organizations, is the co-editor of a monthly nonprofit organization's newsletter, and has a part-time job as an analyst with a telecommunications company until something comes along in the Web design world. She can be reached at:

meryl@onramp.net 

Usability Testing 2000—Our Day in the Sun



by George Grider



Question:

How many voters in West Palm Beach, Florida does it take to screw in a light bulb?



Answer:

None. They can't find the hole.

Oh fellow writers, these are sweet times. At last, our ship has arrived. Was Elizabeth ever so proud to gain command of her throne, or Lindbergh so relieved to reach the foreign shore? For we lesser mortals, we who have toiled our working lives to gain attention to our plight, we now have been presented the granddaddy of cautionary tales as an attention getter, one so powerful as to never require mention of its name.

It will be forever be called "Election 2000."

Many among us have grown hoarse over the years drawing attention to the need for document usability testing. Most of us have given up. We know what we're up against. What product manager wants to bother with a document that's already been checked off and is receiving raves for its balanced design? "Nice manual," they say, hurrying to the next planning session. The untested (even unread!)



manual is less important than icing on the project cake.

It's the packing slip on the bakery box.



Thank you Bush and Gore, and thank you Florida. We've been handed not just an example of how wrong untested documents can be, but along with the cautionary tale a bonus to boot: an X-ray outline of the reasons why people don't test. They may approve it, quicker than you'd sign for a marriage license or a loan on an automobile. But, as everyone now understands, mere *approval* simply doesn't cut it. Just because all parties involved approved the West Palm Beach ballot slip, this did not prevent having to throw out 19,120 marked ballots. That this number represents nearly double the percentage (4.1) as the number of ballots discarded in neighboring counties—where something other than the infamous “butterfly” ballot design was used—this should tell us something.

coughing up, giving a variety of excuses that we've not heard before. Though perhaps we knew them all along. For my source, I refer to recent issues of “TECHWR-L,” the popular Internet based news group for tech writers.

One writer has written: “... citizens should take an IQ test before being allowed to participate in important activities like voting or getting a drivers license. <g> [writer's grin.]” Later he adds, “My point is that people need to take a little responsibility.” This kind of righteousness informs the joke about the idiot light bulb installers, and points out a heretofore hidden attitude. Wasting time on document testing, those now driven by the harsh winds of politics might say, equates to coddling the customer.

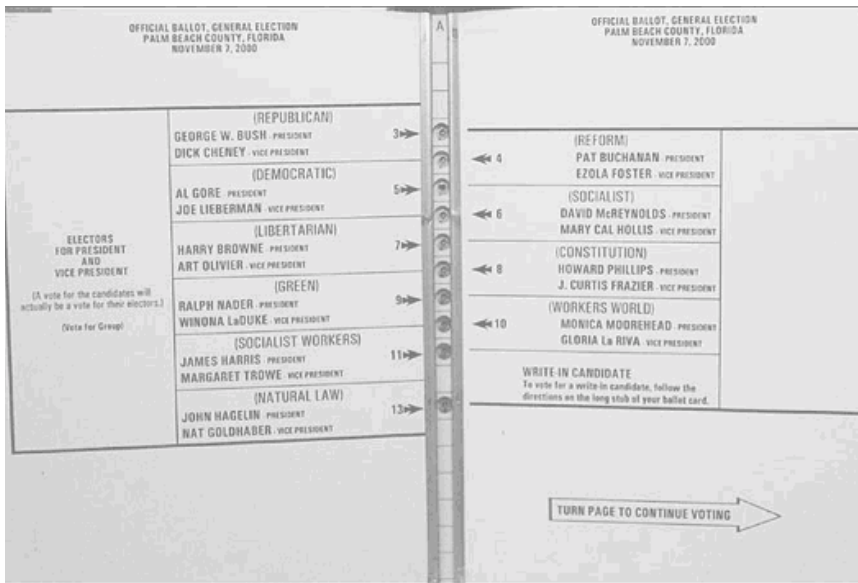
who wrote, “the sample ballot looked different than the actual ballot in the voting booth. What may be clear to you in viewing on CNN and/or the internet may not be as clear if you have poor eyesight, or if you read the sample ballot prior to voting.”

Sella, a left handed person, added: “So with the ballot, I immediately pictured a voter with their hand poised over the holes, which would obscure the one or the other column. This situation almost certainly contributed to what could be called a confusing situation. This is a perfect example of the need for usability.”

All good points. But wait, consider: in previous elections West Palm Beach using the same butterfly ballot was forced to discard a similar high number of ballots, something in the 15,000 range. What better usability testing than this? Why didn't the voter officials learn something in the last election, and put it to use in time to avoid this debacle?

The answer is that the previous election results were not so close; therefore, no one cared. The lesson given we technical writers, once the champagne has been consumed in our deserved celebration, is this: usability testing, to be effective, requires replication of the relevant circumstances. To *precreate* the scene, we first must decide for whom is the document written, and for what purpose?

If the purpose is to satisfy a buyer of a software package, a banker say, then you need to find a banker with a few hours to kill who will try out the product. Not just any banker, but someone with a need, similar to that of your presumed audience. Those who tested the butterfly ballots in the



The X-ray vision to our hidden motives is supplied by politics of the biggest kind: winning the key to the White House. The raw power emanating from the question of ownership of the presidency brings out an emotional honesty not witnessed in the repressed corporate hallways, and so America is learning the secrets to usability testing even as we are learning. In Florida over the last week, people have been

No customer whose checks are worth cashing should be required to read any manual. We in this room are all smart enough to work the product on our own.

Most writers know better. Sharon wrote: “A simple usability test would have shown the flaw. This is why people who are trained in form design and usability are so needed.” This was followed up by Connie,

last election and found them wanting weren't the same users we have today—people who are looking for accuracy.

In the political setting, another issue clouds the lesson we're so happily waving. That has to do with legitimacy. Republicans supporting George W. Bush are saying that the system worked just fine, as-is. No recounts needed. As for myself, one who did not vote for Bush's opponent, it seems to me that Gore's argument holds sway. That if manual recounts weren't the best means, then why did both states—Texas and Florida—recently pass laws allowing such counts to take place. I just thought I'd throw that in.

Questions with multiple choice answers is why usability testing isn't something as easy as it might appear. A product manager who believes his or her gizmo is the best thing since car heaters doesn't want some neophyte poking around looking for trouble. Why do we want it?

Because tech writers are the people other people look up to. We're what Emily Poe, a Memphis writer, calls "surrogate CEO's." As long as we concern ourselves with doing the best jobs for our clients, no matter whose toes we might be stepping on, we'll stay clear of any lasting trouble.

And spare ourselves the pain of running for office. 🐇



What A Pain In The Neck!

by Amy Hollister

It was a dark, stormy night—no wait, that was a movie. It was a bright, sunny morning—only I awoke with a migraine headache. What a bummer. What a way to completely ruin a perfectly good Monday, if there *is* such a thing.

Virtually all human beings are subject to back problems. The fact that humans walk upright, on two legs, puts great pressure on the spine and muscles that support it. Over time, back pain is all but inevitable. Normal wear and tear, accidents, disease, and such bad "back habits" as unnecessary strain from overexertion at play or work (especially lifting, pushing, pulling, and reaching for things improperly), and poor standing and sitting posture result in both immediate and long-term back problems.

Writers are susceptible for headaches, neck pain and even back pain. I mean, we sit at a desk all day (and sometimes all night), banging out information on a keyboard into a computer.

I digress—back to my story. After hearing me complain relentlessly, a good friend suggested (in her usual 'proactive' tone), "Gee, Amy, why don't 'cha just see a Chiropractor?" Well, that's an easy solution, but **who** do I 'see'? If you are like me, you want a referral from someone that you know and trust who has "been there and done that" with a physician and is confident with him or her.

I obtained the name of a Chiropractor who has been a perfect match, **Dr. Jon Rynes**, located at the **Germantown Chiropractic Clinic**.

But, I also had a few questions about the whole process:

What can chiropractic do?

Chiropractors successfully treat subluxation (a complex of functional and/or structural changes in joints, which can interfere with nerve transmission, disturb other organ systems and undermine general health). Spinal subluxations may have symptoms localized in some part of the back or may radiate down to the buttocks, thighs and legs. Chiropractors also treat tension that can show up as backaches and/or headaches or pains elsewhere in the body.

Doctors of chiropractic (DC) draw upon a wealth of knowledge and experience with treating and preventing back pain and back injuries. Soothing and pain-reducing spinal adjustments have been developed over the last century, during which chiropractors have practiced, improved and refined their techniques.

The chiropractic approach is similar to the clinical practice guidelines of the U.S. Agency for Health Care Policy and Research. That is, doctors of chiropractic not only treat the pain, they try to keep patients engaging in their normal activities rather than resting immobile in bed, which can actually cause further debilitation. And, of course, chiropractors do not rely on surgery, hospitalization and medication that can be both dangerous and needlessly costly for patients and their insurance providers.

What Can I Expect on My First Visit to a DC?

The first thing a chiropractor will do is ask you about the health



complaints about which you are chiefly concerned. The DC will also ask about your family history, dietary habits, other care you may have had (chiropractic, osteopathic, medical, etc.), your job, and other questions designed to help determine the nature of your illness and the best way to go about treating the problem. A physical examination will be performed in accordance with your DC's clinical judgement, which may include x-rays, laboratory analysis and other diagnostic procedures. In addition, a careful spinal examination and analysis will be performed to detect any structural abnormalities which may be affecting or causing your condition. All of these elements are important components of your total health profile, and vital to the doctor of chiropractic in evaluating your problem. An "adjustment," as doctors of chiropractic use the term, means the specific manipulation of vertebrae which have abnormal movement patterns or fail to function normally. Doctors of chiropractic spend years learning motion palpation (the art of examining by movement or touch) and other forms of spinal examining procedures, so that they can administer specific and appropriate spinal adjustments.



Once the DC has identified the problem, he/she will begin care by way of these adjustments or "manipulations." Particular attention will be paid to that area of your spine where a spinal derangement or "subluxation"

has been detected. The adjustment is usually given by hand or "activator" type instruments, and consists of applying pressure to the areas of the spine that are out of alignment or that do not move properly within their normal range of motion.



Doctors of chiropractic use many sophisticated and varied techniques, and the specific procedure to be used will be determined and explained completely to you following a careful evaluation of your radiographs and physical findings.

What all this means in English is that Doctors of chiropractic can really help you conquer pain. I am living proof. But, don't just take my word for it, check it out for yourself.

For more information or to schedule an appointment with **Dr. Jon Rynes**, call: Germantown Chiropractic Clinic (901) 757-9000

Treasurer's Report

by Ferris Hooshmand

This chapter monthly financial report reflects the end of October, 2000.

Cash balance..... \$874.05

Income:	
Dues Refund	\$1,982.50
Publication Comp.	\$ 405.00
Interest	\$ 9.40

Total Income..... \$2,396.90

Expenses:	
Meetings	\$ 24.04
Newsletter	\$ 33.00

Total Expenses..... \$ 57.04

Surplus or (deficit) \$2,339.86

Cash balance \$3,213.91



2000 Annual Mid-South STC Publications Competition Completed

by Steve Gillespie

The 2000 STC Mid-South chapter 7th Annual Publication Competition came to a close Saturday, November 4, with the consensus meeting at the new FedEx World Headquarters in Memphis. Of course, this year's competition was another success. We had 8 winning entries! Once again, the quality in technical communication in our region has shown forth!



A very special thanks to our Mid-South judges:

- Dr. Loel Kim of U of M, English Dept.
- Chapter member Randy Hutchinson
- Lyn Joyner of FedEx Express
- Jerry Langford of FedEx Express
- George Grider of FedEx Express

A special thanks also to Ferris Hooshmand, Manager, Ground Operations Policy Analysis at FedEx Express, for once again sponsoring the consensus judging here.



There are 3 levels of awards, in order of recognition:

1. *Distinguished* Technical Communication,
2. *Excellence* in Technical Communication
3. *Merit*



The envelope please...

2000 Winners

Category	Entry Name	Submitter(s)	Award
Quick Reference Guides	<i>Materials Management 1.0 Users Guide</i>	Jacob Morris Management by Information Little Rock, AR	Merit
Annual Reports	<i>College of Veterinary Medicine, MSU, Research Program Annual Report 1999</i>	Wanda Thorne, Gorge Taylor, and Tom Thompson Office of Agricultural Communications Mississippi State University	Excellence
	<i>Mack-Blackwell Rural Transportation Center Annual Report 1999-2000</i>	Lyn F. Gattis Mack-Blackwell Rural Transportation Center University of Arkansas Fayetteville, AR	Excellence
Technical Reports	<i>"Toxicology and Carcinogenesis Studies of Triethanolamine"</i>	Waynette D. Sharp, Susan Gunnels, and Lynn Harper Biotechnical Services, Inc. North Little Rock, AR	Excellence
Trade/ News Articles	<i>"Researchers Working to Improve Cattle Breeding"</i>	Linda Breazeale Office of Agricultural Communications Mississippi State University	Merit
	<i>"Research Traces Broiler Health to Hen Diets"</i>	Bonnie Coblentz Office of Agricultural Communications Mississippi State University	Merit
	<i>"Parasite Threatens Mississippi Catfish"</i>	Bonnie Coblentz Office of Agricultural Communications Mississippi State University	Merit

The publication of the Mid-South Chapter of the Society for Technical Communication is referred to as *Newsbrief*.

Its goals are to:

- Help create a sense of community among existing members and visitors
- Involve members and visitors more fully in professional development and service
- Attract potential members by making them aware of the benefits of chapter membership
- Provide a link between the University, Professors, students, and work-place professionals

Publication Guidelines:

Submissions are encouraged, either as faxes or e-mails to the editor.

Newsletter Contact:

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awriter@midsouth.rr.com or
 (901) 434-8421

Mission Statement:

The mission of the Society for Technical Communication is to improve the quality and effectiveness of technical communication for audiences.

Contributors This Month:

- Dr. Mary Battle
- Steve Gillespie
- George Grider
- Jeff Hanvey
- Ferris Hooshmand
- Jeff Vowell
- Jackie Walters



Meeting Reminder

Amy Hollister, Editor



What: December (Dinner) Meeting

When: **Monday, December 4th**
06:00 p.m.

Topic: **Holiday Party**

Where: Napa Cafe
5101 Sanderlin
(901) 683-0441



The planned menu items and prices (including tea, tax, and gratuity) are

- Pork Tenderloin** **\$14.50**
Pan roasted pork tenderloin topped with a mustard cream sauce, served with roasted garlic whipped potatoes and sauteed red cabbage with walnuts.
- Grilled Salmon** **\$16.50**
A fresh fillet grilled and topped with a relish of roasted red and yellow peppers; served with crisp potato cakes.
- Chicken Breast with Grilled Citrus Vinaigrette** **\$13.50**
Grilled chicken breast with a grilled orange, lemon, lime vinaigrette and a fresh tamale.

STC society for technical communication

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STC society for technical communication

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